

Housing Policy Committee

Friday 17 March 2023 at 2.00 pm

Town Hall, Sheffield, S1 2HH

The Press and Public are Welcome to Attend

Membership

Councillor Douglas Johnson
Councillor Penny Baker
Councillor Fran Belbin
Councillor Sue Auckland
Councillor Ben Curran
Councillor Denise Fox
Councillor Maleiki Haybe
Councillor Sophie Thornton
Councillor Paul Wood

PUBLIC ACCESS TO THE MEETING

The Housing Policy Committee discusses and takes decisions on Housing matters:

- Public sector
- Private sector
- Homelessness
- Refugee resettlement programmes
- Gypsy and traveller sites

Meetings are chaired by Councillor Douglas Johnson.

A copy of the agenda and reports is available on the Council's website at www.sheffield.gov.uk. You may not be allowed to see some reports because they contain confidential information. These items are usually marked * on the agenda. Members of the public have the right to ask questions or submit petitions to Policy Committee meetings and recording is allowed under the direction of the Chair. Please see the [Council's Webpage](#) or contact Democratic Services for further information regarding public questions and petitions and details of the Council's protocol on audio/visual recording and photography at council meetings.

Policy Committee meetings are normally open to the public but sometimes the Committee may have to discuss an item in private. If this happens, you will be asked to leave. Any private items are normally left until last on the agenda.

Meetings of the Policy Committee have to be held as physical meetings. If you would like to attend the meeting, please report to an Attendant in the Foyer at the Town Hall where you will be directed to the meeting room. However, it would be appreciated if you could register to attend, in advance of the meeting, by emailing committee@sheffield.gov.uk, as this will assist with the management of attendance at the meeting. The meeting rooms in the Town Hall have a limited capacity. We are unable to guarantee entrance to the meeting room for observers, as priority will be given to registered speakers and those that have registered to attend.

Alternatively, you can observe the meeting remotely by clicking on the 'view the webcast' link provided on the meeting page of the [website](#).

If you wish to attend a meeting and ask a question or present a petition, you must submit the question/petition in writing by 9.00 a.m. at least 2 clear working days in advance of the date of the meeting, by email to the following address: committee@sheffield.gov.uk.

In order to ensure safe access and to protect all attendees, you will be recommended to wear a face covering (unless you have an exemption) at all times within the venue. Please do not attend the meeting if you have COVID-19 symptoms. It is also recommended that you undertake a Covid-19 Rapid Lateral Flow Test within two days of the meeting.

If you require any further information please email committee@sheffield.gov.uk.

FACILITIES

There are public toilets available, with wheelchair access, on the ground floor of the Town Hall. Induction loop facilities are available in meeting rooms. Access for people with mobility difficulties can be obtained through the ramp on the side to the main Town Hall entrance.

**HOUSING POLICY COMMITTEE AGENDA
17 MARCH 2023**

Order of Business

- 1. Welcome and Housekeeping**
The Chair to welcome attendees to the meeting and outline basic housekeeping and fire safety arrangements.
- 2. Apologies for Absence**
- 3. Exclusion of Press and Public**
To identify items where resolutions may be moved to exclude the press and public
- 4. Declarations of Interest** (Pages 7 - 10)
Members to declare any interests they have in the business to be considered at the meeting
- 5. Minutes of Previous Meeting** (Pages 11 - 16)
To approve the minutes of the last meeting of the Committee held on
- 6. Public Questions and Petitions**
To receive any questions or petitions from members of the public

Formal Decisions

- 7. Capital Finance Monitoring Report** (Pages 17 - 30)
Report of Executive Director, Operational Services
- 8. Modifying Private Rented Solutions Policy** (Pages 31 - 56)
Report of Executive Director, Operational Services
- 9. Homelessness Prevention and Rough Sleeping Strategy- Action Plan** (Pages 57 - 74)
Report of Executive Director, Operational Services
- 10. Gypsy and Traveller Pitch Fees** (Pages 75 - 102)
Report of Executive Director, Operational Services

Other Items

- 11. HNS and Repairs Performance Report** (Pages 103 - 136)
Report of Executive Director, Operational Services
- 12. Private Sector Housing Regulation** (Pages 137 -

- Report of Executive Director, Operational Services 152)
- 13. Update on Place Systems Review** (Pages 153 - 178)
Report of Executive Director, Operational Services
- 14. Work Programme** (Pages 179 - 192)
Report of the Interim Director, Legal and Governance.

NOTE: The next meeting of Housing Policy Committee will be held on Date Not Specified at Time Not Specified

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ADVICE TO MEMBERS ON DECLARING INTERESTS AT MEETINGS

If you are present at a meeting of the Council, of its Policy Committees, or of any committee, sub-committee, joint committee, or joint sub-committee of the authority, and you have a **Disclosable Pecuniary Interest** (DPI) relating to any business that will be considered at the meeting, you must not:

- participate in any discussion of the business at the meeting, or if you become aware of your Disclosable Pecuniary Interest during the meeting, participate further in any discussion of the business, or
- participate in any vote or further vote taken on the matter at the meeting.

These prohibitions apply to any form of participation, including speaking as a member of the public.

You **must**:

- leave the room (in accordance with the Members' Code of Conduct)
- make a verbal declaration of the existence and nature of any DPI at any meeting at which you are present at which an item of business which affects or relates to the subject matter of that interest is under consideration, at or before the consideration of the item of business or as soon as the interest becomes apparent.
- declare it to the meeting and notify the Council's Monitoring Officer within 28 days, if the DPI is not already registered.

If you have any of the following pecuniary interests, they are your **disclosable pecuniary interests** under the new national rules. You have a pecuniary interest if you, or your spouse or civil partner, have a pecuniary interest.

- Any employment, office, trade, profession or vocation carried on for profit or gain, which you, or your spouse or civil partner undertakes.
- Any payment or provision of any other financial benefit (other than from your council or authority) made or provided within the relevant period* in respect of any expenses incurred by you in carrying out duties as a member, or towards your election expenses. This includes any payment or financial benefit from a trade union within the meaning of the Trade Union and Labour Relations (Consolidation) Act 1992.

*The relevant period is the 12 months ending on the day when you tell the Monitoring Officer about your disclosable pecuniary interests.

- Any contract which is made between you, or your spouse or your civil partner (or a body in which you, or your spouse or your civil partner, has a beneficial interest) and your council or authority –
 - under which goods or services are to be provided or works are to be executed; and
 - which has not been fully discharged.

- Any beneficial interest in land which you, or your spouse or your civil partner, have and which is within the area of your council or authority.
- Any licence (alone or jointly with others) which you, or your spouse or your civil partner, holds to occupy land in the area of your council or authority for a month or longer.
- Any tenancy where (to your knowledge) –
 - the landlord is your council or authority; and
 - the tenant is a body in which you, or your spouse or your civil partner, has a beneficial interest.
- Any beneficial interest which you, or your spouse or your civil partner has in securities of a body where -
 - (a) that body (to your knowledge) has a place of business or land in the area of your council or authority; and
 - (b) either -
 - the total nominal value of the securities exceeds £25,000 or one hundredth of the total issued share capital of that body; or
 - if the share capital of that body is of more than one class, the total nominal value of the shares of any one class in which you, or your spouse or your civil partner, has a beneficial interest exceeds one hundredth of the total issued share capital of that class.

If you attend a meeting at which any item of business is to be considered and you are aware that you have a **personal interest** in the matter which does not amount to a DPI, you must make verbal declaration of the existence and nature of that interest at or before the consideration of the item of business or as soon as the interest becomes apparent. You should leave the room if your continued presence is incompatible with the 7 Principles of Public Life (selflessness; integrity; objectivity; accountability; openness; honesty; and leadership).

You have a personal interest where –

- a decision in relation to that business might reasonably be regarded as affecting the well-being or financial standing (including interests in land and easements over land) of you or a member of your family or a person or an organisation with whom you have a close association to a greater extent than it would affect the majority of the Council Tax payers, ratepayers or inhabitants of the ward or electoral area for which you have been elected or otherwise of the Authority's administrative area, or
- it relates to or is likely to affect any of the interests that are defined as DPIs but are in respect of a member of your family (other than a partner) or a person with whom you have a close association.

Guidance on declarations of interest, incorporating regulations published by the Government in relation to Disclosable Pecuniary Interests, has been circulated to you previously.

You should identify any potential interest you may have relating to business to be considered at the meeting. This will help you and anyone that you ask for advice to fully consider all the circumstances before deciding what action you should take.

In certain circumstances the Council may grant a **dispensation** to permit a Member to take part in the business of the Authority even if the member has a Disclosable Pecuniary Interest relating to that business.

To obtain a dispensation, you must write to the Monitoring Officer at least 48 hours before the meeting in question, explaining why a dispensation is sought and desirable, and specifying the period of time for which it is sought. The Monitoring Officer may consult with the Independent Person or the Council's Standards Committee in relation to a request for dispensation.

Further advice can be obtained from David Hollis, Interim Director of Legal and Governance by emailing david.hollis@sheffield.gov.uk.

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Housing Policy Committee

Meeting held 2 February 2023

PRESENT: Councillors Douglas Johnson (Chair), Penny Baker (Deputy Chair), Fran Belbin (Group Spokesperson), Ben Curran, Denise Fox, Maleiki Haybe, Sophie Thornton, Paul Wood and Alan Woodcock (Substitute Member)

1. WELCOME AND HOUSEKEEPING

1.1 The Chair welcomed everyone to the meeting.

2. APOLOGIES FOR ABSENCE

2.1 Apologies of absence were received from Councillor Sue Auckland.

3. EXCLUSION OF PRESS AND PUBLIC

3.1 No items were identified where resolutions may be moved to exclude the public and press.

4. DECLARATIONS OF INTEREST

4.1 No interests were declared at the meeting.

5. MINUTES OF PREVIOUS MEETING

5.1 Minutes of previous meeting were agreed as an accurate record.

6. PUBLIC QUESTIONS AND PETITIONS

6.1 There were no public questions or petitions.

7. HOUSING REVENUE ACCOUNT BUSINESS PLAN 23/24

7.1 The Director of Housing & Neighbourhood Services introduced the report which provided an update of the Housing Revenue Account (HRA) Business Plan for 2023/24, including revised priorities and capital improvement plans for 2023/24, prior to approval by Strategy and Resources Policy Committee for submission to Full Council.

7.2 **RESOLVED UNANIMOUSLY:** That the **Housing** Policy Committee:-

1. Notes that the HRA Business Plan report for 2023/24, the HRA Business Plan priorities for 2023/24 and HRA Revenue Budget 2023/24 as set out in the Financial Appendix, will go to the Strategy and Resources Policy Committee at

its meeting on 7th February, for recommendation to Full Council for approval;

2. Notes that once adopted by Full Council, monitoring delivery of HRA Business Plan priorities will be within the remit of Housing Policy Committee and a regular performance reporting schedule will be approved; and
3. Requests that the following matters be considered by the Strategy and Resources Policy Committee when approving the HRA Business Plan priorities for 2023/24 and HRA Revenue Budget 2023/24:-
 - I. Maintaining the Stock Increase Programme (SIP);
 - II. Looking again at how to invest in order to decrease the repairs bill;
 - III. Looking at the possibility of further investment into retro-fitting; and
 - IV. Increasing tenant involvement, exploring the option of tenant-led local housing advisory panels and reporting arrangements with LACs.

7.3 Reasons for Decision

7.3.1 The report and its recommendations, set out the scale of the challenge ahead, the limited resources available and the difficult decisions that now need to be taken to deliver a balanced HRA budget for 2023/24. The delivery of a balanced HRA budget is dependent on setting a 7% rent increase for Council tenants as set out in this report. Members are asked to consider the proposed recommendations to:

- optimise the number of good quality affordable council homes in the city
- maximise the financial resources to deliver key outcomes for tenants and the city in the context of a self-financing funding regime Page 26
- ensure that tenants' homes continue to be well maintained and to optimise investment in estates; and
- assure the long-term sustainability of council housing in Sheffield.

7.4 Alternatives Considered and Rejected

7.4.1 The Council is required to both set a balanced HRA budget and to ensure that in-year income and expenditure are balanced. No other alternatives were considered.

8. GYPSY AND TRAVELLER PITCH FEES

8.1 The Accommodation Manager introduced the report which set out the proposal for the 2023/24 increase in pitch fees relating to Sheffield City Council's Gypsy and Traveller sites at Longacre and Redmires. There is no nationally recommended pitch fee level for Gypsy and Traveller pitches as there is for social housing rents. It is left to the discretion of the landlord, subject to the terms of a Written Statement of Agreement between the Council and occupiers of the sites.

- 8.2 It was proposed to defer the decision to the March meeting.
- 8.3 **RESOLVED UNANIMOUSLY:** That the **Housing** Policy Committee agreed to defer this decision to the March 2023 meeting.

9. PROCUREMENT OF HOTEL/B&B ACCOMMODATION

9.1 The Business Change Manager introduced the report which sought approval for officers to undertake a procurement exercise for up to 150 hotel and B & B bed spaces for a period of two years. These bed spaces will be used for interim and temporary accommodation for customers experiencing homelessness who are eligible as defined in the Housing Act and statutory instruments. This proposal does not seek to increase our overall usage of hotel and B & B bed spaces but concerns how SCC sources and pays for hotel and B & B bed spaces. A procurement exercise will allow SCC to better manage costs associated with hotel and B & B accommodation by having agreed nightly rates. Officer time will also be saved which will mean resources can be better utilised in the Housing Options and Advice service.

9.2 **RESOLVED UNANIMOUSLY:** That the **Housing** Policy Committee:-

1. Authorise officers to conduct a procurement exercise to block book up to 150 hotel/B & B beds for a two year period, with an option to reduce the number of beds by up to 100 in Year 2; and
2. Appoint the preferred bidder, following that exercise.

9.3 Reasons for Decision

- 9.3.1 For the reasons outlined in Section 2 officers recommend the committee to endorse the recommendation to undertake a procurement exercise to block book up to 150 hotel/B & B bed spaces for the next two years.
- 9.3.2 Undertaking the procurement exercise will realise the following outcomes - Provide a ready source of hotel and B & B accommodation which will realise savings in officer time compared to the current spot booking approach. Officer resources can then be redirected to other work within the service. - Realise more stable and predictable costs for hotel and B & B accommodation compared to the current approach. This will mean budget forecasting and management of spend on temporary accommodation can be improved.

9.4 Alternatives Considered and Rejected

- 9.4.1 There are no other viable alternative options, to continue spot booking hotel and B&B accommodation would not represent value for money for SCC.

10. RESPONSE TO GOVERNMENT ON DAMP AND MOULD IN SOCIAL HOUSING

- 10.1 Following the tragic death of Awaab Ishak who died two years ago from a respiratory condition caused by damp and mould in his home, the Secretary of State for The Department of Levelling Up, Housing and Communities (DLUHC)

have written to Sheffield City Council to seek re-assurances that it is fulfilling its legal and regulatory responsibilities in relation to damp and mould, and if not, to outline how it intends to become full compliant.

The Director of Housing and Neighbourhood Services introduced the report which provided an update to the additional work undertaken to respond to DLUHC following the initial response provided on 30 November 2022. This report provides detail of the secondary ask from DLUHC which was provided on 27 January 2023. The response outlines our previous actions to deal with damp and mould in the Private Rented Sector and what we need to effectively tackle it in the future.

10.2 **RESOLVED UNANIMOUSLY:** That the **Housing** Policy Committee:-

1. Note the contents of this report and the work being done to address the issues of damp and mould in private rented homes.

10.3 **Reasons for Decision**

- 10.3.1 To inform the Housing Policy Committee of the work being undertaken by Officers to respond to the challenges of damp and mould in both private sector housing and council housing in Sheffield.

10.4 **Alternatives Considered and Rejected**

- 10.4.1 None.

11. REVENUE FINANCE MONITORING REPORT - MONTH 8

- 11.1 The Head of Accounting brought the Committee up to date with the Council's financial position as at Month 8 2022/23 including General Fund revenue position and Housing Revenue Account.

11.2 **RESOLVED UNANIMOUSLY:** That the **Housing** Policy Committee:-

1. Note the Council's financial position as at the end of November 2022 (month 8).

11.3 **Reasons for Decision**

- 11.3.1 The paper was to bring the committee up to date with the Council's current financial position as at Month 8 2022/23.

11.4 **Alternatives Considered and Rejected**

- 11.4.1 The Council is required to both set a balance budget and to ensure that in-year income and expenditure are balanced. No other alternatives were considered.

12. CAPITAL FINANCE MONITORING REPORT

- 12.1 The Housing Capital Programme brings together the 30-year Asset Management and Housing Growth Strategy for Council Housing. The

Programme sets out the priorities for investment to ensure that homes meet the Government's Decent Homes Standard and delivery of tenants' priorities, to improve the quality of homes and neighbourhoods. Investment priorities are formulated from detailed stock condition and other surveys to ensure effective planning of works, repairs intelligence, life-cycle modelling and, feedback from tenants.

The Housing Investment Programme is co-designed and agreed with tenants for Council Housing stock.

The Housing Capital Programme is split into three distinct areas of activity: Council Housing Investment (existing stock and assets) and the Council's Stock Increase Programme, funded from the Council's Housing Revenue Account, as described in the annual HRA Business Plan. There is also the Non-HRA Capital Programme which includes the Programme Management, Homes & Loans to private homes and investment in private homes. The table at 1.9 show the overall Housing Capital Programme split between Council Housing Investment, Stock Increase and Non HRA areas of the programme.

The Director of Housing and Neighbourhood Services introduced the report which provided an update of the progress against the approved 2022/23 Housing Capital Programme. This is reported regularly as part of the Council's Corporate Capital Programme to Strategy and Resources Committee, normally on a quarterly basis. This report will focus on providing an update with regards to spend and progress against the 2022/23 Housing Capital Programme as at end of December 2022. The report also provides an update of the 5-year Housing Capital Programme.

12.2 **RESOLVED UNANIMOUSLY:** That the **Housing** Policy Committee:-

1. Note the 2022-23 Housing Capital Programme forecasting and budget position at the end of period 9.

12.3 **Reasons for Decision**

12.3.1 The report provided the Housing Policy Committee members with an update on progress against the approved 5-year approved Capital programme.

12.4 **Alternatives Considered and Rejected**

12.4.1 No alternative options are considered as part of the update report.

13. **WORK PROGRAMME**

13.1 The Principal Democratic Services Officer introduced the report. Some suggestions and discussion took place regarding future items, including tenant participation and the net-zero roadmap. It was agreed to provide a knowledge briefing to the committee on the Sheffield Housing Company.

13.2 **RESOLVED UNANIMOUSLY:** That the Housing Policy Committee:-

1. That the Committee's work programme, as set out in Appendix 1 be agreed,

including any additions and amendments identified in Part 1;

2. That consideration be given to the further additions or adjustments to the work programme presented at Part 2 of Appendix 1; and
3. That Members give consideration to any further issues to be explored by officers for inclusion in Part 2 of Appendix 1 of the next work programme report, for potential addition to the work programme.



Report to Policy Committee

Author/Lead Officer of Report: Nesreen Lowson

Tel: 0114 2735493

Report of: Executive Director – Operational Services

Report to: Housing Policy Committee

Date of Decision: 10th March 2023

Subject: Housing Capital Programme – Q4 Update on the 5 Year Programme

Has an Equality Impact Assessment (EIA) been undertaken?	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
If YES, what EIA reference number has it been given? <i>(Insert reference number)</i>				
Has appropriate consultation taken place?	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Has a Climate Impact Assessment (CIA) been undertaken?	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
Does the report contain confidential or exempt information?	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>

Purpose of Report:

The Housing Capital Programme brings together the 30-year Asset Management and Housing Growth Strategy for Council Housing that sets out the priorities for investment and, to ensure that homes meet the Government’s Decent Homes Standard and, delivery of tenants’ priorities to improve the quality of homes and neighbourhoods. Investment priorities are formulated from detailed stock condition and other surveys to ensure effective planning of works, repairs intelligence, life-cycle modelling and, feedback from tenants.

The Housing Investment Programme is co-designed and agreed with tenants for Council Housing stock.

The Housing Capital Programme is split into three distinct areas of activity; Council Housing Investment (existing stock and assets) and the Council’s Stock Increase Programme, funded from the Council’s Housing Revenue Account, as described in the annual HRA Business Plan. There is also the Non-HRA Capital Programme which includes the Programme Management, Homes & Loans to private homes and investment in private homes. The table at 1.9 show the overall Housing Capital Programme split between Council Housing Investment, Stock Increase and Non-HRA areas of the programme.

The purpose of this report is to provide an update of the progress against the approved 2022/23 Housing Capital Programme, this is reported regularly as part of the Council's Corporate Capital Programme to Strategy and Resources Committee normally on a quarterly basis. This report will focus on providing an update with regard to spend and progress against the 2022/23 Housing Capital Programme as at end of January 2023. The report also provides an update of the 5-year Housing Capital Programme.

Recommendations:

The Housing Policy Committee is recommended to:

- Note the 2022-23 Housing Capital Programme forecasting and budget position at the end of period 10.

Background Papers:

Appendix 1 – Housing Capital Programme Monitoring

Lead Officer to complete:-		
1	I have consulted the relevant departments in respect of any relevant implications indicated on the Statutory and Council Policy Checklist, and comments have been incorporated / additional forms completed / EIA completed, where required.	Finance: <i>Damian Watkinson</i>
		Legal: <i>Stephen Tonge</i>
		Equalities & Consultation: <i>N/A</i>
		Climate: <i>N/A</i>
<i>Legal, financial/commercial and equalities implications must be included within the report and the name of the officer consulted must be included above.</i>		
2	EMT member who approved submission:	Ajman Ali
3	Committee Chair consulted:	Douglas Johnson
4	I confirm that all necessary approval has been obtained in respect of the implications indicated on the Statutory and Council Policy Checklist and that the report has been approved for submission to the Committee by the EMT member indicated at 2. In addition, any additional forms have been completed and signed off as required at 1.	
	Lead Officer Name: Janet Sharpe	Job Title: Director of Housing Housing and Neighbourhood Service
Date: 10 th March 2023		

1. PROPOSAL

- 1.1 The Housing Capital Programme was approved in January 2022 as part of the Housing Revenue Account (HRA) Business Plan and, was also included in the Council's Corporate Capital Programme in February 2022 that brings together all Capital Programmes together for formal approval.
- 1.2 The Housing Capital Programme has a rolling 5-year Programme. As part of the HRA Business Plan there is also a 30-year Asset Management Strategy with investment plans for 30 years and, reporting against a 1 year and, 5-year programme. The HRA Housing Investment Programme is co-produced with tenants and regularly consulted on to ensure stock is compliant with current regulations (including the new Fire and Building Safety Regulations, Gas, Electrical, Asbestos etc) and Decent Homes Standards.
- 1.3 The Housing capital investment strategy will focus on a 'fabric first' approach to protect council housing assets, to reduce our ongoing and longer-term repairs and maintenance obligations and increase tenants' satisfactions with their homes. We will also be moving to an area-based investment approach to reflect local priorities that are important to residents and tenants. Close working arrangements are in place with the Council's Repairs Services to ensure alignment across Capital and Revenue investment.
- 1.4 Below is a summary of the approved 5 Year Housing Capital Programme:
- 1.5 Each year a review of the 30 year and 5-year Housing Investment Programme is undertaken and any profile changes are approved as part of the Council's HRA Business Plan in January. Each year additional years are added so that we always have a 5- and 30-year programme. The capital budgets for 2027/28 (year 6) are currently being worked through and will be presented as part of the 5-year programme for approval.
- 1.6 The updated 5-year programme changes were approved by the Cooperative Executive on the 19th of January 2022 who approved the total 5-year programme of £660m.
- 1.7 A number of variations to the programme were approved before the end of March 2022 as a result of delays on some programmes that had continued to be affected by the pandemic which had slowed down some capital works and procurement plans. A total of £16.068m in year-end slippage was approved in April 2022. This included £2.268m for Council Housing Investment and £12.973m for the Stock Increase Programme.

1.8 Further variations to the programme have been approved since the previous Housing Policy Committee report, following detailed reviews on the HRA capital finance budget available for the 5-year approved capital programme during September 2022 – January 2023 to reflect current market conditions. The total variations awaiting approval following these reviews will re-set the Housing Capital Programme to £64.07m for 2022/23.

1.9

HRA Capital Programme Position - Period 10

HRA Programme Position	2022/23 Full Year	2023-27 Programme				5 Year Total FY Budget
	2022/23 FY Budget	2023/24 FY Budget	2024/25 FY Budget	2025/26 FY Budget	2026/27 FY Budget	
HEATING, ENERGY & CARBON REDUCTION TOTAL	£4,917,020	£21,679,222	£10,859,000	£10,845,480	£13,450,000	£61,750,722
H & S ESSENTIAL WORK TOTAL	£13,182,292	£10,494,886	£18,667,645	£21,880,321	£18,240,654	£82,465,798
ADAPTATIONS & ACCESS TOTAL	£3,534,657	£3,343,500	£3,304,730	£3,008,421	£3,130,011	£16,321,319
HRA PROGRAMME MANAGEMENT TOTAL	£3,050,000	£3,100,000	£3,150,000	£3,200,000	£3,250,000	£15,750,000
WASTE MANAGEMENT & ESTATE ENV TOTAL	£0	£801,986	£2,770,000	£3,365,000	£3,515,000	£10,451,986
ENVELOPING & EXTERNAL WORK TOTAL	£3,885,094	£13,039,653	£9,275,940	£13,692,270	£3,682,118	£43,575,055
COMMUNAL AREA INVESTMENT TOTAL	£0	£500,000	£2,500,000	£2,500,000	£2,927,200	£8,427,200
INTERNAL WORKS TOTAL	£2,509,726	£3,186,741	£3,733,747	£4,144,146	£5,906,272	£19,480,632
OTHER PLANNED ELEMENTALS TOTAL	£1,092,970	£1,269,100	£1,332,000	£1,332,000	£1,482,000	£6,508,070
GARAGES & OUTHOUSES TOTAL	£2,600	£130,027	£250,000	£250,000	£250,000	£882,627
IT UPGRADE TOTAL	£0	£0	£0	£0	£0	£0
GV MASTERPLAN DELIVERY TOTAL	£159,500	£201,750	£9,200,690	£10,963,000	£20,162,399	£40,687,339
	£32,333,858	£57,746,845	£65,043,752	£75,180,638	£75,995,654	£306,300,747

Stock Increase Programme Position	2022/23 Full Year	2023-27 Programme				5 Year Total FY Budget
	2022/23 FY Budget	2023/24 FY Budget	2024/25 FY Budget	2025/26 FY Budget	2026/27 FY Budget	
ASSET MANAGEMENT DELIVERY TOTAL	£7,619,321	£3,321,946	£2,270,340	£2,332,780	£0	£15,544,387
HOUSING GROWTH DELIVERY TOTAL	£27,710,116	£49,355,677	£109,462,766	£73,001,568	£72,482,258	£332,012,385
	£35,329,437	£52,677,623	£111,733,106	£75,334,348	£72,482,258	£347,556,772

Non-HRA Programme	2022/23 Full Year	2023-27 Programme				5 Year Total FY Budget
	2022/23 FY Budget	2023/24 FY Budget	2024/25 FY Budget	2025/26 FY Budget	2026/27 FY Budget	
Non-HRA REGENERATION TOTAL	£18,000	£18,000	£18,000	£18,000	£18,000	£90,000
Non-HRA PROGRAMME MANAGEMENT TOTAL	£377,000	£377,000	£377,000	£377,000	£377,000	£1,885,000
HOMES & LOANS TOTAL	£1,205,809	£0	£0	£0	£0	£1,205,809
PRIVATE HOUSING STANDARDS TOTAL	£145,000	£145,000	£145,000	£145,000	£145,000	£725,000
OTHER CAPITAL WORKS TOTAL	£3,284,123	£0	£0	£0	£0	£3,284,123
	£5,029,932	£540,000	£540,000	£540,000	£540,000	£7,189,932
Grand Total	£72,693,228	£110,964,468	£177,316,858	£151,054,986	£149,017,912	£661,047,451

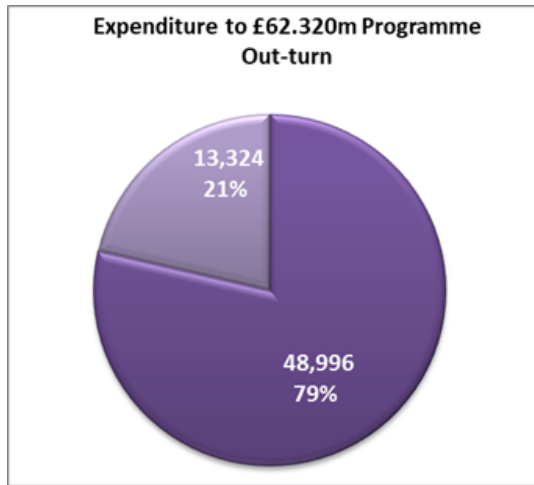
The current 2022-23 Housing Capital Programme position is shown in the table below:-

2022-23 Housing Capital Programme Position	Approved	Changes	Proposed
HRA Investment in Council Housing (Themes)	32,334	(0.061)	32,273
HRA Stock Increase Programme	35,329	(7.673)	27,656
HRA Programme Subtotal	67,663	(7.734)	59,929
Non-HRA Programme	5,030	(0.889)	4,141
TOTAL Housing Capital Investment Programme	72,693	(8.623)	64,070

1.10 **Expenditure to Date on Budget for 2022/23**

1.10.1 The total 2022-23 Housing Capital Programme expenditure to the end of January was £48.996m. This represents 79% of the total forecast programme out-turn of £62.320m, compared to the same period in

2021/22 when the expenditure to, the then, date performance was at £37.554m, 53% of the forecast programme outturn. This indicates an improved performance of in year expenditure against previous years. The chart below illustrates this representation.



1.11 Forecast Out-turn Position.

- 1.11.1 The total Housing Capital Programme year-end forecasted out-turn at the end of January was £62.320m.
- 1.11.2 The variances for each section of the programme are a combination of procurement (tender savings), programme changes, slippage and updated financial spend profiles.
- 1.11.3 Within Council Housing Investment, the forecast total underspend of (£1.214m) is mostly related to Obsolete Heating, Heating Breakdowns, EWI Non-Traditional 2, LAD2 Council Housing Works, Demolition Programme, Fire Suppression Systems, CCTV Refurb and Upgrade, Tower Block Flat Roofing, Elemental Refurbs and Lift Replacements, which have experienced a number of project changes. Further work has been required for lift replacements and an Outline Business Case and Procurement Strategy will now be finalised in early 2023.

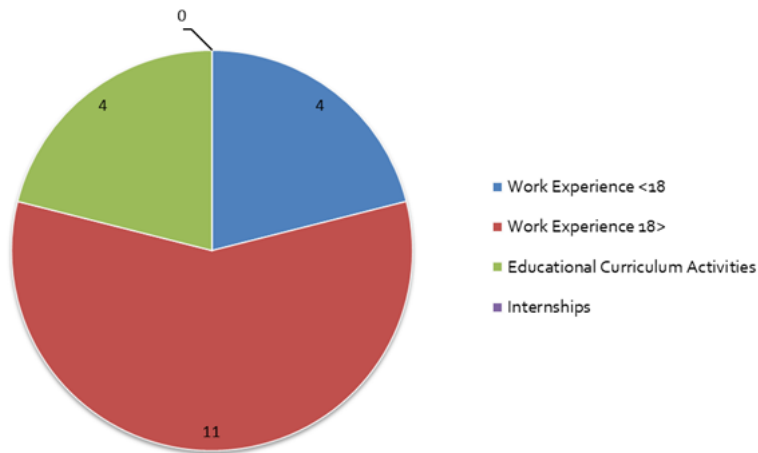
Information on other variances is detailed within Appendix 1 of this report.

1.12 Employment and Social Value

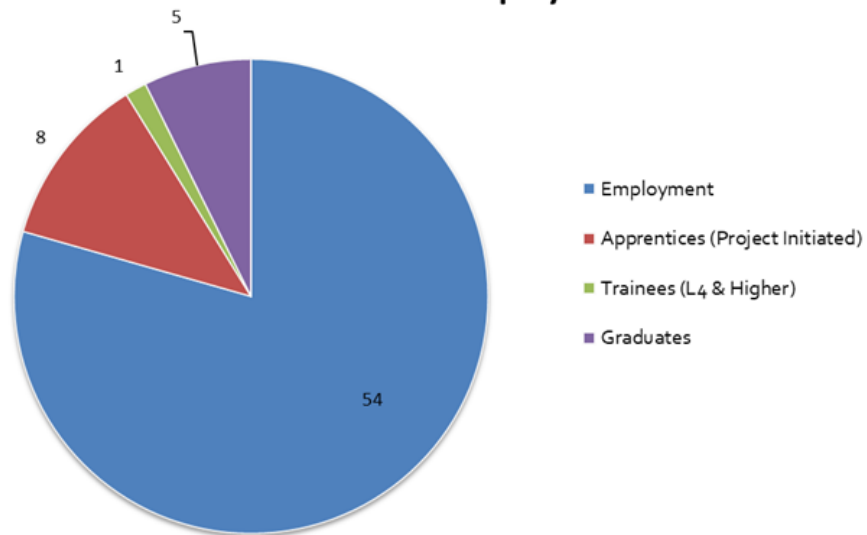
- 1.12.1 The Housing Investment Programme is achieving significant wider social value from contractors. This information is captured by the Council and published periodically. As part of our procurement of the

capital programme contracts, requirement is included during the procurement process and contract delivery for delivering against social value requirements which include supporting local employment and upskilling opportunities (through work experience and apprenticeships). The charts below report on these for the periods to the end of December 2023.

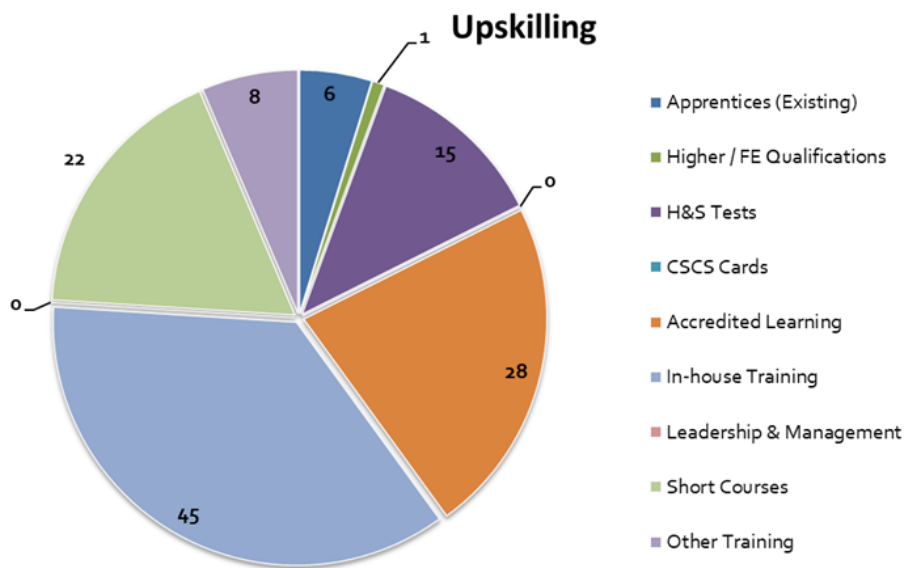
Work Experience



New Employment



To date during 2022/23, the chart below illustrates the report on local employment upskilling opportunities.



1.13 Customer Engagement

1.13.1 The Housing Investment Programme (Capital) is made up of work areas to ensure we are compliant with regulations, works that will protect the life of our assets and make areas great places to live. Consulting on and planning the capital programme with tenants is a priority for the Council, so it includes tenants' priorities. Scrutiny on the delivery of the Housing Investment Programme is managed through tenant governance boards and performance reports.

1.13.2 Engagement with key stakeholders including significant consultation with residents and local members is anticipated to take place as part of developing each project proposal contained within the programme through written communication, workshops and consultations events throughout the lifetime of the programme.

When the 2023/24 Housing Investment Programme is approved this year by the Housing Policy Committee, further subsequent information will be provided by local areas so that this can be presented to Local Area Committees as well as local tenant forums currently in place.

1.14 Improvements to properties – Summary outputs

1.14.1 By the end of January 2023, the Capital Programme delivered (2022/23) 988 new boilers / central heating systems. We have also completed delivering 534 adaptations including 92 installations of stairlifts to properties with vulnerable customers. 120 properties have received completed retrofitted insulation and ventilation works through the LAD2 project which benefited from government external funding. A

further 467 properties have now received new roofs in addition to loft insulation where this is required, despite the challenges of the main contractor entering administration. 2351 homes have received electrical upgrades and are now compliant with the Electrical Safety regulations. The elementals programme has had a slow start due to issues reported above but will deliver new kitchens, bathrooms, electrical upgrades to hundreds of properties. Fire Safety works are also on track delivering a programme of fire protection measures to single-staircase high rise and high-risk buildings this year.

- 1.14.2 The Gleadless Valley masterplan recently launched with circa £90m of investment to be delivered including 221 new homes, 72 homes remodelled and the remaining stock on the estate being refurbished over the next 10 years as part of a comprehensive programme of regeneration improvements.

2. HOW DOES THIS DECISION CONTRIBUTE ?

- 2.1 That the Housing Policy Committee note the progress made against the latest approved position on the Housing Investment Programme for 2022/23.

3. HAS THERE BEEN ANY CONSULTATION?

- 3.1 There has been no consultation on this report other than tenant scrutiny performance reporting. The budget approval process itself for each project/programme contained within the Housing Investment Programme do involve significant consultation and engagement with tenants, residents, local members and with key stakeholders.

4. RISK ANALYSIS AND IMPLICATIONS OF THE DECISION

4.1 Equality Implications

- 4.1.1 There are no direct equality implications arising from this report. It is expected that each individual project will use equality impact analyses as a basis for the development of their project and budget proposals.

4.2 Financial and Commercial Implications

- 4.2.1 The report sets out the current year position of the Housing Capital Programme, as such there are no direct financial implications.

4.3 Legal Implications

- 4.3.1 The report is a financial updating report that sets out the current year position of the Housing Capital Programme. There are no new or additional legal implications arising from the report for consideration. Individual reports on of the three component parts of the Housing Capital Programme being (1) Council Housing Investment, (2) Stock

Increase Programme and (3) the Non-HRA Capital Programme should set out any relevant legal implications.

4.4 Climate Implications

4.4.1 There are no direct climate implications arising from this report. It is expected that individual projects will consider climate implications as they develop their project and budget proposals in due course.

4.4 Other Implications

4.4.1 *There are no other implications to consider*

5. ALTERNATIVE OPTIONS CONSIDERED

5.1 *No alternative options are considered as part of this update report.*

6. REASONS FOR RECOMMENDATIONS

6.1 This report is to provide the Housing Policy Committee members with an update on progress against the approved 5-year approved Capital programme.

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Appendix 1

CAPITAL PROGRAMME MONITORING AS AT JANUARY 2023

Policy Committee: Housing

1 - Programme Summary

The table below summarises the overall position over the life of the capital programme difference between the budget. The overall forecast underspend reflects that forecasts are being made against the revised capital programme to be ratified as part of the new HRA Business Plan in February.

	2022/23 (FY)	2023/24 (Y1+)	Future Years (2024/25+)	All Years
Current Approved Budget	72,693	110,964	477,390	661,047
Current Forecast	62,320	116,447	409,142	587,910
Variance	-10,373	5,482	-68,247	-73,138

2 - Programme Life Overspends

The table below summarises the 10 projects currently forecasting to over spend against their approved budgets for the life of the scheme potentially requiring mitigations or additional funding

Business Unit	Total Budget	Variance on Total Budget	Explanation
Q0080 Enveloping & External Work	7,689,684	28,123,154	
97571 SIP - Gaunt Road GN	6,515,129	4,051,608	No revised OBC submitted, but Budget Variation paper submitted to Housing Growth Board indicating project could be £9-£11M depending on outcome of VE and Risk reduction. Approval given to proceed with further design development and project pricing. Approval to proceed with Project will be subject to further FBC approval. Outturn Forecast indicates overall project cost at £11M. Although soil engineering exercise was successful and opportunities accepted, current levels of inflation and introduction of requirements to meet new Building Regulation could increase cost even further - to be confirmed.
97551 Council Hsg Acquisitions Prog	52,325,844	4,040,840	The current forecast is for an overspend of £901K. This is as a result of the purchase of 13 strategically important 4 bedroom homes at nearly double the budgeted amount as well as increasing property purchase costs in the Sheffield market. There is a reduction in the forecast overspend from last period due to the uncertainty around completion dates. It is anticipated that the same number of acquisitions will be completed but some are likely to slip into 23/24.
97578 SIP Bole Hill GN	5,407,000	1,306,002	Additional cost variance reflects the forecast additional costs to the approved budget following receipt of the latest revised cost plan for the project and the confirmation of the demolition. CAF Variation not expected to be submitted until approval obtained to proceed to tender at this cost level.
97564 SIP Daresbury & Berners GN	12,606,643	1,157,788	Forecast total cost reflects anticipated Final Account figure and additional cost required extra to approved budget noted as a variance. CAF Variation submitted at end of Jan 23 to reflect additional budget required. 11 units handed over to date and a further 18 units expected by the end of March 23. Current anticipated delivery of final 26 units expected in May, June and July 2023. SCC currently working with Homes England to formally slip outstanding funding for remaining 26 units into 23/24 financial year. Minimal risk as approval will allow 95% of grant to be claimed in 22/23, prior to completion in 23/24.
97444 General/RTB Acquisitions Chs	8,592,153	818,940	The forecast is for £338,104 to be slipped to 23/24. This is as a result of a decision to procure a separate contract for this work.
97480 Single Staircase Tower Blocks	10,222,003	725,833	Extract from latest Cost Report (February 23) ... The overall expenditure is £725,833 more than the current approved amount. The Contract Administrator has notified the client of the expected overspend. The main reasons for the change since the last report are as follows: 1) The Contractor has provided quotations for a number of variations, the value of these have been included in full. 2) Further to the previous cost report a number of variations have now been verified and the values agreed with the contractor, these values have been updated in this Report. The Contract Administrator has notified the client of the expected overspend and it has been agreed that a full assessment is completed in March and a submission will be made to the housing board for additional funding to complete the required works.
97338 Programme Management Costs Rtb	7,404,649	637,000	
97586 SIP Fraser Road Move on Provision Ph1	987,400	435,144	FBC approved at the sum of £1.4m, as per total budget plus variance reported. Final contract sum negotiations still ongoing with additional costs anticipated but expected within current contingency allowance. CAF variation unable to be formally submitted until the HRA Business Plan is approved. CAF variation submission for additional £435k expected end of Feb 23.
97470 Adaptations 2020-25 Contract	10,894,500	321,168	The January valuation £265k has been issued. Moving forward, this costs will reflect the agreed inflationary uplift to the contract from October 1st 2023, including the back pay as per December 2022 application. Present internal forecasting by SCC is being undertaken presently to manage the remaining budget going forward and a report is being prepared for Housing and Neighbourhood Services in March regarding the forecast overspend. Due to this, bi-weekly contract meetings have been set up with the contractor to closely monitor the emerging situation. The overspend forecast due to the contractually agreed uplift and inflation rise seen post Covid-19 along with the improved performance of the contractor and their outputs per month. The average forecast spend profile for the remaining months will continue to increase against historical profiles, however, the report being compiled for Housing and Neighbourhoods will highlight the options available at this time.
Total (Of Top 10 Listed)	122,645,005	41,617,478	

3 - Current Year to date and Forecast Outturn Position

The current year forecast indicates an underspend against budget of £10.4m. The key projects making up this figure are analysed in sections 4 and 5 below.

Year-To-Date			Full Year		
Actual	Budget	Variance	Forecast	Budget	Variance
48,995.7	60,655.0	-11,659.4	62,320.5	72,693.2	-10,372.8

4 - Top 10 Forecast Slippage against Full Year Budget

The schemes below represent the 10 largest underspends against budget in the current financial year. This does not necessarily mean a project is underspending; in most cases expenditure will have slipped into future years. Explanations of variances are drawn from the Capital Highlight Reports completed by project managers.

Business Unit	FY Budget	FY variance on budget	Explanation
97587 SIP Handsworth Road GN	4,733,000	-4,263,000	Negotiation of the contract with the developer has taken longer than expected due delays related to both parties. From a Council perspective, this additional time was required to ensure we have a contract that manages risk to the Council, as well as to ensure that we could agree the specification extras which will bring the development more in line with the Council specification across a number of important areas. Current supply chain issues within the construction sector have led the developer to review the delivery programme to ensure that it remained realistic/ deliverable. As such, the revised contractual Long Stop Date is now 30th June 2023. CAF variation to reflect budget slippage in system, awaiting approval. Overall project budget on track, subject to success of AHP bid resulting in no SDLT liability. Once AHP bid is submitted/ confirmed, some variation between 'budget headings' required in order to account for higher cost of 'specification extras'.

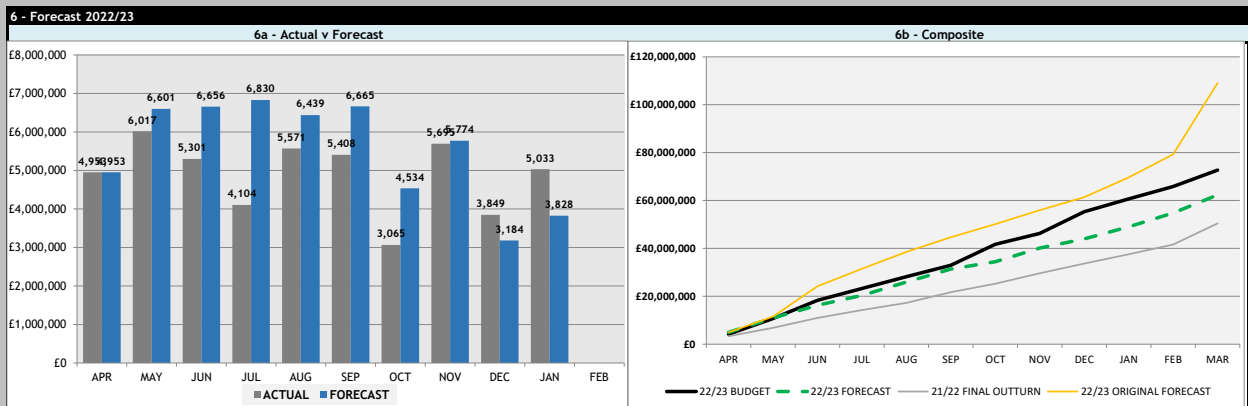
97585 SIP Corker Bottoms GN	3,800,000	-3,780,000	£3,800,000 is the majority of the 50% deposit to be paid to SHC on contract signing. The delay with the project has meant that the deposit has been reprofiled into 2023/34
97572 SIP Newstead Enabling Works	4,417,604	-1,293,960	The final spend for Enabling Works is £4,278,409, an underspend of £1,146,204 against approved budget due to anticipated risk allowances not being required. It is proposed that the remaining funds are held in the contingency until a decision is made regarding the next phase of the project as funds may be required to help fund the next phase. The scheme is therefore currently forecasting to budget and the underspend in year of £1.3m reflects slippage required into next financial year when remaining funds may be spent.
97475 Elemental Refurbs 2021-26	2,509,726	-800,062	A number of empty properties have required extensive repairs and structural works increasing the average unit costs at this early stage of the contract. The cost of materials and labour has risen by circa 28% impacting on project costs, The ability of the contractor to engage with subcontractors at tender rates has been extremely challenging. Although the overall number of completed properties remains low, so does current spend with a predicted slippage of around £800k in 2022/23. The average cost of a void property is higher due to the excessive scope of works to each property. It is anticipated that this issue will ease from April 2023 to project completion. The Contractor is currently completing roofing works to properties previously opened by Avonside, prior to them entering into administration. The cost of this work is currently being charged to the Elementals project. However these costs will be recharged to the Pitched Roofing program once roofing work is completed (anticipated in February 2023) . The expenditure against the Elementals project will show a higher than expected expenditure initially due to this, however this expenditure will be journalled to the Pitched roofing project on completion of the roofing works.
97993 Lad 2 Private Sector Works	2,597,307	-689,089	The main reason for the underspend was due to lack of time. In particular, despite the scheme ending 30th Sept '22, BEIS closed all new applications in Mar '22 with the remaining 6 months dedicated for works only and no new lead generation. A request for an extension for new applications was made, but this was denied. The challenge was the number of homes that 'fell' out of the process, mostly due to i) property unsuitable ii) Ineligible iii) decided not to proceed. We needed an ongoing stream of new leads to replace these. Had we have been allowed to target new applicants after Mar'22 it is likely we would have been very close to the target spend
97968 Lift Replacements	500,000	-412,000	We are planning a series of surveys on numerous sites around the city including the installation of fire safe lifts that stop at every floor level in high rise blocks. The costs are for consultancy and feasibility works. There has been a delay in the procurement process and therefore the project budget is proposed to be slipped into 2023/24 •43 x low rise blocks studies £88K •2 X studies at Wentworth block and Elm Tree £3440.00 •An additional fee of £88K on further addresses to follow.
97444 General/RTB Acquisitions Chs	435,027	-338,104	The forecast is for £338,104 to be slipped to 23/24. This is as a result of a decision to procure a separate contract for this work.
97469 Fire Suppression Systems	332,085	-272,037	Variance of £5,835 to be carried forward to 2022/23. Fees slightly behind profile due to impact of scope change (OPIIL to OPIIL + GN). We are still waiting for CDS to progress with the tender for the next phase of this project. This is expected in May/ June 2022. This project is now commencing as per programme. No variation/slippage reported as yet. Slippages may be recorded, as this project will be delivered on a request basis (when a resident requires the misting system installing, as a result of a person centred risk assessment or SYFR referral). These systems are installed on an 'as and when required' basis, i.e. when an individual is assessed and is considered as unable to self-evacuate, via a person-centred risk assessment. There hasn't been a consistent trend of applications. In previous months, data from the previous year has been used to forecast the delivery over the two months.
97994 Ps Homes Upgrade Grant (hug)	681,816	-271,821	The spend and outputs have been revised down based on the project progress to date. This is based on 50 completions and £410k spend, down by 38 properties and £266k spend The variation reflects the current project position which is behind against the target profile. The primary challenge has been generating a sufficient number of leads. We will continue to work hard through the remainder of the project to recover this
97991 Lad 2 Council Housing Works	1,418,366	-217,504	The contract value is forecasting an underspend of approximately £200k.. The underspend is explained by the fact that a number of properties have been omitted from the programme due to fewer works being required than originally anticipated and due to a lower number of outputs delivered subsequently.
Total (Of Top 10 Listed)	21,424,931	-12,337,576	

5 - Top 10 Forecast Overspends over Full Year Budget

The schemes below represent the 10 largest overspends against budget in the current financial year. Explanations of variances are drawn from the Capital Highlight Reports completed by project managers.

Business Unit	FY Budget	FY variance on budget	Explanation
97551 Council Hsg Acquisitions Prog	7,152,240	901,024	The current forecast is for an overspend of £901K. This is as a result of the purchase of 13 strategically important 4 bedroom homes at nearly double the budgeted amount as well as increasing property purchase costs in the Sheffield market. There is a reduction in the forecast overspend from last period due to the uncertainty around completion dates. It is anticipated that the same number of acquisitions will be completed but some are likely to slip into 23/24.
97464 Roofing Replacements Prog	3,736,226	505,060	Work is underway with the appointed administrator to finalise liabilities to the Avonside contractor (outstanding payments for works completed minus incurred costs). Properties which were part completed or required works for making good defects have been undertaken by the Elementals contractor and all roofs that were partially completed have now been completed. Ongoing defects identified until September 2023 will be undertaken by the elementals contractor. Work has started on reviewing and developing the scope and procurement plan for the remaining properties that were originally included in this contract. Approvals for the next phase will be submitted through a new BC once the programme and leaseholder consultation has been planned.
Q0087 Stock Increase (chs)	0	370,000	This cost variation represents the draw down of £370k required from the Q-number that was previously allowed within the SIP budget to cover an anticipated Daresbury & Berners CAF Variation. This money will therefore be used to part fund the Daresbury & Berners CAF variation that was submitted at the end of Jan 23 and is awaiting approval.
97470 Adaptations 2020-25 Contract	2,964,657	321,168	The January valuation £265k has been issued. Moving forward, this costs will reflect the agreed uplift to the contract from October 1st 2023, including the back pay as per December 2022 application. Present internal forecasting by SCC is being undertaken presently to manage the remaining budget going forward. Due to this, bi-weekly contract meetings have been set up with the contractor to closely monitor the emerging situation. The overspend forecast due to the contractually agreed uplift and inflation rise seen post Covid-19 along with the improved performance of the contractor and their outputs per month. The average forecast spend profile for the remaining months will continue to increase against historical profiles, however, the report being compiled for Housing and Neighbourhoods Service will highlight the options available to us at this time.
97560 SIP Newstead OPIIL	1,100,711	282,682	Forecast overspend on in-year budget is an error. No Financial Year overspend is anticipated. This error will be corrected asap.

97477 Electrical Upgrades Ph 2	4,143,031	259,569	The year end forecast is £4.4m including fees, the current average price per property continues to be higher than the estimate average cost per dwelling based on the contract tender sum, which if this continues to be case for the duration of the project it will lead to either a decrease in the outputs that can be achieved or will require an increase in the budget for the project.
97466 Capitalised Repairs	501,864	250,000	
97586 SIP Fraser Road Move On Provision Ph1	679,805	161,040	FBC approved at the sum of £1.4m, as per total budget plus variance reported. Final contract sum negotiations still ongoing with additional costs anticipated but expected within current contingency allowance. CAF variation unable to be formally submitted until the HRA Business Plan is approved. CAF variation submission for additional £435k expected end of Feb 23, including updated spend forecast and financial movements within years as required.
97338 Programme Management Costs Rtb	377,000	143,000	These costs depend on how many RTBs are processed at £1,300 per property and therefore can vary.
97480 Single Staircase Tower Blocks	6,453,905	138,330	Extract from latest Cost Report (February 23)... The overall expenditure is £725,833 more than the current approved amount. The Contract Administrator has notified the client of the expected overspend. The main reasons for the change since the last report are as follows: 1) The Contractor has provided quotations for a number of variations, the value of these have been included in full. 2) Further to the previous cost report a number of variations have now been verified and the values agreed with the contractor, these values have been updated in this Report. The Contract Administrator has notified the client of the expected overspend and it has been agreed that a full assessment is completed in March and a submission will be made to the housing board for additional funding to complete the required works.
Total (Of Top 10 Listed)	27,109,438	3,331,874	



Slippage in the capital programme has been a recurring issue therefore monitoring has been put in place to analyse the accuracy of forecasting. Graphs at 6a compare the actual expenditure incurred in each month with the forecast expenditure for that month. As can be seen expenditure lags behind forecasts most months indicating over optimistic budgets and forecasting. Project managers are requested to review accuracy of forecasts.

The graph at 6b compares the original forecast for the current financial year with the current approved budget and forecast, with the prior year final outturn position provided for reference. As can be seen the current forecast outturn has fallen significantly from that originally anticipated and a recent exercise was undertaken to align budgets more closely to this.

7 - Key Issues and Risks

7a) Key Issues

7b) Key Risks

High levels of inflation and supply issues re: construction materials - could have a significant impact on cost and delivery timescales of capital schemes. Could also lead to increased contractor disputes. This is having significant impact across all New Build schemes

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Report to Policy Committee

Author/Lead Officer of Report:

Lead Officer: Suzanne Allen

Author: David Stevenson

Tel: (0114 273 4326)

Report of: Janet Sharpe/Ajman Ali

Report to: Housing Committee

Date of Decision: 10.03.2023

Subject: Modifying Private Rented Solutions Policy

Has an Equality Impact Assessment (EIA) been undertaken?	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
If YES, what EIA reference number has it been given? 1479				
Has appropriate consultation taken place?	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Has a Climate Impact Assessment (CIA) been undertaken?	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Does the report contain confidential or exempt information?	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
If YES, give details as to whether the exemption applies to the full report / part of the report and/or appendices and complete below:-				
<p><i>“The (report/appendix) is not for publication because it contains exempt information under Paragraph (insert relevant paragraph number) of Schedule 12A of the Local Government Act 1972 (as amended).”</i></p>				

Purpose of Report:

This report seeks approval from the Housing Policy Committee to amend the Private Rented Solutions Policy to reduce/prevent homelessness in Sheffield and sets out proposals for how the policy will be used.

Recommendations:

That the Housing Policy Committee:

1. Adopt the updated Private Rented Solutions Policy to the Appendix 2 to this report, to allow greater flexibility in use of private rented sector property for homelessness prevention and other purposes.
2. Authorise the the Director of Housing and Neighbourhood Services to amend the Policy where one or more of the reasons prescribed at paragraph 8 of the PRS Policy at Appendix 2 to this report arise.

Background Papers:

Private Rented Solutions Policy to widen access to the Private Rented Sector (Appendix 1)

Draft Private Rented Solutions Policy (as proposed to replace existing policy) (Appendix 2)

Lead Officer to complete:-	
1	I have consulted the relevant departments in respect of any relevant implications indicated on the Statutory and Council Policy Checklist, and comments have been incorporated / additional forms completed / EIA completed, where required.
	Finance: Helen Damon 10.02.23
	Legal: Stephen Tonge 21.02.23
	Equalities & Consultation: 28.02.23
	Climate: Jessica Rick 16.02.23
	<i>Legal, financial/commercial and equalities implications must be included within the report and the name of the officer consulted must be included above.</i>
2	EMT member who approved submission: Janet Sharpe/Ajman Ali
3	Committee Chair consulted: Douglas Johnson
4	I confirm that all necessary approval has been obtained in respect of the implications indicated on the Statutory and Council Policy Checklist and that the report has been approved for

submission to the Committee by the EMT member indicated at 2. In addition, any additional forms have been completed and signed off as required at 1.	
Lead Officer Name: <i>Suzanne Allen</i>	Job Title: <i>Head of Citywide Housing Service</i>
Date: <i>10/3/2023</i>	

1. PROPOSAL

- 1.1 Increasingly private rented sector (PRS) accommodation is the most viable and accessible route to housing for customers with housing needs due to a lack of available social housing from SCC or Housing Associations.
- 1.2 SCC utilises safe PRS accommodation as a housing option for homeless customers who are owed a homelessness duty by SCC where this is affordable and the customer is capable of maintaining a tenancy.
- 1.3 A scheme, Private Rented Solutions, is maintained by SCC to facilitate matching customers in housing need to available affordable and safe PRS property. Approximately 160 tenancies are currently being maintained through this scheme.
- 1.4 The Private Rented Solutions scheme operates as a tenant matching service, where fit and proper landlords as defined in Section 66 of the Housing Act (2004) who have safe and affordable property are referred customers who are in housing need.
- 1.5 All properties utilised are inspected by appropriately qualified officers to ensure that there are no Category 1 or serious Category 2 hazards in the property under the government's Housing Health and Safety Rating System.
- 1.6 SCC provides incentives to recruit landlords to the scheme for example a rent guarantee scheme, no fees charged to landlords. This may include rent payments in excess of Local Housing Allowance (LHA) and a cashless bond in lieu of a deposit for the tenant.
- 1.7 Incentives are necessary to attract landlords because LHA rent is lower than market rent. LHA represents the maximum rent that can be claimed in Housing Benefit/Universal Credit. As many Private Rented Solutions customers pay rent using benefits, linking rent charged to LHA is vital to ensure affordability. LHA is set by government and has remained frozen for several years whilst market rents have continued to increase.
- 1.8 SCC provides support to customers housed and landlords to ensure tenancies are sustained.

- 1.9 How we match customers to available private rented sector accommodation is governed by the “*Private Rented Solutions Policy to widen access to the Private Rented Sector*”. This was last amended in 2020 via a Cabinet Member decision and we are now seeking to amend this.
- 1.10 Officer practice/application of this policy has identified a number of issues:
- The policy is inflexible. It does not allow officers to use professional judgement and experience in offering PRS property to customers in housing need. Priority of offering property is specified between ranked customer groups (See Appendix 1). An amended policy, whilst still complying with SCC’s legal obligations would be more flexible.
 - The policy prevents PRS accommodation from being effectively used for prevention of homelessness as this is given low priority within the current policy.
 - The aspirations of the current PRS policy are linked to the former Homelessness Prevention Strategy, the policy should be updated to reflect the aspirations of the new Homelessness Prevention Strategy. Use of PRS accommodation for homelessness prevention is a key priority within the new strategy with an aim to work with 600 units of PRS accommodation within the lifetime of the strategy.
 - The policy only covers the existing Private Rented Solutions scheme, officers are currently looking at other products or services that could be used to access safe and affordable PRS accommodation so the policy wording needs to reflect this possibility.
 - The policy can only be amended via a decision at Housing Policy Committee, this has a long lead in time. This means that SCC’s use and offer around PRS cannot be pivoted in response to new opportunities/challenges.
- 1.11 Officers have drafted a new PRS policy for consideration by members of Housing Policy Committee. This is attached at Appendix 2.
- 1.12 The new draft PRS Policy makes the following amendments:
- Greater flexibility for officers to offer PRS accommodation based on the needs of customers and the suitability of property.
 - Greater focus on homelessness prevention in policy regarding how PRS accommodation is used.

- Creates flexibility for officers to explore and implement new models and opportunities for securing provision of PRS accommodation beyond the existing Private Rented Solutions scheme.
- 1.13 Additionally the draft new PRS policy includes a proposed delegation to officers from Housing Policy Committee. This would allow the Director of Housing and Neighbourhood services, or a successor role to make amendments to the PRS Policy for any of the following reasons only:
- Where a change in law or statutory instruments, judicial precedent, or other legal requirements require changes to be made to the PRS Policy to ensure it remains compliant with the law.
 - Where changes are required to update the PRS Policy to reflect changes to other SCC policies/strategies.
 - Where changes relate to the officer led operations or establishment of SCC's private rented sector related products, schemes or projects.
- 1.14 Any such officer changes would be managed as Officer Decisions under the council's constitution and policies.
- 1.15 The power to make any other changes to the PRS Policy remain reserved to Housing Policy Committee

2. HOW DOES THIS DECISION CONTRIBUTE ?

- 2.1 Currently the policy is rigid in prioritising how PRS property is matched to customers. E.g. customers who are owed a full homeless duty and are in Hotel or B and B accommodation are offered available property first.
- 2.2 In the future there is an aim to increase the number of PRS properties available to SCC and increase PRS use in homelessness prevention. Currently PRS properties are rarely offered to customers at risk of homelessness as they must be offered to other customers first.
- 2.3 A modified policy will ensure that the portfolio of PRS properties available to SCC can be used as effectively as possible to meet the individual housing needs of customers who are homeless, are at risk of homelessness or have other housing needs. E.g. some available properties may be more appropriate for certain customers depending on location, size and accessibility.
- 2.4 This will contribute to greater successful homelessness preventions as per SCC's newly adopted Homelessness Prevention Strategy 2023-2028.

3. HAS THERE BEEN ANY CONSULTATION?

- 3.1 The proposed changes to the PRS Policy are being undertaken as part of a review of how SCC can increase the amount of PRS property available to it to house customers who are homeless or in other housing needs. Consultation is being undertaken as part of this wider work.
- 3.2 A survey was undertaken with customers who have been homeless and have been housed via the Private Rented Solutions team. This informed us of customer perceptions and needs on PRS property but had few responses. Consultation was not on our use of PRS property, which is long established nationally and in Sheffield, but on customer service and how the Private Rented Solutions team works with applicants.
- 3.3 Local landlords who work with the Private Rented Solutions scheme or have considered working with the scheme have been consulted via an online questionnaire running from December 2022 to mid January 2023. This was for the wider review to ask landlords about our current PRS offer and any barriers to participation/ideas for improvement.
- 3.4 Key findings from landlord consultation are
- We have a very skilled, capable and approachable PRS team who landlords are happy to work with
 - We have generally good incentives within the scheme
 - Low Local Housing Allowance (LHA) rate is a barrier for landlords to work with SCC.
 - Shorter-term leasing could be an attractive approach for some landlords
- 3.5 Officers have also reviewed recent consultation undertaken for the development of the Homelessness Prevention Strategy to understand any relevant points of learning.

4. RISK ANALYSIS AND IMPLICATIONS OF THE DECISION

4.1 Equality Implications

- 4.1.1 The Equality Impact Assessment did not reveal any significant implications for equality.

4.2 Financial and Commercial Implications

- 4.2.1 There are no direct financial or commercial implications from changing the PRS Policy.
- 4.2.2 The PRS offer and the incentives currently offered to landlords, in the policy, are fully funded from the services' existing resources.

4.2.3 If the council's PRS offer to landlords were amended or incentives provided to landlords changed in the future, a business case would be developed including any financial and commercial implications. This business case would be subject to the council's approval process.

4.2.4 Any associated costs due to changes to the council's incentives to landlords, which focus on increasing homelessness prevention, could be funded by existing homelessness prevention grant funding.

4.2.5 Greater successful homelessness preventions could also reduce the council's use of temporary accommodation/hotels, providing savings. We would expect this to offset any increased cost from new PRS products or incentives focused on homelessness prevention. These costs would be mapped out and analysed in any business case development, along with any savings.

4.3 Legal Implications

4.3.1 Article 3 of the Homelessness (Suitability of Accommodation) (England) Order 2012 concerns the suitability of privately rented accommodation (PRS) offered to certain applicants who are homeless or threatened with homelessness. PRS accommodation must meet the requirements of Article 3 if it is to be considered suitable when offered:

- a. to bring to an end the section 193(2) main housing duty (section 193(7F));
- b. as a final accommodation offer made in the 189B relief stage (sections 193A(6) and 193C(9)); or,
- c. to an applicant who has priority need, in order to prevent or relieve their homelessness.

4.3.2 A PRS property must not be regarded as suitable if the housing authority are of the view any of the following apply:

- a. it is not in a reasonable physical condition;
- b. electrical equipment supplied with the accommodation does not meet the requirements of Schedule 1 to the Electrical Equipment (Safety) Regulations 2016;
- c. the landlord has not taken reasonable fire safety precautions with the accommodation and any furnishings supplied with it;
- d. the landlord has not taken reasonable precautions to prevent the possibility of carbon monoxide poisoning in the accommodation;

- e. the landlord is not a “fit and proper person” to act in the capacity of landlord as defined under Housing Act 2004.

4.3.3 A PRS property must not be regarded as suitable if any of the following apply:

- a. it is a house in multiple occupation subject to licensing under section 55 of the Housing Act 2004 and is not licensed;
- b. it is subject to additional licensing under section 56 of the Housing Act 2004 and is not licensed;
- c. it forms part of residential property which does not have a valid Energy Performance Certificate as required by the Energy Performance of Buildings (England and Wales) Regulations 2012;
- d. it is or forms part of relevant premises which do not have a current gas safety record in accordance with regulation 36 of the Gas Safety (Installation and Use) Regulations 1998;
- e. the landlord has not provided a written tenancy agreement to the housing authority which the landlord proposes to use for the purposes of a private rented sector offer, and which the housing authority considers to be adequate. It is expected that the housing authority should review the tenancy agreement to ensure that it sets out, ideally in a clear and comprehensible way, the tenant’s obligations, for example a clear statement of the rent and other charges, and the responsibilities of the landlord, but does not contain unfair or unreasonable terms, such as call-out charges for repairs or professional cleaning at the end of the tenancy.

4.3.4 The particular requirements of Article 3 do not apply to accommodation secured for households that do not have “priority need”, or to accommodation that the authority helped the applicant to secure (for example through a bond guarantee or financial assistance) but which the applicant identified themselves. However, the Secretary of State expects housing authorities to make reasonable efforts to ensure private rented accommodation secured for applicants who do not have priority need is safe, and in reasonable condition; and that all applicants looking for their own accommodation have sufficient guidance to enable them to consider standards.

4.3.5 To determine whether or not accommodation meets the requirements set out in Article 3 housing authorities are advised to ensure it is visited by a local authority officer or someone acting on their behalf able to carry out an inspection. Attention should be paid to signs of damp or mould and indications that the property would be cold as well as to a visual check made of electrical installations and

equipment (for example; looking for loose wiring, cracked or broken electrical sockets, light switches that do not work and appliances which do not appear to have been safety tested).

- 4.3.6 The proposed PRS Policy set out in Appendix 2 complies with the above.
- 4.3.7 Furthermore, the proposed delegation from Housing Policy Committee to the Director of Housing as set out in paragraph 8 of the PRS Policy is permissible, prescribed and narrow. It seeks to enable the Director of Housing to effect swift changes to Policy to ensure it remains lawful and keeps up with changes in operational arrangements and solutions albeit within scope of the PRS Policy aims and objectives.

4.4 Climate Implications

- 4.4.1 This change is not foreseen to have significant Climate Implications.
- 4.4.2 The Council does not stipulate energy efficiency requirements for PRS properties used beyond what is required in law because the Council requires a large supply of safe and affordable PRS property to provide housing options for homeless customers. Other requirements would shrink the available pool of properties and landlords willing to work with the Council.

4.5 Other Implications

- 4.5.1 There are no significant implications to note at this point other than referenced within this report.

5. **ALTERNATIVE OPTIONS CONSIDERED**

- 5.1 The current PRS Policy (Appendix 1) could be maintained. However as noted in 1.10 there are a range of issues with the current policy.
- 5.2 The proposed officer delegation in the proposed new policy (Appendix 2) could be altered or removed. However this would mean that any future changes to the policy, even minor, would require a full decision by Housing Policy Committee. We do not believe this would represent best use of the Council's time.

6. **REASONS FOR RECOMMENDATIONS**

- 6.1 The proposed new PRS policy (Appendix 2) alleviates challenges with the current PRS policy (Appendix 1) as outlined in 1.10 and 1.11
- 6.2 This will result in more effective use of PRS accommodation in meeting customers' housing needs, particularly around homelessness prevention.

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Private Rented Solutions Policy to widen access to the Private Rented Sector

1.0 Introduction

Sheffield City Council operates a Private Rented Solutions scheme (PRS) which sources, secures and mediates tenancies between private landlords and homeless and vulnerable households or, where appropriate to meet particular housing needs or aspirations, other households. This policy sets out how the scheme may be used to discharge the Council's homelessness duties by an offer of private rented accommodation and other circumstances in which the Council may facilitate an offer of private rented accommodation through PRS.

Sheffield City Council is committed to working with staff across all departments, support agencies and private landlords to widen access to safe and affordable homes in the private rented sector

The Private Rented Solutions scheme provides opportunities for vulnerable households to access a wide range of areas and types of property; enabling families to be close to their network of support, place of work, schools etc. and providing safe places to live for vulnerable people that contribute to tenancy and community sustainment.

1.1 The Homelessness Reduction Act 2017 places duties on local authorities to intervene at an early stage to prevent or relieve homelessness.

1.2 Private rented accommodation can be used to prevent or relieve homelessness, or to bring the duty to secure that suitable accommodation is available to applicants who are homeless, in priority need, not intentionally homeless and who have a local connection to Sheffield to an end. This policy covers the use of the offer of a private rented sector tenancy to discharge any homelessness duty towards those households accepted as homeless or threatened with homelessness. It covers the utilisation of the powers of local authorities under the Housing Act 1996 Part VII as amended by the Localism Act 2011 and Homelessness Reduction Act 2017 and describes how PRS may be used to meet the duties under sections 189B ("the Relief Duty"), 193(2) ("the Main Homelessness Duty"), 195 ("the Prevention Duty") and 195A ("the Re-application Duty").

2.0 Our aspirations¹

- Improve access to good quality private rented sector housing to expand choices and provide affordable options for single people. This includes supporting both tenants and landlords and developing new approaches that are attractive to all parties.
- Co-ordinate how we work with private sector landlords and developers to maximize the use of resources and opportunities for all vulnerable people in the City.
- We will focus more on tenancy sustainment and timely advice to prevent a housing crisis arising in private sector working positively with landlords and tenants to improve successful outcomes.

3.0 Offers of Private Rented Accommodation

3.1 Sheffield City Council may arrange for an offer of private rented accommodation to be made to those applicants who are statutory homeless or threatened with homelessness.

3.2 A private rented sector offer (PRSO) of an assured shorthold tenancy (AST) for a minimum fixed term of 12 months may be made under the Main Homelessness Duty. Sheffield City Council may cease to be subject to the duty if the applicant, having been informed of the possible consequences of acceptance or refusal, the right of review of suitability and the Re-application Duty, accepts or refuses a PRSO.

3.3 A final accommodation offer of an AST for a minimum fixed term of 6 months may end the Relief Duty if the applicant, having been informed of the possible consequences of acceptance or refusal and the right of review of suitability, accepts or refuses the offer. In this case even if the applicant has a priority need the Main Homelessness Duty will not apply.

3.4 Sheffield City Council recognises that living in the private rented sector may not adequately meet the needs of all applicants. An offer of private rented accommodation will not be made for the purposes of discharging homelessness duty to applicants where:

- (i.) The applicant is unable to meet the affordability criteria.
- (ii.) The applicant requires supported accommodation or is unlikely to be able to sustain a private rented tenancy.

¹ Sheffield City Council Homeless Prevention Strategy 2017-2022 Section 5.4.3

3.5 All applicants who receive an offer of private rented accommodation will:

- (i.) have received an assessment to establish whether an offer of private rented accommodation will meet their needs;
- (ii.) be aged 18 years or over.
- (iii.) Be referred if necessary to appropriate support for tenancy sustainability, including support from external providers.

3.6 Matching policy:

3.6.1 A priority order for matching will ensure offers of private rented accommodation have maximum impact.

- I. Applicants owed a homelessness duty and currently placed in B&B accommodation;
- II. Applicants owed a homelessness duty and currently placed in Temporary Accommodation;
- III. Applicants who require a managed exit from supported accommodation and would otherwise be owed a Prevention Duty;
- IV. Other applicants owed a Main Homelessness Duty or a Relief Duty;
- V. Children's or Adult Social Care clients referred to PRS subject to arrangements made with those Services.

3.6.2 If a suitable match has not been identified within 14 days of the start of the matching process then in order to prevent the property being withdrawn from the PRS portfolio the property will be made available to other housing applicants by advertising on the Property Shop website. An applicant who accepts a private rented sector tenancy through this advertising will retain their housing registration but any priority awarded under the Council's Allocations Policy may be cancelled. A tenancy advertised and accepted under this paragraph is not subject to any other provision of this Policy.

4.0 Suitability of Offer

4.1 Sheffield City Council will ensure that it meets these requirements by ensuring that all properties in the private sector are suitable with reference to the Homelessness (Suitability of Accommodation (England) Orders 1996 and 2012.

4.2 All accommodation offered will meet the Council's standards and will:

- (i.) Have been inspected and approved by Private Housing Standards.
- (ii.) Have landlords who have successfully passed their "Fit & Proper" checks.

- (iii.) Have a valid gas safety certificate, and an Energy Performance Certificate (EPC), with copies provided to the Council.

4.3 As part of the housing options service to the applicant, each case will receive an assessment of need and risk to ensure that a private rented tenancy would be appropriate. Before any offer of private rented accommodation is made to any applicant it will be assessed to ensure that it is a suitable offer for that applicant. Assessment will include:

- (i.) The financial circumstances of the applicants and affordability of the accommodation.
- (ii.) The significance of any disruption to the family in terms of schools, place of work etc.
- (iii.) The proximity and accessibility of the accommodation to local services, amenities and transport.
- (iv.) The proximity and accessibility of the accommodation to medical facilities and other support which: are currently used by or provided to that person or members of the household AND are essential to the well-being of that person or members of the household.
- (v.) The support required to sustain the tenancy.
- (vi.) Any risk to the safety of the household and the necessary support.

4.4. Officers will send a letter to the applicant before an offer is made, setting out the following: a) the duty under which the offer is being made; b) possible consequences of refusal or acceptance; c) the right to request a review of the suitability of accommodation; d) that the Council is satisfied that the accommodation is suitable; e) (if the offer is a PRSO under the Main Homelessness Duty) the Re-application Duty.

4.5 Where a final accommodation offer is made to discharge the Relief Duty or the Main Homelessness Duty, the duty will end if the applicant refuses the property and a review is not requested. The Council will provide the applicant with reasonable notice to vacate any temporary accommodation

4.6 Where an offer of accommodation is made to an applicant who is owed the Prevention Duty and the offer is refused, the Prevention Duty may be ended but this will not affect any further duties that may be owed to the applicant if they should become homeless. However, it may be the case that the same accommodation may then be offered to the applicant under the Relief Duty where this is appropriate and suitable.

5.0 Private Rented Sector Facilitation

5.1 PRS will source, secure and mediate tenancies between private landlords and homeless and vulnerable households and may do so, where appropriate to meet particular housing needs or aspirations, for other households.

5.2 A PRS approved AST agreement, without amendment, will be used for all offers of private rented accommodation.

5.3 Officers will inspect and inventory all properties prior to an offer of private rented accommodation being made and again at the end of the AST. Applicants may self-identify a private sector property they wish to access using PRS facilitation but must first seek the approval of the Council that it is a suitable property and the landlord must agree to register with the PRS scheme before granting a tenancy. The property and landlord will be subject to all usual checks and standards.

5.4 The Council will provide a bond guarantee equivalent to one month's rent for all applicants to ensure that applicants who accept offers of private rented accommodation are not disadvantaged compared to applicants accepting social rented property offers in respect of deposits.

5.5 Where the Council owes a Relief, Prevention or Main Homelessness Duty and the applicant is assessed as being at risk of accruing rent arrears, PRS may, subject to resources being available, make appropriate provisions to prevent and mitigate rent arrears.

5.6 Where such a provision is made PRS will ensure that, subject to available resources and competing demand, suitable tenancy support provision is in place to manage and mitigate the risk.

5.7 Where PRS agrees that a property vacated within or at the end of the AST has been left in an unacceptable condition and the landlord agrees to continue to offer the property to PRS applicants the Council may, at its discretion and subject to resources and prescribed limits, make payments to cover the cost of minor repairs and cleaning above the bond guarantee level. This risk may be mitigated by the provision of suitable tenancy support and guidance including regular visits to enable early identification of potential issues.

5.8 The Council may pay rental top-ups above the set Local Housing Allowance Rates (LHA) where a property is particularly suitable for the needs of a homeless household and the average rent of the area and property is above the LHA rate.

6.0 Re-application duty within two years of acceptance of a PRSO

6.1 Under the Re-application Duty, the Main Homelessness Duty applies where:

- (i.) The applicant reapplies for assistance within two years of accepting a PRSO and is homeless, and
- (ii.) The applicant is eligible for assistance and has not become homeless intentionally.

6.2 This duty is owed to applicants whether they have remained in the PRSO accommodation or secured their own accommodation following expiry of the initial 12 month tenancy, and regardless of whether the applicant has a priority need. The duty may be discharged through one further offer of private rented accommodation.

6.3 For the purposes of the Re-application Duty, an applicant who has been given a valid notice under section 21 of the Housing Act 1988 is to be treated as homeless from the date on which it expires.

6.4 The Re-application Duty will not apply to the following:

- (i.) A restricted case *
- (ii.) The Re-application Duty has been carried out previously
- (iii.) The applicant is deemed to be intentionally homeless

*A “restricted case” is a case where the local authority would not be satisfied that the applicant had a priority need for accommodation without having had regard to a “restricted person” meaning a person who is not eligible for assistance under Part 7 of the 1996 Act and is subject to immigration control and either does not have leave to enter or remain in the UK, or does have leave but it is subject to a condition of no recourse to public funds.

7.0 Re-application duty: other Local Authorities

7.1 In cases where the Re-application Duty applies, if the applicant applies to a different local authority from the one that made the original PRSO they may be referred back to the original local authority unless there is an identified risk of harm to the household.

7.2 Before making the referral, the local authority that receives the re-application must first satisfy itself as to whether the duty applies by carrying out investigations to determine whether the applicant is eligible, homeless and not intentionally homeless.

7.3 If Sheffield City Council receives a referral but was not the authority that made the original PRSO, and has determined that the Re-application Duty applies, the applicant

will be referred back to the relevant authority, unless there is any risk identified that prevents the applicant or any member of their household in returning to that area.

7.4 If an applicant is referred back to Sheffield City Council under the Re-application Duty by another local authority the applicant will be made one further offer of private rented accommodation, in accordance with this policy.

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Private Rented Solutions Policy

1.0 Introduction

Sheffield City Council secures and provisions safe and affordable private rented sector (PRS) accommodation to customers with housing needs. It does this through a variety of routes.

This policy sets out how safe and affordable PRS accommodation may be used to discharge the Council's homelessness duties by an offer of private rented accommodation and other circumstances in which the Council may facilitate an offer of private rented accommodation.

Sheffield City Council is committed to working with staff across all departments, support agencies and private landlords to widen access to safe and affordable homes in the private rented sector.

1.1 The Homelessness Reduction Act 2017 places duties on local authorities to intervene at an early stage to prevent or relieve homelessness.

1.2 Private rented accommodation can be used to prevent or relieve homelessness, or to bring the duty to secure that suitable accommodation is available to applicants who are homeless, in priority need, not intentionally homeless and who have a local connection to Sheffield to an end. This policy covers the use of the offer of a private rented sector tenancy to discharge any homelessness duty towards those households accepted as homeless or threatened with homelessness. It covers the utilisation of the powers of local authorities under the Housing Act 1996 Part VII as amended by the Localism Act 2011 and Homelessness Reduction Act 2017 and describes how PRS may be used to meet the duties under sections 189B ("the Relief Duty"), 193(2) ("the Main Homelessness Duty"), 195 ("the Prevention Duty") and 195A ("the Re-application Duty").

2.0 Our Key Targets¹

- We will see at least 75% of people when they are at risk of losing their home and we can work with them to prevent homelessness. As we will be seeing them earlier we will aim to successfully prevent homelessness for at least 80% of these people.
- Our private rented offer will be expanded to that of comparable cities, in the region of 600+ tenancies.

¹ Sheffield City Council Homeless Prevention Strategy 2023-2028 Section 5.1

3.0 Offers of Private Rented Accommodation

3.1 Sheffield City Council may arrange for an offer of private rented accommodation to be made to those applicants who are statutory homeless or threatened with homelessness. Or if sufficient supply allows to other customers.

3.2 A private rented sector offer (PRSO) of an assured shorthold tenancy (AST) for a minimum fixed term of 12 months may be made under the Main Homelessness Duty. Sheffield City Council may cease to be subject to the duty if the applicant, having been informed of the possible consequences of acceptance or refusal, the right of review of suitability and the Re-application Duty, accepts or refuses a PRSO.

3.3 A final accommodation offer of an AST for a minimum fixed term of 6 months may end the Relief Duty if the applicant, having been informed of the possible consequences of acceptance or refusal and the right of review of suitability, accepts or refuses the offer. In this case even if the applicant has a priority need the Main Homelessness Duty will not apply.

3.4 A final accommodation offer of an AST for a minimum fixed term of 6 months may end the Prevention Duty if the applicant, having been informed of the possible consequences of acceptance or refusal and the right of review of suitability, accepts or refuses the offer. This does not affect any further duties that may be owed to the applicant if they should become homeless.

3.5 An offer of private rented accommodation will not be made for the purposes of discharging homelessness duty to applicants where:

- (i.) The applicant is unable to meet the affordability criteria.
- (ii.) The applicant requires supported accommodation or is unlikely to be able to sustain a private rented tenancy.

3.6 All applicants who receive an offer of private rented accommodation will:

- (i.) have received an assessment to establish whether an offer of private rented accommodation will meet their needs;
- (ii.) be aged 18 years or over.
- (iii.) Be referred if necessary to appropriate support for tenancy sustainability, including support from external providers.

3.6.1 Offers of PRS accommodation will be made to customers in line with 3.1. How offers are made will depend on:

- I. The no. and nature (e.g. size, location, accessibility, affordability) of PRS properties available to SCC at any given time
- II. The no. of customers in housing need who are able to sustain a PRS tenancy
- III. Specific housing needs of customers

3.6.2 If the customer is owed a homelessness duty offers will be made by officers in consultation with the officer who has undertaken casework for the customer's homelessness case.

3.6.3 Where two or more customers/households have similar requirements for a PRS property and similar housing needs, placements will be first offered to customers/households by date order, with the customer/household with the oldest award of duty/priority being given first offer.

3.6.4 Officers will make suitable offers in line with the principles outlined in 3.1, 3.6.1, 3.6.2 and 3.6.3 in line with law. Officers will seek to utilise the PRS accommodation available to Sheffield City Council to realise the greatest impact for customers on the basis that in law the prevention, relief and main homelessness duties have equal weighting.

3.6.5 If a suitable match has not been identified within 14 days of the start of the matching process then in order to prevent the property being withdrawn from the PRS portfolio the property will be made available to other housing applicants by advertising on the Property Shop website. An applicant who accepts a private rented sector tenancy through this advertising will retain their housing registration but any priority awarded under the Council's Allocations Policy may be cancelled subject to management discretion. A tenancy advertised and accepted under this paragraph is not subject to any other provision of this Policy.

4.0 Suitability of Offer

4.1 Sheffield City Council will ensure that it meets these requirements by ensuring that all properties in the private rented sector are suitable with reference to the Homelessness (Suitability of Accommodation (England) Orders 1996 and 2012.

4.2 All accommodation offered will meet the Council's standards and will:

(i.) Have been inspected and approved by suitably qualified officers/contractors to have no Category 1 or high Category 2 hazards

under the government's Housing Health and Safety Rating System

(ii.) Have landlords who have been proven to be fit and proper persons as defined in Section 66 of the Housing Act (2004).

(iii.) Have a valid gas safety certificate, and an Energy Performance Certificate (EPC), with copies provided to the Council.

(iv.) Have any other certification/proof of compliance as required by law.

4.3 As part of the housing options service to the applicant, each case will receive an assessment of need and risk to ensure that a private rented tenancy would be appropriate. Before any offer of private rented accommodation is made to any applicant they will be assessed to ensure that it is a suitable offer for that applicant. Assessment will include:

(i.) The financial circumstances of the applicant/s and affordability of the accommodation.

(ii.) The proximity and accessibility of the accommodation to medical facilities and other support which: are currently used by or provided to that person or members of the household AND are essential to the well-being of that person or members of the household.

(iii.) The support required to sustain the tenancy.

(iv.) Any risk to the safety of the household and the necessary support.

(v.) That the property offered is suitable for the applicant/s needs e.g. accessible

4.4. Officers will send a letter (physical or email) to the applicant before an offer is made, setting out the following: a) the duty under which the offer is being made; b) possible consequences of refusal or acceptance; c) the right to request a review of the suitability of accommodation; d) that the Council is satisfied that the accommodation is suitable; e) (if the offer is a PRSO under the Main Homelessness Duty) the Re-application Duty.

4.5 Where a final accommodation offer is made to discharge the Relief Duty or the Main Homelessness Duty, the duty will end if the applicant refuses the property and a review is not requested. The Council will provide the applicant with reasonable notice to vacate any temporary accommodation.

4.6 Where a suitable offer of accommodation is made to an applicant who is owed the Prevention Duty and the offer is refused, the Prevention Duty may be ended but this will not affect any further duties that may be owed to the applicant if they should become homeless. However, it may be the case that the same accommodation may then be

offered to the applicant under the Relief Duty where this is appropriate and suitable.

5.0 Private Rented Sector Facilitation

5.1 Sheffield City Council will source and secure private rented sector tenancies for homeless and vulnerable households and may do so, where appropriate to meet particular housing needs or aspirations for other households.

5.2 Sheffield City Council will facilitate Assured Shorthold Tenancies (AST) between private landlords and households, or use powers available to it in law and statutory instruments to grant tenancies or undertake other actions which satisfy discharge of homelessness duties as provided for in law and statutory instruments.

5.3 Any tenancy agreement used must meet all requirements as set out in law and statutory instruments and be deemed suitable by officers and not be amended.

5.4 Appropriately qualified persons will inspect and inventory all properties prior to an offer of private rented accommodation being made and again at the end of the tenancy.

5.5 Applicants may self- identify a private rented sector property they wish to access using Sheffield City Council facilitation but must first seek the approval of the Council that it is a suitable property and the landlord must agree to register with Sheffield City Council before granting a tenancy. The property and landlord will be subject to all usual checks and standards.

5.6 The Council will provide incentives to landlords to make the Council's offer to private landlords viable. Incentives may include rent guarantee schemes, bond guarantees and other products. From time to time the Council will review and change its provision of incentives to ensure that the Council's offer remains competitive and attractive to private landlords.

5.4 The Council will take appropriate steps to manage fraud risk. Landlords working with Sheffield City Council will be required to support the Council with this process, e.g. providing information/evidence to comply with auditing purposes.

5.5 Where the Council owes a Relief, Prevention or Main Homelessness Duty and the applicant is assessed as being at risk of accruing rent arrears, the Council may, subject to resources being available, make appropriate provisions to prevent and mitigate rent arrears.

5.6 Where such a provision is made the Council will ensure that, subject to available resources and competing demand, suitable tenancy support provision is in place to manage and mitigate the risk.

5.7 Where the Council agrees that a property vacated within or at the end of the tenancy has been left in an unacceptable condition and the landlord agrees to continue to offer

the property to applicants the Council may, at its discretion and subject to resources and prescribed limits, make payments to cover the cost of minor repairs and cleaning above the bond guarantee level. This risk may be mitigated by the provision of suitable tenancy support and guidance including regular visits to enable early identification of potential issues.

5.8 Sheffield City Council may pay rental top-ups above the set Local Housing Allowance Rates (LHA) to secure private rented sector property. This may take the form of a top up of rent provided for a fixed term or a cash payment at the start, or during or end of a successful tenancy.

6.0 Re-application duty within two years of acceptance of a PRSO

6.1 Under the Re-application Duty, the Main Homelessness Duty applies where:

- (i.) The applicant reapplies for assistance within two years of accepting a PRSO and is homeless, and
- (ii.) The applicant is eligible for assistance and has not become homeless intentionally.

6.2 This duty is owed to applicants whether they have remained in the PRSO accommodation or secured their own accommodation following expiry of the initial 12 month tenancy, and regardless of whether the applicant has a priority need. The duty may be discharged through one further offer of private rented accommodation.

6.3 For the purposes of the Re-application Duty, an applicant who has been given a valid notice under section 21 of the Housing Act 1988 is to be treated as homeless from the date on which it expires.

6.4 The Re-application Duty will not apply to the following:

- (i.) A restricted case *
- (ii.) The Re-application Duty has been carried out previously
- (iii.) The applicant is deemed to be intentionally homeless

*A “restricted case” is a case where the local authority would not be satisfied that the applicant had a priority need for accommodation without having had regard to a “restricted person” meaning a person who is not eligible for assistance under Part 7 of the 1996 Act and is subject to immigration control and either does not have leave to enter or remain in the UK, or does have leave but it is subject to a condition of no recourse to public funds.

7.0 Re-application duty: other Local Authorities

7.1 In cases where the Re-application Duty applies, if the applicant applies to a different local authority from the one that made the original PRSO they may be referred back to the original local authority unless there is an identified risk of harm to the household.

7.2 Before making the referral, the local authority that receives the re-application must first satisfy itself as to whether the duty applies by carrying out investigations to determine whether the applicant is eligible, homeless and not intentionally homeless.

7.3 If Sheffield City Council receives a referral but was not the authority that made the original PRSO, and has determined that the Re-application Duty applies, the applicant will be referred back to the relevant authority, unless there is any risk identified that prevents the applicant or any member of their household in returning to that area.

7.4 If an applicant is referred back to Sheffield City Council under the Re-application Duty by another local authority the applicant will be made one further offer of private rented accommodation, in accordance with this policy.

8.0 Permitted Officer Amendments to the PRS Policy

8.1 Upon approving this PRS Policy the Housing Policy Committee also delegates to the Director of Housing and Neighbourhood Services, or any successor role authority to amend this PRS Policy for any of the following reasons only:

8.2 Where a change in law or statutory instruments, judicial precedent, or other legal requirements require changes to be made to the PRS Policy to ensure it remains compliant with the law.

8.3 Where changes are required to update the PRS Policy to reflect changes to other Sheffield City Council policies/strategies.

8.4 Where changes relate to the officer led operations or establishment of Sheffield City Council's private rented sector related products, schemes or projects.

8.5 Any such officer changes shall be managed as Officer Decisions under the Council's constitution and policies.

8.6 The power to make any other changes to the PRS Policy remain reserved to Housing Policy Committee



Report to Policy Committee

Author/Lead Officer of Report: (Suzanne Allen)

Tel: (01142734326 or 07966977923)

Report of: Ajman Ali, Executive Director-Operational Services

Report to: *Housing Policy Committee*

Date of Decision: *10th March 2023*

Subject: *Homelessness Prevention and Rough Sleeping Action Plan 2023-28*

Has an Equality Impact Assessment (EIA) been undertaken?	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
If YES, what EIA reference number has it been given? (1212)				
Has appropriate consultation taken place?	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Has a Climate Impact Assessment (CIA) been undertaken?	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
Does the report contain confidential or exempt information?	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
If YES, give details as to whether the exemption applies to the full report / part of the report and/or appendices and complete below:-				

Purpose of Report:

This report seeks approval of the draft Action Plan to implement the agreed Homelessness Prevention and Rough Sleeping Strategy 2023-28.

Recommendations:

That the Housing Policy Committee:

- Approve the current draft Action Plan for the Homelessness Prevention and Rough Sleeping Strategy 2023-28

Background Papers:

Appendix 1 – Draft Action Plan for the Homelessness Prevention and Rough Sleeping Strategy 2023-28

Lead Officer to complete:-	
1	I have consulted the relevant departments in respect of any relevant implications indicated on the Statutory and Council Policy Checklist, and comments have been incorporated / additional forms completed / EIA completed, where required.
	Finance: <i>Helen Damon</i>
	Legal: <i>Stephen Tonge</i>
	Equalities & Consultation: <i>Louise Nunn</i>
	Climate: <i>Jessica Rick</i>
<i>Legal, financial/commercial and equalities implications must be included within the report and the name of the officer consulted must be included above.</i>	
2	EMT member who approved submission: <i>Ajman Ali, Executive Director, Operational Services</i>
3	Committee Chair consulted: <i>Cllr Douglas Johnson</i>
4	I confirm that all necessary approval has been obtained in respect of the implications indicated on the Statutory and Council Policy Checklist and that the report has been approved for submission to the Committee by the EMT member indicated at 2. In addition, any additional forms have been completed and signed off as required at 1.
	Lead Officer Name: <i>Suzanne Allen</i>
	Job Title: <i>Head of City Wide Housing Services</i>
Date: 02/03/23	

1.	PROPOSAL
1.1	<p>The draft Action Plan for the Sheffield Homelessness Prevention and Rough Sleeping Strategy 2023-28 sets out the key actions for the delivery partners of the strategy over the next 5 years.</p> <p>The strategy was approved by the Housing Policy Committee in December 2022. The agreed strategy, and its overarching themes and priorities, set out the drivers of action needed to reduce homelessness and rough sleeping in Sheffield.</p> <p>In agreeing the Strategy, the Housing Policy Committee resolved that the Action Plan should be presented to a later meeting for approval.</p>
1.2	<p>To prevent homelessness and rough sleeping in Sheffield, action needs to be taken by all partners in the city and the plan has been developed in consultation with them. 64 agencies have been consulted representing statutory, voluntary and provider services that both deliver universal and specialist services. The action plan has been informed by feedback from residents received during the development of the strategy.</p> <p>Reviewing and delivering of the Action Plan will remain a live collaboration throughout the lifespan of the strategy, developing over the next five years as actions are further identified, implemented, monitored, and achieved.</p> <p>The action plan mirrors the Strategy, with sections on our two overarching themes, Tackling Inequalities and Supporting People Through The Cost of Living Crisis and on each of the 5 priorities:</p> <ul style="list-style-type: none"> • Proactively Preventing Homelessness • Improving Services to Support Vulnerable Groups • Tackling Rough Sleeping • Improving Housing Options and Support • Strengthening Partnerships and Improving Systems <p>The Action plan sets out:</p> <ul style="list-style-type: none"> • What specific action will be taken • Which theme or priority it is addressing • Which partners are involved and who is the lead • What resources are attached to the action • The target date of completion, and the completed date • What milestones have been reached • The RAG rated status of the progression • Evidence of outcomes and improvements made from the action

	<p>The action plan is comprehensive, and this will enable the partnership to have a good overview of activity, as well as avoid duplication and coherently plan work.</p> <p>The aim is to enable easy monitoring of the progress of the actions. The Action Plan will be overseen by the Homelessness Prevention Steering Group which meets quarterly. This steering group will not only monitor progress but discuss any barriers and challenges that have arisen, to bring together potential resources and solutions to overcome these issues. There will also be an annual review of the full action plan to detail further actions for the following year. The performance will be reported to the Housing Policy Committee annually.</p> <p>Actions to take place within the first year are more detailed, some of which have already begun to progress. Where appropriate, individual actions will have an associated project plan and full business case that will be subject to the decision-making processes of partner agencies as appropriate.</p> <p>More detail relating to actions which will take longer to implement, from year two to five, will be added into the plan during the annual review process.</p> <p>Any actions in the previous Homelessness and Prevention Rough Sleeper Action Plan (2017-2022) that were not achieved that remain relevant have been reviewed and incorporated into the current plan.</p> <p>Supporting the Steering Group and the Homelessness Prevention Forum as well as enabling the Action Plan requires dedicated officer resource. This will continue to be provided by the Council and is funded by way of the Homelessness Prevention Grant.</p>
2.	HOW DOES THIS DECISION CONTRIBUTE?
	<p>Becoming homeless is one of the most traumatic events someone can experience. It is detrimental to their health and well-being and the longer someone is homeless the worse this gets¹. Homelessness disproportionately affects groups from different ethnic and institutional backgrounds, so by preventing people from becoming homeless we are tackling inequality.</p>
2.1	Links to Sheffield Delivery Plan

¹ [Homelessness: applying All Our Health - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/consultations/homelessness-applying-all-our-health)

2.1.1	<p><u>Tackling Inequalities and Supporting People Through the Cost of Living Crisis</u></p> <p>A key goal of the Sheffield Delivery Plan is to tackle inequalities and support people through the cost-of-living crisis. The delivery plan includes dealing with homelessness as an urgent performance challenge.</p> <p>This Action Plan is critical to improving prevention, improving housing options and support to people who are at risk of, or have experienced, homelessness. It will widen the offer and pathway for rough sleepers and will focus on supporting people to sustain their tenancy to prevent repeat homelessness.</p>
2.1.2	<p><u>Our Council</u></p> <p>The Action Plan will support the Council’s overarching themes of tackling inequality and supporting people through the cost-of-living crisis. The Action Plan will enable key partners to put in place effective joint working and will inform commissioning plans.</p>
2.1.3	<p><u>Where We Go Next</u></p> <p>Actions to prevent homelessness have already begun, this action plan will continue to develop with our partners as opportunities and challenges are identified.</p>
3.	HAS THERE BEEN ANY CONSULTATION?
3.1	<p>Paragraph 2.10 of the homelessness code of guidance requires consultation with public or local authorities, voluntary organisations and other persons as considered appropriate. It also states that it is good practice to consult with service users and specialist agencies that provide support to homeless people in the district.² We have followed this guidance and consulted a wide range of customers and stakeholders, both internally and across the partnership. We have also sought advice and guidance from equalities officers within the Place portfolio which supported us to carry out consultation and engagement with customers for this strategy.</p> <p>Building on the extensive consultation with partners for the strategy the Action Plan has been co- developed with identified delivery partners who can realise the changes we need to tackle homelessness.</p>
4.	RISK ANALYSIS AND IMPLICATIONS OF THE DECISION
4.1	<u>Equality Implications</u>

² [Homelessness code of guidance for local authorities - Chapter 2: Homelessness strategies and reviews - Guidance - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/homelessness-code-of-guidance-for-local-authorities-chapter-2-homelessness-strategies-and-reviews)

4.1.1	The equality impacts have been fully considered in the appended Equalities Impact Assessment.
4.2	<u>Financial and Commercial Implications</u>
4.2.1	<p>The Homelessness Prevention and Rough Sleeping action plan supports existing investment in these services and is not asking for additional expenditure, unless additional funding opportunities are identified.</p> <p>The additional Financial Inclusion Officer posts will be funded through the Homelessness Prevention Grant and the Data Analyst post will be funded through the Rough Sleepers Initiative Grant for a period of 12 months.</p> <p>The Stock Increase Programme, included in the Housing Revenue Account (HRA) Business Plan includes provision for some of the move-on accommodation and additional temporary accommodation to cover some of the gaps in existing accommodation.</p> <p>All activities are expected to be funded from existing resources within the services.</p>
4.3	<u>Legal Implications</u>
4.3.1	<p>The Council is a Local Housing Authority and under the Homelessness Act 2002 (“the Act”) must have a Homelessness Strategy that must be updated every 5 years and informed by a review. The Act is augmented by the Homelessness Code of Guidance for Local Authorities which is a Government maintained document.</p> <p>Under section 3(1) of the Act a homelessness strategy means a strategy for:</p> <ol style="list-style-type: none"> a. preventing homelessness in the district (more detail provided in the Code paragraphs 2.25-2.29); b. securing that sufficient accommodation is and will be available for people in the district who are or may become homeless (Code paragraphs 2.30-2.56); and, c. securing the satisfactory provision of support for people in the district who are or may become homeless or who have been homeless and need support to prevent them becoming homeless again. <p>The strategy needs to address issues found upon review and the above three themes.</p> <p>As the report explains, the Action Plan now being commended for approval intends to set out the plan to deliver the strategy that has already been adopted. To that extent no further legal issues arise.</p>
4.4	<u>Climate Implications</u>
4.4.1	The Homelessness Prevention and Rough Sleeping Strategy is a high-level plan, and as such a full CIA is not appropriate at this stage. Full

	<p>detailed CIA's will be conducted on specific projects delivered under the plan.</p> <p>The biggest potential impact is the need to increase accommodation levels, and this is closely linked to the overall stock increase programme. Scheme-specific CIA's will be completed for any construction or refurbishment projects.</p> <p>Advice and signposting services have less significant impacts, mostly based around use of office space and staff and customer travel.</p> <p>As this action plan will have a city-wide approach and partners from across the city will help us to deliver the key actions set out through this document, we will seek contributions from other agencies and support them as providers to align with our ambition to be a Net Zero city by 2030. We will also aim to ensure good awareness amongst teams and external providers of wider sustainability action in the City, such as education and training opportunities which may support service users to reduce their climate impacts going forwards.</p>
4.4	<u>Other Implications</u>
4.4.1	There are no significant implications to note at this point other than referenced within this report.
5.	ALTERNATIVE OPTIONS CONSIDERED
5.1	It is a statutory requirement of the Homelessness Act 2002 to produce a Homelessness Prevention Strategy every five years. ³ However, it is not a legal requirement to produce an Action Plan. The alternative option would be to not set out the actions, however, this comes with the risk that we could drift from the strategy's vision and targets, and not create any tangible actions on how we aim to realise the strategy.
6.	REASONS FOR RECOMMENDATIONS
6.1	<ul style="list-style-type: none"> • To address the increase in homelessness. • To have an Action Plan that supports the strategic city-wide approach to homelessness prevention agreed by all the key partners

³ [Homelessness Act 2002 \(legislation.gov.uk\)](https://legislation.gov.uk)

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Homelessness Prevention and Rough Sleeping Action Plan 2023 -2028

No.	Headline	Action	Partners (lead in bold)	Resources	Target date	Progress	Status	Evidence of outcome and improvements made	Date Completed
1	Tackling Inequalities								
1.01	Equalities data gathering and utilization	Review how we currently gather, record and share data about people with protected characteristics and vulnerable groups - statutory and other data held across the partnership	SCC and the partnership	SCC -Business Support Team Manager, data analysts, Equalities Team	Sep-23	Begun analysis of SCC data	Amber		
1.02	Identify and respond to local issues to tackle inequalities.	Analyse customer reasons for homelessness and outcomes by protected characteristics and identify issues/trends Seek out best practice from areas with statistically better outcomes.	SCC	SCC -Business Support Team Manager, data analysts, Equalities Team	Sep-23	Begun analysis of SCC data			
1.03	Involving experts by experience interpreting data and responses	Consult people with lived experience/representative organizations to inform analysis of data and proposed actions	Changing Futures/Shelter/SCC	Changing Futures/ Shelters Community of Practice on Multiple Disadvantage	Jun-23	Peer Audit model being developed			
Page 65	Improve data on LGBTQ+ cohort	Research LGBTQ+ best practice projects, with a focus on data capturing. Research recognized projects for LGBTQ+, such as Albert Kennedy Trust, Outside Project, Stonewall Housing and implement findings	SCC and the partnership	Directly linked with 2.10 of Safe Accommodation Action Plan (DACT)	Dec-23				
	1.05	Integrate health and social care							
		Use National Institute for Health and Care Excellence (NICE) guidelines to support a more integrated health and social care approach for people experiencing homelessness.	SCC Care and ICB		Apr-23				
1.06	Equalities Impact Assessment	Ensure robust Equalities Impact Assessment are taken for all new developments that are implemented in the Action Plan	All Partners	Equalities Teams/Services	2023 to 2028				

Homelessness Prevention and Rough Sleeping Action Plan 2023 -2028

No.	Headline	Action	Partners (lead in bold)	Resources	Target date	Progress	Status	Evidence of outcome and improvements made	Date Completed
1.07	Respond to the Commission on Race Equality Report	Ensure all actions taken to deliver our priorities set out in the Homelessness Prevention Strategy are specifically designed to be inclusive and address equality issues for ethnic minorities disproportionately affected by homelessness. Respond to Race Equality Commission Report findings and recommendation	SCC and the partnership	Changing Futures and Directly linked with 2.9 of Safe Accommodation Action Plan (DACT)	Dec-23	Changing Futures have started work on a programme to work with different ethnic minority groups and how best to engage them. SCC Action Plan agreed DACT Survivor Liaison Worker started consultation with refuge residents and others -	Amber		
Supporting People Through the Cost-of-Living Crisis									
2.01	Upskill the workforce to better understand financial inclusion	Implement mandatory training to identify signs of financial difficulties for SCC housing solutions staff, and ability to signpost to resources to assist.	Cost of Living Crisis Support Hub		Jun-23	training undertaken			
2.02	Increase financial inclusion advice	Employ two Specialist Financial Inclusion officers in Housing Solutions. Map out the current provision in the city, link in and provide briefings and updates to partnership.	SCC	Homeless Prevention Grant funded	Feb-23	Recruited. Officers awaiting start date	Amber		
2.03	Enabling Cost of Living partnership	Contribute to 'Cost of Living Crisis' partnership, actions, advice, and resolutions, and implement best practice across the homeless partnership	Cost of Living Crisis Support Hub/ VAS network/SCC/DWP		Apr-23	Partnership attending bronze group and tactical group	Green		
2.04	Acting rapidly in response to central guidance	React immediately to announcements of support and guidance by the central government and provide advice to the people of Sheffield at risk of homelessness.	Cost of Living Crisis Support Hub		2023 to 2028				
2.05	Ensure there is a response for all people in the city for cost of living crisis	Identify and apply for funding available to provide support toward the cost-of-living crisis for people at risk of homelessness. Spend funding in line within the agreed guidelines and timescales.	Cost of Living Crisis Support Hub			SCC hardship fund has been expanded to tackle rising cost of living crisis.			

Homelessness Prevention and Rough Sleeping Action Plan 2023 -2028

No.	Headline	Action	Partners (lead in bold)	Resources	Target date	Progress	Status	Evidence of outcome and improvements made	Date Completed
2.06	Increasing and improving public communications regarding financial help	Work with partners to encourage the public to access financial support before homelessness occurs.	The partnership and Cost of Living Crisis Support Hub		Aug-23				
2.07	Improving public information on the Crisis	Provide information and signposting on how and where to seek support, including advice to owner occupiers and people who rent their home.	The partnership and Cost of Living Crisis Support Hub	Steering groups, partners existing comms channels, newsletters	2023 to 2028				
2.08	Maximize people's income	Support people to maximize their finances, via employment, training, education and benefit system navigation.	Cost of Living Crisis Support Hub/ housing solutions/Opportunity Sheffield/Shelter		Dec-23	Gold, Silver and Bronze meetings taking place in SCC recruitment of financial Inclusion officers underway	Amber		
Page 67	Removing barriers to accessing financial support	Simplify access to crisis support and earlier intervention.	Cost of Living Crisis Support Hub	One Route In project	2023 to 2028				
	2.10	Monitoring the cost of living crisis	Monitor the Cost-of-Living Crisis impact on homelessness and review actions in response through partnership meetings.	The partnership and Cost of Living Crisis Support Hub	2023 - 2025				
2.11	Energy costs	Investigate the use of pre-payment meters in properties, support uptake of payments for fuel costs	The partnership and Cost of Living Crisis Support Hub		Aug-23				
2.11	Provide tailored low cost solutions to prevent homelessness	Provide practical tailored support to individuals at low cost, such as travel costs and work attire, to actively prevent homelessness.	SCC	DWP, SCC homeless prevention fund. LAS	2023 to 2028				
3	Proactively Preventing Homelessness								
3.01	Improving public information and guidance of services	Improve and refresh the information available across resources in the city about what to do if you are at risk of homelessness, and where to go for support.	SCC & the partnership		Jun-23	SCC web offer currently being reviewed	Amber		

Homelessness Prevention and Rough Sleeping Action Plan 2023 -2028

No.	Headline	Action	Partners (lead in bold)	Resources	Target date	Progress	Status	Evidence of outcome and improvements made	Date Completed
3.02	Improving information for groups with increased risk of homelessness	Produce information on housing options /advice to the Targeted Groups defined by government - single people, prison leavers, hospital leavers, care leavers, victims of DA, former armed forces, people with mental health issues so they know where and how to get support.	SCC/DACT/Shelter	Directly linked with 2.4 of Safe Accommodation Action Plan (DACT)	Dec-23				
3.03	Improve 'Duty to Refer' process	Review and improve the duty-to-refer process to achieve a greater percentage of customers referred at the prevention stage.	SCC,		Sep-23				
3.04	Expand access to Referrals in to housing	Develop a formal pathway for non-statutory bodies to refer into the homelessness service (Commitment to refer)	SCC		Dec-23	Website has options to refer for non-statutory bodies			
Page 68	Improving and sharing information on groups with increased risk of homelessness	Expand and improve on protocols and information-sharing agreements between services and partners working with Targeted Groups at risk of homelessness.	SCC		Dec-23				
	3.06	Targeting resources in areas of highest instances of homelessness	SCC		2023 to 2028	Changing Futures leading on some primary research linked to brain injury. Expression of interest			
3.07	Upstream prevention	Create training packages to educate the workforce to become more aware of the signs that someone may be at risk of homelessness	SCC/Shelter	Learning and Development Team	Jul-23	Shelter already delivering training to children and family workforce	Amber		
3.08	Working closely with landlords	Implement a service "Call before you serve", that supports landlords to liaise with the council before they service notice to their tenants.	SCC	Funded through Homeless Prevention Grant.	Feb-23	Recruitment undertaken, officer in post	Green		
3.09	Improving mediation to prevent homelessness	Review the mediation offer across the city. Review services in line with current homeless presentation analysis, to target resources to those who need mediation services.	SCC	Housing Independence service (TBC)	Jan-23				
3.10	Working with local services to target advice	Target specialist advice and initiatives to locally based universal services	Shelter	Shelter	2023 to 2028				

Homelessness Prevention and Rough Sleeping Action Plan 2023 -2028

No.	Headline	Action	Partners (lead in bold)	Resources	Target date	Progress	Status	Evidence of outcome and improvements made	Date Completed
3.11	Improving Access to Prevention Advice	Implement outcomes from SCC City-Wide Housing Review, focussing on prevention and early advice	City-Wide Housing, SCC		Aug-23	Restructure in progress, to be completed Sept 2023			
3.12	Educating young people, and bringing awareness to services	Increase education work in schools/universities and other young people's services to raise awareness of housing issues, signs of homelessness, and the realities of leaving home at an early age.	Roundabout		2024 to 2025				
4	Improving Services to Support Vulnerable Groups								
4.01	Improving services for 16/17 year olds and Care Leavers	Review data gaps and Housing Support Pathway for care leavers and 16/17 year old protocol	SCC Children's Housing Solutions		Aug-24				
4.02	Improving Services for 18-25 year olds	Review service offer/pathway for under 25 year olds and alignment with other YP services.	SCC DACT and Joint Commissioning Group		Aug-24				
4.02	Improving pathways to prevent Domestic Abuse	Review the pathway for prison leavers including perpetrators of Domestic Abuse, to eliminate the possibility of people being released from custody with 'no fixed abode' by partnership working with local prisons and other institutions (hostels) to ensure perpetrators do not return to domestic abuse survivor addresses.	DACT/Shelter and Housing Solutions and the partnership	Directly linked with 2.3 of Safe Accommodation Action Plan (DACT)	Aug-23				
4.03	Mitigating re-traumatization of survivors of domestic abuse	Improve the earlier identification of those at risk of domestic abuse by working in a multi-agency way so that people only need to tell their story once.	DACT/Changing Futures/Housing Solutions/Shelter	DASH Tool Changing Futures Learning and Development Team Directly linked with 2.5, 2.8, 3.5 and 6.3 of Safe Accommodation Action Plan (DACT)	2023 to 2025	Sept 22 update to 2.8 of (SCHSAP): Disabled IDVA funding received summer 22 via MOJ and OPCC			
4.04	Improving housing provision for survivors of Domestic Abuse	Review and improve the provision of housing options and support for male and LGBTQ+ survivors of domestic abuse	DACT and Housing Solutions and the partnership	Directly linked with 1.3 , 2.1 and 4.1 of Safe Accommodation Action Plan (DACT)	2023 to 2025	DACT: Work underway re families.	Amber		

Homelessness Prevention and Rough Sleeping Action Plan 2023 -2028

No.	Headline	Action	Partners (lead in bold)	Resources	Target date	Progress	Status	Evidence of outcome and improvements made	Date Completed
4.05	Achieving the recognised standard to tackling Domestic Abuse	Domestic Abuse Housing Alliance accreditation to be achieved.	CWH/DACT	Staff resource part funded through the Strategic Commissioning Team Directly linked with 1.4 of Safe Accommodation Action Plan (DACT)	Apr-25				
4.06	Improve our services through co-production with people with lived experience of domestic abuse to inform our practice and improve systems	Consistent consultation with DA survivor groups to help services identify shortfalls in the current system.	DACT/Shelter and Housing Solutions	Changing Futures Learning and Development Team and SCC Directly linked with 1.1, 2.7, 2.2 and 4.2 of Safe Accommodation Action Plan (DACT)	2023 to 2028	Work ongoing and underway as part of service reviews. Housing IDVA	Amber		
Page 70	IDVA Resource	Homelessness Independent Domestic Violence Advisor (IDVA) role to be co-located in Housing Solutions	IDVA and housing Solutions		Mar-23		Amber		
	4.08	Improve exit pathways for refugees and asylum seekers leaving assigned accommodation	Work with partners to ensure prevention advice and accommodation is readily available for refugee households that receive full UK status and are exiting Home Office assigned accommodation.	SCC and partnership	Jul-23	Meeting held with SCC and City of Sanctuary			
4.09	Referrals to Healthcare	Review the referral procedure between SCC and healthcare professionals. Identify where gaps are together and work with providers to ensure referrals are appropriate and timely	ICB/SCC/Health		Sep-23				
4.1	Improve outcomes for families	Develop a community based housing led response to address the high level of homeless cases and disproportionate impact on ethnic minorities	SCC	seek external funding/or deliver smaller scale project within existing resources	Jul-23	EOI submitted			
4.11	Substance misuse and sustaining a tenancy	Review and improve support packages for tenants with substance misuse issues at risk of losing their property.	Shelter and partnership	Changing Futures, ICB	TBC				

Homelessness Prevention and Rough Sleeping Action Plan 2023 -2028

No.	Headline	Action	Partners (lead in bold)	Resources	Target date	Progress	Status	Evidence of outcome and improvements made	Date Completed
5	Tackling Rough Sleeping								
5.01	Improve data sharing and governance across partners	Ensure we have shared governance and integrated programs for rough sleeping. Review CHAIN system in London as potential best practice for data sharing.	SCC, Changing Futures , and the partnership	Rough Sleeping Initiative 5 funding	2023 to 2025				
5.02	Reducing the reoccurrence of rough sleeping	Review and re-establish exit practices from different levels of support to reduce the reoccurrence of rough sleeping when support is reduced.	SCC and the partnership	Rough Sleeping Initiative 5 funding	Dec-23				
5.03	Support for those with no recourse to public funds	Provide bespoke packages to those that have been on the streets and want to move into Independent living	SCC and partnership		Jul-23				
5.04	Improving co-ordination of rough sleeper services	Create a new management position to have a strategic approach to enable leadership, partnership management and co-ordination of rough sleeping services.	SCC	Rough Sleeping Initiative 5 funding	Apr-23	Funding secured	Amber		
Page 71	5.05	Ensure rough sleeper services are sufficiently funded	SCC and the partnership		2023 to 2028				
	5.06	Expand Housing first service	include coordinator role, fund nurse and case work assistant, new support worker posts, expand to 50 units	SCC	Rough Sleeping Initiative 5 funding	2022 to 2025			
5.07	Reducing the occurrence of rough sleeping	Identify and support access to employment, education and training services provided by partners by the introduction of a co-location rough sleepers initiative role from DWP.	DWP	Rough Sleeping Initiative 5 funding	Jan-23	Work coach in post at DWP	Green		
5.08	Increasing move on accommodation	Deliver 47 units of new move-on accommodation for rough sleepers in the city, including specialist provision for women.	Housing Growth, SCC Roundabout, Action, Great Places	Part funded through the Housing Revenue account allocated for stock increase and RSAP (DLUHC and Homes England funded)	2024 to 2025	All funded developments on target			
5.09	Targeted accommodation provision for abstinence	Review the need for provision of additional abstinence-based accommodation	SCC	Strategic change team and Housing Independence (TBC)	Jun-24				
5.10	Awareness and support to the hidden homeless	Increase awareness and support services to help the hidden homeless, such as those sofa surfing and sex workers who do not have a fixed abode	SCC and SWWOP	Additional winter pressure RSIS	Dec-23	Additional funding secured to support female hidden homelessness	Amber		

Homelessness Prevention and Rough Sleeping Action Plan 2023 -2028

No.	Headline	Action	Partners (lead in bold)	Resources	Target date	Progress	Status	Evidence of outcome and improvements made	Date Completed
5.11	Targeted accommodation provision for women and LGBTQ+	Introduce provision for women/non-binary/trans people that are separate or distinct from services for male rough sleepers	SCC	TBC	2024 to 2025				
6	Improving Housing Options and Support								
6.01	Increase affordable accommodation	Identify gaps for affordable accommodation needed in the city and work with partners to widen housing options across multiple tenures for general needs and specialist housing.	SCC	Housing Strategy Team	2024 to 2025				
6.02	Move on from Temporary accommodation	Improve the planning and continuity of support to customers leaving Temporary Accommodation to help them successfully resettlement and move on.	SCC/Shelter	Targeted Prevention Teams	2023 to 2028			SCC Start Team in place, Discussions between organisations on referrals and criteria	
6.03	Prioritise social housing for the homeless	Continue to prioritise homeless households for social housing. Review nominations outcomes Improve pre-tenancy partnership work to increase successful outcomes. Review Allocations Policy	SCC and Registered Providers		Dec-23				
6.04	Local Community Targeted Support	Improve tenancy sustainment at a local community level, identifying the risk of homelessness and targeting floating support for vulnerable households.	SCC/Shelter and the partnership						
6.05	Building and strengthening relationships with Landlords	Increase the number of landlords that provide affordable housing and work with these landlords and tenants to have successful tenancies.	SCC	Private Rented Solutions and CB4YS	2023 to 2028				
6.06	Address gaps in specialist accommodation needed in the city for supported housing	Produce Specialist Accommodation Needs Assessment		Strategic Housing Team	Sep-23				
6.07	Address gaps in specialist accommodation needed in the city for supported housing	Implement Findings of the Housing Related Support Review (Accommodation Services	SCC		2023 to 2028			sign off from Strategy and Resources Committee Pending March 2023	

Homelessness Prevention and Rough Sleeping Action Plan 2023 -2028

No.	Headline	Action	Partners (lead in bold)	Resources	Target date	Progress	Status	Evidence of outcome and improvements made	Date Completed
6.08	Address gaps in accommodation needed in the city for permanent homes /Move on Accommodation	SCC Stock Increase Programme, South Yorkshire Housing Partnership Apply for SHAP programme funding May 2023	SCC	HRA,RP investment Homes England Grant	2023 to 2025				
6.09	Improving access to Private Rented Housing	Improve access to good quality housing in the private rented sector, expand choices and provide affordable options for all	SCC/Nomad	Private Rented Solutions	2023 to 2028	Project underway			
6.1	Address Gaps in TA	Develop 3 new schemes - families, single men, single women c 100 units	SCC	SIP/Homes England	2023-25	Project underway			
6.11	Improve support to families	Develop a Housing First Proposal for families - potentially sub-regionally	SCC/Barnsley, Rotherham, Doncaster homeless leads			early discussions with sub-region, SYHP and combined mayoral authority			
6.13	Improve support to vulnerable groups	Complete Early Help Programme to maximise early prevention - includes review of Floating Support	SCC		?				
6.13	Expanding affordable social housing options	Review our approach to providing shared housing and smaller units that will be affordable for single-person households in the social housing sector.	SCC/RPs		Feb-24				
7	Strengthening Partnerships and Improving Systems								
7.01	Information and guidance of services	Ensure all services are able navigate services relating to homelessness by creating a guide to be distributed to partners, and reviewed annually for accuracy.	SCC		Dec-23				
7.02	Simplifying support of complex needs	Consider a 'Multi-Agency Assessment/Advice Hub' with the aim to simplify the complex support system delivered across multiple services and sectors.	Changing Futures SCC / Housing Solutions/Shelter	Shelter/Changing Futures /Housing Solutions	Jan-24				
7.03	Removing barriers to health care services	Improve access to appropriate primary health care and treatment programmes for those who are homeless or who at risk of homelessness.	ICB		Apr-23				

Homelessness Prevention and Rough Sleeping Action Plan 2023 -2028

No.	Headline	Action	Partners (lead in bold)	Resources	Target date	Progress	Status	Evidence of outcome and improvements made	Date Completed
7.04	Improving pathways for those leaving institutions	Review pathways and timelines of people leaving institutions, such as hospitals and care, to ensure they have appropriate accommodation to move on to.	SCC and the partnership		Jun-23				
7.05	Increase homeless prevention funding opportunities	Co-ordinate programmes and funding bids across the partnership to ensure maximum impact and efficiency	SCC/Partners		Apr-23				
7.06 Page 74	Increasing our learning of when we can prevent homelessness	Review duty to refer applications to identify potential earlier referral opportunities, and implement findings in pathways and training resources to be delivered to partnership	SCC		Jun-23				
	Embed the voice of people with lived experience within the decision making structures of the partnership	Increase the participation of experts by experience with the Steering group and Forum. Revise structures and ways of working to facilitate meaningful engagement	SCC	Changing Futures	Apr-23				
7.08	Strengthening a joint response to tackling homelessness	Meet with partners to review our joint response to homelessness, and identify areas of duplication across services and situations where partners can support one another and integrate the offer.	SCC and the partnership	Strategic Housing Forum/Providers For	Aug-23				
7.09	Develop Workforce	Identify and undertaken joint training opportunities, embed trauma informed practice within service offer	SCC and partnership		Dec-23				
7.1	Identifying technologies that help sustain tenancies	Identify any assistive technologies that could support sustainable tenancies, including those in use in other core cities, and secure funding to implement them.	SCC	RSI5	2023 to 2025	Secured some funding through RSI5	Amber		



Report to Policy Committee

Author/Lead Officer of Report: *Jonathan South,
Service Manager Accommodation and Support
Service*

Tel: 0114 2930883

Report of: Executive Director, Operational Services
Report to: *Housing Policy Committee*
Date of Decision: *10th March 2023*
Subject: *Gypsy and Traveller Site Pitch Fees 2023/24*

Has an Equality Impact Assessment (EIA) been undertaken?	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
If YES, what EIA reference number has it been given? 239				
Has appropriate consultation taken place?	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Has a Climate Impact Assessment (CIA) been undertaken?	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
Does the report contain confidential or exempt information?	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
If YES, give details as to whether the exemption applies to the full report / part of the report and/or appendices and complete below:-				

Purpose of Report:

This report sets out the proposal for the 2023/24 increase in pitch fees relating to Sheffield City Council's Gypsy and Traveller sites at Longacre and Redmires.

There is no nationally recommended pitch fee level for Gypsy and Traveller pitches as there is for social housing rents. It is left to the discretion of the landlord, subject to the terms of a Written Statement of Agreement between the Council and occupiers of the sites.

Recommendations:

The Housing Policy Committee is recommended to:

Approve that from 15th May 2023 the fees for each pitch on the Council's Gypsy and Traveller sites at Longacre and Redmires will increase by 7%

Background Papers:

(Insert details of any background papers used in the compilation of the report.)

Appendix 1 - Agreement to Occupy a Pitch on an Authorised Traveller Site In accordance with The Mobile Homes Act 1983

Lead Officer to complete:-		
1	I have consulted the relevant departments in respect of any relevant implications indicated on the Statutory and Council Policy Checklist, and comments have been incorporated / additional forms completed / EIA completed, where required.	Finance: Helen Damon
		Legal: Andrea Simpson
		Equalities & Consultation: Louise Nunn
		Climate: n/a
<i>Legal, financial/commercial and equalities implications must be included within the report and the name of the officer consulted must be included above.</i>		
2	SLB member who approved submission:	Ajman Ali
3	Committee Chair consulted:	Cllr Douglas Johnson
4	I confirm that all necessary approval has been obtained in respect of the implications indicated on the Statutory and Council Policy Checklist and that the report has been approved for submission to the Committee by the SLB member indicated at 2. In addition, any additional forms have been completed and signed off as required at 1.	
	Lead Officer Name: <i>Jonathan South</i>	Job Title: <i>Service Manager – Accommodation and Support Services</i>
	Date: 28/02/2023	

1. PROPOSAL

- 1.1 Sheffield City Council owns two operational Gypsy and Traveller sites: Longacre (14 plots) in the south east of the city and Redmires (17 plots) in the west. The pitch fees are a contribution to the services and amenities provided on the sites by the Council. These include:
- The day-to-day management of the site including paying for drainage, clearance and green work as the roads within the sites are unadopted.
 - A dedicated service
 - Electric hook-up points, connection to the electricity and water supply and drainage systems
 - Amenities including bathroom and/or shower facilities, a WC, a kitchen sink, space for kitchen equipment and heating.
 - A day room where residents can sit and eat if they wish.
- 1.2 The mechanism for an annual increase or decrease of pitch fees and the presumption that the increase will be by a percentage which is no more than any percentage increase or decrease in the retail prices index (RPI) since the last review date are set out in a Written Statement of Agreement for residents, which was approved by the Cabinet Member for Homes and Regeneration on 23 May 2011. The Written Statement of Agreement must be in a form prescribed by the Mobile Homes Act 1983, setting out certain information including the implied terms as set out in a Schedule to the Act and any other express terms agreed with the occupiers. The Council has no discretion about the wording of the implied terms. The Written Statement of Agreement is attached to this report as Appendix 1. The Written Statement of Agreement sets out matters to which the Council must have regard when setting a fee, as well as a process for challenging that fee.
- 1.3 In previous years the pitch fees for Redmires and Longacre have been different because of historic site conditions which have since changed. In February 2012, the Cabinet Member for Homes and Regeneration agreed a local convergence policy in order to make pitch fees on both sites the same by 2014/15. The 2014/15 annual increase was the last under the convergence policy as pitch fees across both sites are now equal.
- 1.4 In accordance with the convergence policy pitch fees have uplifted by RPI each year from 2015/16 and at the review date each year a September RPI figure has been used to uplift pitch fees because the Government's National Social Rent Policy for calculating social rent increases is based on the inflation figure for the previous September. Last year 2022/23 there was an increase in pitch fees of 4.9% in line with RPI in September 2021. The RPI in September 2022 was 12.6%. Central government has capped social rent increases at 7%, therefore it is recommended each weekly pitch fee on the Council's Gypsy and Traveller sites at Longacre and Redmires is increased by £7.11 (7%) to £108.66 per week.

- 1.5 There is a risk that any resident might not agree to the increase, which would lead to delays in implementing the increase. This risk was mitigated through discussions with the residents in 2011 and 2012 regarding the principle of convergence and what impact this would have on pitch fees for both sites. The site staff will hand-deliver letters giving notice of the increased fee and will discuss any concerns with residents and assist any tenants who may have literacy issues. Residents must sign to say they have understood the letter.

2. HOW DOES THIS DECISION CONTRIBUTE?

- 2.1 The pitch fees are a contribution to the services and amenities provided on the sites by the Council.
- 2.2 The annual increase in pitch fees helps increase income into the account and to keep pace with cost inflation.

3. HAS THERE BEEN ANY CONSULTATION?

- 3.1 There is no requirement to carry out consultation before setting the pitch fee each year but as stated above at paragraph 1.2 the presumption that the increase will be by a percentage which is no more than any percentage increase or decrease in the retail prices index (RPI) since the last review date is set out in a Written Statement of Agreement with residents
- 3.2 The Accommodation and Support Service has a dedicated Site Officer who supports residents with issues and concerns. Residents are aware of annual increases in fees.

4. RISK ANALYSIS AND IMPLICATIONS OF THE DECISION

4.1 Equality of Opportunity Implications

- 4.1.1 Employment rates for gypsies and travellers nationally are low, and poverty is high.
- 4.1.2 The proposed pitch fee increase will be met by Housing Benefit, Universal Credit for residents who are eligible.
- 4.1.3 The proposed average increase (7%) is below the Retail Price Index figures and in line with the proposed increase for social housing tenants.
- 4.1.4 Since 2010, the Council have explained to residents the rent convergence principle, and the differential rent increase to make fees at both sites the same. The Council explained in detail how fees at one site were being increased more than the other until both sites pay the same fees. As a result, residents have been made aware of the annual fee increase and have had the opportunity to express their opinions on the proposals.

4.2 Financial and Commercial Implications

- 4.2.1 The proposed increase in charges will increase income into the account in 2023/24 by around £11,461. This increase (7%) is below RPI this year in line with the governments social rent cap. Income will not keep pace with the cost of inflation this year however we appreciate the difficulty customers will be facing with the rising cost of living.
- 4.2.2 The increase is comparable to the rise in charges for other services.
- 4.2.3 The Gypsy & Traveller Site budget will be £ 252,860 for 2023/24
- 4.2.4 As part of the Government's welfare reform proposals, the roll out of Universal Credit commenced in Sheffield in November 2018 for new benefit claimants. Migration of existing claimants is expected to take place by 2024. A number of Gypsy and Traveller site residents have remained on Housing Benefit due to there having been no changes in their circumstances, but a few residents have claimed Universal Credit whilst living on site. Universal Credit is paid to the claimants rather than the housing element being paid directly to the landlord account. Benefits are also capped. This has increased levels of arrears in some cases. To mitigate this we are working with our Income Management and Financial Inclusion Team to make alternative payment arrangements using direct payments from the occupant's income to ensure any arrears are kept to a minimum. We will continue to work to minimise the impact of Welfare Reform to residents on site.
- 4.2.5 Currently there are just under £8,000 in site fee arrears. Staff have supported residents who have arrears and repayment plans are in place for all arrears with the total amount reducing month to month.

4.3 Legal Implications

- 4.3.1 Residents of the Council's Gypsy and Traveller sites occupy them by agreement under the Mobile Homes Act 1983 (MHA). A Schedule to the MHA sets out a number of terms which are implied into the agreement and specifies those terms which apply to permanent pitches on local authority Gypsy and Traveller sites. These have been incorporated into the Council's Written Statement of Agreement.
- 4.3.2 The implied terms include provisions about amending the pitch fee and include a presumption that the annual increase or decrease of pitch fees is by a percentage which is no more than any percentage increase or decrease in the retail prices index (RPI) since the last review date.
- 4.3.3 Occupiers of the sites must be given a written statement of the terms of the agreement setting out certain information including the terms implied by the MHA and the express terms, which are based on the licence formerly granted before the MHA was amended to cover local authority Gypsy and Traveller sites. The pitch fee can only be changed in

accordance with the procedure set out in paragraphs 14-18 of the prescribed written statement.

- 4.3.4 The Council must give each occupier written notice of the new pitch fee at least 28 days before the review date. If the occupier agrees then the new fee takes effect on the review date. If the occupier does not agree then the Council must make an application to the court to determine the amount of the new fee.

5. ALTERNATIVE OPTIONS CONSIDERED

- 5.1 No increase in pitch fees in 2023/24 – this option would mean that income into the account will not keep pace with cost inflation.

6. REASONS FOR RECOMMENDATIONS

- 6.1 The proposed increase is in accordance with the completion of the local convergence policy agreed by the Cabinet Member for Homes and Regeneration in February 2012 and the terms of the Written Statement in relation to the Mobile Homes Act 1983 agreed by him in May 2011 and issued to each occupier of both sites.



**An Agreement to Occupy a Pitch on an Authorised Traveller
Site
In accordance with The Mobile Homes Act 1983**

AGREEMENT TO THE SITE CONDITIONS.

Ihereby agree to abide by the conditions laid down in the document entitled “**Written statement in relation to the Mobile Homes Act 1983**” dated and attached to this document, as they apply to my occupancy of the plot known as [Insert address below].

.....
.....
.....
.....

I understand that this pitch has been provided to me, on the basis that the information given in my application is correct.

Signed

Name

Date.....

Witnessed on behalf of Sheffield City Council

Name.....

Signature

Date.....

An Agreement to Occupy a Pitch on an Authorised Traveller Site
In accordance with The Mobile Homes Act 1983

Occupancy list

I,

now residing at:

am the authorised applicant and advise that my household occupants will be:

Other Household Occupants				
No.	Name	D.O.B	Relation	Income, N.I No, etc
1				
2				
3				
4				
5				
6				
7				
8				
9				

Signed Applicant: **Dated:**

Signed On behalf of Sheffield City Council: Name:

Signature:

Dated:

Consent Form

Gypsy & Traveller Site Management Team,
Supported Housing

Name _____

Address _____ D/O/B _____

The Gypsy & Traveller Site Management Team need your consent to talk to other services. Your consent is vital; without it, we cannot easily help you to get the services you and your family may be entitled to. Very often, these services are provided by organisations outside the City Council and they frequently need some information about you and your family before offering a service. They also may need to disclose some information to us as well. Your consent will enable this to happen quickly and often without the need for you to supply the same information again to someone else. We will tell you in advance if we plan to disclose your personal information outside the above arrangements where we can.

Consent:

I / we will agree that the Gypsy & Traveller Site Management Team may disclose my/our personal information to and receive it from the following for me and my family:

- South Yorkshire Police and/or neighbouring Police forces – To find out if there has been any involvement from the Police that we will need to know about; for example, there may be risks that we need to plan for
- Sheffield Youth Offending Service (YOS) – To find out if there is any support from the YOS and what we can do
- Services provided by Sheffield City Council
 - Housing Benefit
 - Education Services
 - Sheffield Homes (see 'Your Landlord' below)
 - Social Care Services
 - Sheffield City Council
- Your Landlord – To find out about the Anti Social Behaviour and what we can do to help

I/we understand that personal information referred to in this consent will be used as described in this form and for other lawful purposes. I/we have obtained similar consent of other family members where they are mentioned in our dealings with the service.

Signed _____ Name _____

Signed _____ Name _____

Date _____

Please note:

A seek and share form needs to be signed by any person who currently lives in/or intends to live in/on your plot/household who is over the age of 16 years, we will be unable to complete the assessment if these signatures are not obtained, especially the Head of Household (i.e. the adults who are stated as the applicant/occupier) have not signed a seek and share form.

Gypsy & Traveller Site Management Team
Supported Housing
PO Box 483
M33 0DH

Declaration/Information sharing authorisation

I give Sheffield City Council permission to contact my present and/or former landlord with regard to obtaining references in order to process my application for any of Sheffield City Council Gypsy and Traveller sites.

I also authorise Sheffield City Council to undertake any credit/rent reference checks if considered necessary.

I understand that any information given may be shared with other sections within Sheffield City Council, and other organisations responsible for managing public money for reasons of preventing and detecting fraud.

I understand that if I have knowingly or recklessly given any false information or have not given information which would affect my application, Sheffield City Council will not process my application form, may take legal action against me, and Sheffield City Council may revoke my place held on the waiting lists.

I also agree to inform the Gypsy & Traveller Site Management Team of any change in my personal or housing circumstances so that the information held on my application is accurate and true. I understand that if I knowingly or recklessly fail to give information on my current circumstances, Sheffield City Council may withdraw an offer of housing, cancel my housing application and may take legal action against me.

	Main Applicant	Joint Applicant
Signature		
Printed		
Date		

IMPORTANT – PLEASE READ THIS STATEMENT CAREFULLY AND KEEP IT IN A SAFE PLACE. IT SETS OUT THE TERMS ON WHICH YOU ARE ENTITLED TO KEEP YOUR MOBILE HOME ON SITE AND TELLS YOU ABOUT THE RIGHTS WHICH ARE GIVEN TO YOU BY LAW. IF THERE IS ANYTHING YOU DO NOT UNDERSTAND YOU SHOULD GET ADVICE (FOR EXAMPLE FROM A SOLICITOR OR A CITIZENS ADVICE BUREAU).

PART 1

Express Terms (other than those specified in Part 4)

- 1. The Mobile Homes Act 1983 (“the 1983 Act”) applies to the agreement.

Parties to the agreement

- 2. The parties to the agreement are—

.....
(Name and address of person entitled to station a mobile home on the pitch)

.....
(Name and address of the local authority)

Start date

- 3. The agreement began on..... (insert date)

Particulars of the pitch

- 4. The particulars of the land on which you are entitled to station your mobile home are—

.....
.....
.....

Plan

- 5. A plan showing—

- (a) the size and location of the pitch;
- (b) the size of the base on which the mobile home is stationed; and
- (c) measurements between identifiable fixed points on the site and the pitch and base;

is attached to this statement.

Pitch fee

- 6. The pitch fee is payable weekly/monthly/quarterly/annually

(Cross out the words which do not apply)

The pitch fee is.....

The following services are included in the pitch fee—

Water Other.....

Sewerage Other.....

(Cross out the services which are not included and add any others which are included in the pitch fee)

Review of pitch fee

7. The pitch fee will be reviewed on..... *(Insert date)*

This date is the review date.

Additional charges

8. An additional charge is made for the following matters—

.....
.....
.....

(List the matters for which an additional charge is made)

PART 2

Information about your rights

The 1983 Act

1. Because you have an agreement with a local authority which entitles you to keep your mobile home on its site and live in it as your home, you have certain rights under the 1983 Act, affecting in particular your security of tenure and the review of the pitch fee.

Implied terms

2. These rights, which are contained in the implied terms set out in Part 3 of this statement, apply automatically and cannot be overridden, so long as your agreement continues to be one to which the 1983 Act applies.

Express terms

3. If you are not happy with any of the express terms of your agreement (as set out in Part 4 of this statement) you should discuss them with the local authority, who may agree to change them.

Unfair terms

4. If you consider that any of the express terms of the agreement (as set out in Part 4 of this statement) are unfair, you can, in accordance with the provisions of the Unfair Terms in Consumer Contracts Regulations 1999, complain to the Office of Fair Trading or any qualifying body.

PART 3

Implied Terms

Under the 1983 Act certain terms are automatically included in your agreement. These implied terms are set out in Part 1 of Schedule 1 to the 1983 Act.

Duration of agreement

1. Subject to paragraph 2, the right to station the mobile home on land forming part of the protected site subsists until the agreement is determined under paragraph 3, 4, 5 or 6.

2.—

(1) If the owner's estate or interest is insufficient to enable the owner to grant the right for an indefinite period, the period for which the right subsists does not extend beyond the date when the owner's estate or interest determines.

(2) If planning permission for the use of the protected site as a site for mobile homes has been granted in terms such that it will expire at the end of a specified period, the period for which the right subsists does not extend beyond the date when the planning permission expires.

(3) If before the end of a period determined by this paragraph there is a change in circumstances which allows a longer period, account is to be taken of that change.

Termination by occupier

3. The occupier is entitled to terminate the agreement by notice in writing given to the owner not less than four weeks before the date on which it is to take effect.

Termination by owner

4. The owner is entitled to terminate the agreement forthwith if, on the application of the owner, the court—

(a) is satisfied that the occupier has breached a term of the agreement and, after service of a notice to remedy the breach, has not complied with the notice within a reasonable time; and

(b) considers it reasonable for the agreement to be terminated.

5. The owner is entitled to terminate the agreement forthwith if, on the application of the owner, the court—

(a) is satisfied that the occupier is not occupying the mobile home as the occupier's only or main residence; and

(b) considers it reasonable for the agreement to be terminated.

6.—

(1) The owner is entitled to terminate the agreement forthwith if—

(a) on the application of the owner, the court has determined that, having regard to its condition, the mobile home is having a detrimental effect on the amenity of the site, and

(b) then, on the application of the owner, the court, having regard to its determination and to any other circumstances, considers it reasonable for the agreement to be terminated.

(2) Sub-paragraphs (3) and (4) apply if, on an application to the court under subparagraph (1)(a)—

(a) the court considers that, having regard to the present condition of the mobile home, it is having a detrimental effect on the amenity of the site, but

(b) it also considers that it would be reasonably practicable for particular repairs to be carried out on the mobile home that would result in the mobile home not having that detrimental effect, and

(c) the occupier indicates to the court that the occupier intends to carry out those repairs.

(3) In such a case the court may make an interim order—

(a) specifying the repairs that must be carried out and the time within which they must be carried out, and

(b) adjourning the proceedings on the application for such period specified in the interim order as the court considers reasonable to enable the repairs to be carried out.

(4) If the court makes an interim order under sub-paragraph (3), it must not make a determination under sub-paragraph (1)(a) unless it is satisfied that the specified period has expired without the repairs having been carried out.

Recovery of overpayments by occupier

7. Where the agreement is terminated as mentioned in paragraph 3, 4, 5 or 6, the occupier is entitled to recover from the owner so much of any payment made by the occupier in pursuance of the agreement as is attributable to a period beginning after the termination.

Re-siting of mobile home

8.—

(1) The owner is entitled to require that the occupier's right to station the mobile home is exercisable for any period in relation to another pitch forming part of the protected site or a pitch forming part of another protected site ("the other pitch") if (and only if)—

(a) on the application of the owner, the court is satisfied that the other pitch is broadly comparable to the occupier's original pitch and that it is reasonable for the mobile home to be stationed on the other pitch for that period; or

(b) the owner needs to carry out essential repair or emergency works that can only be carried out if the mobile home is moved to the other pitch for that period, and the other pitch is broadly comparable to the occupier's original pitch.

(2) If the owner requires the occupier to station the mobile home on the other pitch so that the owner can replace, or carry out repairs to, the base on which the mobile home is stationed, the owner must if the occupier so requires, or the court on the application of the occupier so orders, secure that the mobile home is returned to the original pitch on the completion of the replacement or repairs.

(3) The owner must pay all the costs and expenses incurred by the occupier in connection with the mobile home being moved to and from the other pitch.

(4) In this paragraph and in paragraph 11, "essential repair or emergency works" means —

(a) repairs to the base on which the mobile home is stationed;

(b) repairs to any outhouses and facilities provided by the owner on the pitch and to any gas, electricity, water, sewerage or other services or other amenities provided by the owner in such outhouses;

(c) works or repairs needed to comply with any relevant legal requirements;
or

(d) works or repairs in connection with restoration following flood, landslide or other natural disaster.

Quiet enjoyment of the mobile home

9. The occupier is entitled to quiet enjoyment of the mobile home together with the pitch during the continuance of the agreement, subject to paragraphs 8, 10, 11 and 12.

Owner's right of entry to the pitch

10. The owner may enter the pitch without prior notice between the hours of 9am and 6pm—

(a) to deliver written communications, including post and notices, to the occupier; and

(b) to read any meter for gas, electricity, water, sewerage or other services supplied by the owner.

11. The owner may enter the pitch to carry out essential repair or emergency works on giving as much notice to the occupier (whether in writing or otherwise) as is reasonably practicable in the circumstances.

12. Unless the occupier has agreed otherwise, the owner may enter the pitch for a reason other than one specified in paragraph 10 or 11 only if the owner has given the occupier at least 14 clear days' written notice of the date, time and reason for the owner's visit.

13. The rights conferred by paragraphs 10 to 12 do not extend to the mobile home.

The pitch fee

14. The pitch fee can only be changed in accordance with paragraph 15, either—

(a) with the agreement of the occupier, or

(b) if the court, on the application of the owner or the occupier, considers it reasonable for the pitch fee to be changed and makes an order determining the amount of the new pitch fee.

15.—

(1) The pitch fee will be reviewed annually as at the review date.

(2) At least 28 clear days before the review date the owner must serve on the occupier a written notice setting out the owner's proposals in respect of the new pitch fee.

(3) If the occupier agrees to the proposed new pitch fee, it is payable as from the review date.

(4) If the occupier does not agree to the proposed new pitch fee—

(a) the owner may apply to the court for an order under paragraph 14(b) determining the amount of the new pitch fee;

(b) the occupier must continue to pay the current pitch fee to the owner until such time as the new pitch fee is agreed by the occupier or an order determining the amount of the new pitch fee is made by the court under paragraph 14(b); and

(c) the new pitch fee is payable as from the review date but the occupier is not to be treated as being in arrears until the 28th day after the date on

which the new pitch fee is agreed or, as the case may be, the 28th day after the date of the court order determining the amount of the new pitch fee.

(5) An application under sub-paragraph (4)(a) may be made at any time after the end of the period of 28 days beginning with the review date but no later than three months after the review date.

(6) Sub-paragraphs (7) to (11) apply if the owner—

(a) has not served the notice required by sub-paragraph (2) by the time by which it was required to be served, but

(b) at any time thereafter serves on the occupier a written notice setting out the owner's proposals in respect of a new pitch fee.

(7) If (at any time) the occupier agrees to the proposed pitch fee, it is payable as from the 28th day after the date on which the owner serves the notice under sub-paragraph (6)(b).

(8) If the occupier has not agreed to the proposed pitch fee—

(a) the owner may apply to the court for an order under paragraph 14(b) determining the amount of the new pitch fee;

(b) the occupier must continue to pay the current pitch fee to the owner until such time as the new pitch fee is agreed by the occupier or an order determining the amount of the new pitch fee is made by the court under paragraph 14(b); and

(c) if the court makes such an order, the new pitch fee is payable as from the 28th day after the date on which the owner serves the notice under sub-paragraph (6)(b).

(9) An application under sub-paragraph (8) may be made at any time after the end of the period of 56 days beginning with the date on which the owner serves the notice under sub-paragraph (6)(b) but no later than four months after the date on which the owner serves that notice.

(10) The court may permit an application under sub-paragraph (4)(a) or (8)(a) to be made to it outside the time limit specified in sub-paragraph (5) (in the case of an application under sub-paragraph (4)(a)) or in sub-paragraph (9) (in the case of an application under sub-paragraph (8)(a)) if it is satisfied that, in all the circumstances, there are good reasons for the failure to apply within the applicable time limit and for any delay since then in applying for permission to make the application out of time.

(11) The occupier is not to be treated as being in arrears—

(a) where sub-paragraph (7) applies, until the 28th day after the date on which the new pitch fee is agreed; or

(b) where sub-paragraph (8)(b) applies, until the 28th day after the date on which the new pitch fee is agreed or, as the case may be, the 28th day after the date of the court order determining the amount of the new pitch fee.

16.—

(1) When determining the amount of the new pitch fee particular regard must be had to—

(a) any sums expended by the owner since the last review date on improvements—

(i) which are for the benefit of the occupiers of mobile homes on the protected site;

(ii) which were the subject of consultation in accordance with paragraph 20(f) and (g); and

(iii) to which a majority of the occupiers have not disagreed in writing or which, in the case of such disagreement, the court, on the application of the owner, has ordered should be taken into account when determining the amount of the new pitch fee;

(b) any decrease in the amenity of the protected site since the last review date; and

(c) the effect of any enactment which has come into force since the last review date.

(2) When calculating what constitutes a majority of the occupiers for the purposes of sub-paragraph (1)(a)(iii) each mobile home is to be taken to have only one occupier and, in the event of there being more than one occupier of a mobile home, its occupier is to be taken to be the occupier whose name first appears on the agreement.

(3) In a case where the pitch fee has not been previously reviewed, references in this paragraph to the last review date are to be read as references to the date when the agreement commenced.

17. When determining the amount of the new pitch fee no regard may be had to—

(a) any costs incurred by the owner in connection with expanding the protected site, or

(b) any costs incurred by the owner in relation to the conduct of proceedings under this Act or the agreement.

18.—

(1) There is a presumption that the pitch fee will increase or decrease by a percentage which is no more than any percentage increase or decrease in the retail prices index since the last review date, unless this would be unreasonable having regard to paragraph 16(1).

(2) Paragraph 16(3) applies for the purposes of this paragraph as it applies for the purposes of paragraph 16.

Occupier's obligations

19. The occupier must—

(a) pay the pitch fee to the owner;

(b) pay to the owner all sums due under the agreement in respect of gas, electricity, water, sewerage or other services supplied by the owner;

(c) keep the mobile home in a sound state of repair;

(d) maintain—

(i) the outside of the mobile home, and

(ii) the pitch, including all fences and outbuildings belonging to, or enjoyed with, it and the mobile home, in a clean and tidy condition; and

(e) if requested by the owner, provide the owner with documentary evidence of any costs or expenses in respect of which the occupier seeks reimbursement.

Owner's obligations

20. The owner must—

(a) if requested by the occupier, and on payment by the occupier of a charge of not more than £30, provide accurate written details of—

(i) the size of the pitch and the base on which the mobile home is stationed; and

(ii) the location of the pitch and the base within the protected site;

and such details must include measurements between identifiable fixed points on the protected site and the pitch and the base;

(b) if requested by the occupier, provide (free of charge) documentary evidence in support and explanation of—

(i) any new pitch fee;

(ii) any charges for gas, electricity, water, sewerage or other services payable by the occupier to the owner under the agreement; and

(iii) any other charges, costs or expenses payable by the occupier to the owner under the agreement;

(c) be responsible for repairing the base on which the mobile home is stationed and for maintaining any gas, electricity, water, sewerage or other services supplied by the owner to the pitch or to the mobile home;

(d) be responsible for repairing other amenities provided by the owner on the pitch including any outhouses and facilities provided;

(e) maintain in a clean and tidy condition those parts of the protected site, including access ways, site boundary fences and trees, which are not the responsibility of any occupier of a mobile home stationed on the protected site;

(f) consult the occupier about improvements to the protected site in general, and in particular about those which the owner wishes to be taken into account when determining the amount of any new pitch fee; and

(g) consult a qualifying residents' association, if there is one, about all matters which relate to the operation and management of, or improvements to, the protected site and may affect the occupiers either directly or indirectly.

21. The owner must not do or cause to be done anything which may adversely affect the ability of the occupier to perform the occupier's obligations under paragraph 19(c) and (d).

22. For the purposes of paragraph 20(f), to "consult" the occupier means—

(a) to give the occupier at least 28 clear days' notice in writing of the proposed improvements which—

(i) describes the proposed improvements and how they will benefit the occupier in the long and short term;

(ii) details how the pitch fee may be affected when it is next reviewed; and

(iii) states when and where the occupier can make representations about the proposed improvements; and

(b) to take into account any representations made by the occupier about the proposed improvements, in accordance with paragraph (a)(iii), before undertaking them.

23. For the purposes of paragraph 20(g), to “consult” a qualifying residents’ association means—

(a) to give the association at least 28 clear days’ notice in writing of the matters referred to in paragraph 20(g) which—

(i) describes the matters and how they may affect the occupiers either directly or indirectly in the long and short term; and

(ii) states when and where the association can make representations about the matters; and

(b) to take into account any representations made by the association, in accordance with paragraph (a)(ii), before proceeding with the matters.

Owner’s name and address

24.—

(1) The owner must by notice inform the occupier and any qualifying residents’ association of the address in England or Wales at which notices (including notices of proceedings) may be served on the owner by the occupier or a qualifying residents’ association.

(2) If the owner fails to comply with sub-paragraph (1), then any amount otherwise due from the occupier to the owner in respect of the pitch fee is to be treated for all purposes as not being due from the occupier to the owner at any time before the owner does so comply.

(3) Where in accordance with the agreement the owner gives any written notice to the occupier or (as the case may be) a qualifying residents’ association, the notice must contain the name and address of the owner.

(4) Where—

(a) the occupier or a qualifying residents’ association receives such a notice, but

(b) it does not contain the information required to be contained in it by virtue of subparagraph (3), the notice is to be treated as not having been given until such time as the owner gives the information to the occupier or (as the case may be) the association in respect of the notice.

(5) Nothing in sub-paragraphs (3) and (4) applies to any notice containing a demand to which paragraph 25(1) applies.

25.—

(1) Where the owner makes any demand for payment by the occupier of the pitch fee, or in respect of services supplied or other charges, the demand must contain the name and address of the owner.

(2) Where—

(a) the occupier receives such a demand, but

(b) it does not contain the information required to be contained in it by virtue of subparagraph (1), the amount demanded is to be treated for all purposes as not being due from the occupier to the owner at any time before the owner gives that information to the occupier in respect of the demand.

Qualifying residents' association

26.—

(1) A residents' association is a qualifying residents' association in relation to a protected site if—

(a) it is an association representing the occupiers of mobile homes on that site;

(b) at least 50 per cent of the occupiers of the mobile homes on that site are members of the association;

(c) it is independent from the owner, who together with any agent or employee of the owner is excluded from membership;

(d) subject to paragraph (c), membership is open to all occupiers who own a mobile home on that site;

(e) it maintains a list of members which is open to public inspection together with the rules and constitution of the residents' association;

(f) it has a chair, secretary and treasurer who are elected by and from among the members;

(g) with the exception of administrative decisions taken by the chair, secretary and treasurer acting in their official capacities, decisions are taken by voting and there is only one vote for each mobile home; and

(h) the owner has acknowledged in writing to the secretary that the association is a qualifying residents' association, or, in default of this, the court has so ordered.

(2) When calculating the percentage of occupiers for the purpose of sub-paragraph (1) (b), each mobile home is to be taken to have only one occupier and, in the event of there being more than one occupier of a mobile home, its occupier is to be taken to be the occupier whose name first appears on the agreement.

Interpretation

27. In this Part—

“pitch fee” means the amount which the occupier is required by the agreement to pay to the owner for the right to station the mobile home on the pitch and for use of the common areas of the protected site and their maintenance, but does not include amounts due in respect of gas, electricity, water, sewerage or other services, unless the agreement expressly provides that the pitch fee includes such amounts;

“retail prices index” means the general index (for all items) published by the Statistics Board or, if that index is not published for a relevant month, any substituted index or index figures published by the Board;

“review date” means the date specified in the written statement as the date on which the pitch fee will be reviewed in each year, or if no such date is specified, each anniversary of the date the agreement commenced; and

“written statement” means the written statement that the owner of the protected site is required to give to the occupier by section 1(2) of this Act.”)

PART 4

Express terms of the agreement

*This part of the written statement sets out other terms of the agreement which are agreed between you and the local authority in addition to the implied terms.
(Express terms to be inserted by the local authority)*

Where there is any conflict between the terms set out below and the implied terms set out in Part 3 above, the implied terms in Part 3 shall apply.

Where there is any contradiction between the terms set out below and those implied terms set out in Part 3 above, the implied terms in Part 3 shall prevail.

Limitations

Caravans and vehicles and their contents are brought onto or removed from a Traveller Site at the owner's risk.

Any person using a Traveller Site or buildings or facilities sited thereon do so at their own risk. No responsibility can be accepted by the City Council; or its employees for any accident, injury or damage resulting from the misuse of any building, service, utility or equipment provided at the site.

Allocation of Plot

The Allocation of the plot is dependent upon the information given in the occupier's application. If the information given is not true, this will be treated as a breach of these conditions of agreement.

CONDITIONS OF AGREEMENT TO OCCUPY A PITCH ON AN AUTHORISED TRAVELLER SITE

Repairs And Maintenance We Are Responsible For

1. We will repair and maintain the following items that we have provided upon notice being received by us of the need for repair.
 - a. The structure and outside of day units and amenity blocks (roofs, outside walls, outside doors, window sills, and frames, drains, gutters and outside pipes)
 - b. The inside wall, skirting board, doors, doorframes, floors ceilings and major re-plastering work of the day units or amenity blocks.
 - c. The electrical wiring, sockets and light fittings, water pipers of the amenity blocks or day units.
 - d. Heating equipment (such as wall mounted fan heaters, radiators and storage radiators) and water heating equipment (such as boilers and immersion heaters) contained within the amenity blocks or day units.
 - e. Kitchen and bathroom fixtures (such as sinks, basins, baths, showers and toilets) of the amenity blocks or day units.
 - f. The glass in the day units or amenity blocks
 - g. Pathways and steps which are the main means of getting to your pitch or to the amenity blocks or day units.
 - h. Supporting or retaining walls.

2. We will be responsible for cutting down or trimming large trees within the site, but only if they are causing danger or damage to the amenity block, day unit or to your pitch or to a nearby property
3. We will decorate the outside of the amenity blocks or day units when necessary.
4. With your help and co-operation we will keep in good repair and look after the site, the amenity blocks and the day units.
5. When you ask for a repair, and we agree to it, we will give you a receipt showing when we will carry out the work.
6. We are not responsible for any repair to a caravan or towing vehicle.
7. We are not responsible for the interior decoration of the day units or amenity blocks.
8. We will not repair any damage caused by you, members of your household, visitors or guests to your day units to the amenity blocks or to your pitch that is caused deliberately or through neglect or through carelessness. If we do carry out any such repairs you will be recharged for the costs of carrying out the work.
9. We will not repair any fixtures and fittings, which you have added to the day unit, amenity block or to the pitch, unless we have agreed, in writing, to maintain them before you put them in.

Repairs and Maintenance you are responsible for

10. You are responsible for any items of repair not listed in conditions 1 to 4 above with respect to the day unit, amenity block or pitch.
11. If you need a repair that we are responsible for you must tell us about this repair as soon as possible.
12. You must look after and maintain the day unit, amenity block and pitch and carry out any repair you are responsible for.
13. You are responsible for the maintenance and repair of any caravan or towing vehicle brought onto the site by you, including responsibility for ensuring the suitability and safety of any electrical or gas installation so as not to cause a nuisance, annoyance or danger to any person present on the site.

Alterations and Improvements

14. You must not alter or improve the pitch, day unit or amenity block unless you have written permission from the City Council. This includes, but is not limited to
 - a. Putting up an extension.
 - b. Adding to or changing or replacing the fixtures and fittings provided by us.
 - c. Altering essential electricity, water or sewerage services.
 - d. Putting up a radio or television or satellite dish on the outside of the day unit or amenity block
 - e. Decorating the outside of the day unit or amenity block.

- f. Erecting a shed, kennel or fence or similar structure on the site.
- g. Bringing onto the site any caravan without prior permission.

If we refuse to give you permission we will write to you and say why. If we do give permission, this will be conditional on the work being undertaken to an approved standard.

- 15. If work is done without permission or is not undertaken to the approved and recognised standard, we retain the right to either have the addition or alteration removed and the site reinstated or to have the work redone. In either case the costs of any work undertaken by us will be recharged to you.
- 16. On vacating a pitch you should agree in writing with us whether any approved alterations or additions are to be left in situ, or the pitch must be reinstated to the condition it was in prior to the alteration or addition, and leave the pitch in the condition so agreed.

Charges: Our Responsibility

- 17. Any changes to the charges for the pitch or any other facilities will be made in accordance with Sections 16 to 20 in the implied terms in Part 3 of this Agreement.
- 18. The current weekly charge for a pitch will be displayed in the Warden's Office.

Rent and Charges: Your Responsibility

- 19. You must pay your weekly charge for a pitch and all other charges in relation to your occupation of the site when they are due. The weekly charge is due every Monday of each week.
- 20. You are responsible for the payment of any other charges, rates or taxed that relate to your occupation of the site owed to us or to any third party service provider. This includes but is not limited to all water, electricity and sewerage charges.
- 21. It is your responsibility to ensure that you have acquired sufficient electricity cards (where applicable) to ensure continued supply over public holidays and weekends.
- 22. You must not withhold the weekly charge for any reason whatsoever. In particular you must not set off the cost of outstanding repairs that are our responsibility against your obligation to pay the weekly charge.

Using the Pitch and Site

Visitors

- 23. You must use the caravan on the pitch as your only or principal home.
- 24. You must not part with possession or sublet all of the pitch.
- 25. You may part with possession or sublet part of the pitch to visitors if you have written permission from us. If we refuse to give you permission we will write to you and say why.

26. We will only give permission for a visitor to stay for a maximum of 4 weeks. However written permission for consecutive periods of 4 weeks stay by visitors may be given.
27. Prior to the granting of permission a visitor must agree in writing that all the conditions of this Agreement (as applicable) will apply to the visitor and any member of their family or guests as is they were a party to an Agreement to Occupy during the period of the visit.
28. During the period of a visit, a charge, equal to the weekly charge for the plot, must be paid by the visitor. This is in addition to the normal weekly charge that is paid by the Occupier.
29. If a visitor overstays on the pitch without the prior permission of the City Council, an application may be made to Court to terminate this Agreement in accordance with the implied terms at Part 3 above.
30. In the event of the Occupier vacating the pitch, the visitor will be required to leave forthwith with his caravan, towing vehicle and any other personal property and will retain no rights or permission in respect of the pitch.

General

31. You, members of your family and any visitors or guests must respect the rights of other people and not do anything (either near your pitch on the site or in the vicinity of the site) that is illegal, immoral or would cause danger, or nuisance or annoyance, including harassment, of other people. If you, members of your family or any visitors or guests break this condition you must pay to use the cost of cleaning up, clearing or making good any damage.
32. You, members of your family and any visitors or guests must not use violent, abusive or offensive behaviour to our employees, agents or contractors. This condition applies on or near the pitch, or on the site on which it is situated, or in any City Council offices or elsewhere.
33. You must not store petrol, paraffin, liquid or bottled gas or other dangerous materials in the day units or amenity blocks. Storage of such materials on the pitch will only be allowed with the prior written consent of the City Council. You must take all reasonable precautions to prevent a fire.
34. The storage/use of more than one caravan, on any pitch is subject to the written permission of the City Council. You must not keep any boat, trailer, horsebox or towing or other vehicle etc. on the pitch or site, if the size or condition of location of it is contrary to the amenity of the site.
35. You must not use the pitch or any of the land comprising the site to store, load or unload scrap metal or to strip down vehicles or persistently repair them.
36. You must not engage in cable burning or light bonfires or other open fires on the site or pitch or in the vicinity of the site.
37. You must keep the pitch, day unit or amenity block in a clean and tidy condition.
38. You must ensure that domestic waste (and only domestic waste) is placed in the bin provided for each pitch and ensure that the bin is made available for collection.
39. You must not deposit any waste material, waste water or refuse on the site or adjoining land.

Keeping of Animals

40. You must not keep any animal that we consider to be dangerous or which may cause a nuisance.
41. In the event of you owning or using horses, you are responsible for making all necessary arrangements for the off site feeding and stabling of the horses.

Running a Business From Your Pitch

42. You can ask us for permission to run a business from your pitch. We may give permission if we are satisfied that the business will not cause a nuisance or an annoyance to neighbours and other people living in the area, and that you have any planning permission that is required. If we give permission we may withdraw it if your business causes nuisance or annoyance to other people living on or in the area of the site. Any continuation of a business on your pitch without permission or after the withdrawal of permission may result in an application being made to Court to terminate this Agreement in accordance with the implied terms at Part 3 above.
43. If permission to run a business from your pitch is refused or withdrawn you will be expected to reinstate the pitch to the condition it was in prior to the start of the business. We retain the right to have the pitch reinstated and the costs of any work undertaken by us will be recharged to you.

Access to Your Pitch

44. You must allow our employees, agents or contractors to enter the pitch, amenity blocks or day units to inspect, carry out repairs or improvements, service appliances or carry out any of our duties. Our employees, contractors or agents will be able to prove their identity before entering.
45. If it is convenient you may allow our employees, agents or contractors access to your property even if they have not given you notice.
46. Otherwise, we will only enter your pitch after we have given you 14 days notice in accordance with Clauses 12 to 15 in the implied terms at Part 3 above.
47. In respect of Clause 13 of the implied terms at Part 3 above, if we decide that it is necessary, because of an emergency that could cause personal injury or damage to property on the pitch or an adjoining pitch or property, and you do not give immediate access to your pitch or day unit we may take steps to enter, using force if necessary, and without giving notice.

Absence from Pitch

48. You may be absent from your pitch for up to four weeks and reserve occupation rights to it. Absence for longer than this period will be assumed to be an abandonment of the pitch unless we have been notified of the proposed date of your return. If you fail to return on the due date without notification, then we will assume that you have abandoned the pitch.
49. If we reasonably believe that you have abandoned the pitch this may result in an application being made to Court to terminate this Agreement in accordance with the implied terms at Part 3 above.

50. Any charges due to us in relation to the pitch must be paid in advance of the absence.
51. If you abandon a pitch leaving property behind we shall deal with property in accordance with the duty under Section 41 of the Local Government (Miscellaneous Provisions) Act 1982.

Ending Your Occupation

52. If you want to end your occupation of the pitch you must terminate this Agreement by giving notice in writing not less than four weeks' before the date on which it is to take effect in accordance with the implied terms at Part 3 above.
53. You must leave the pitch, amenity block and day units clean, safe, tidy and ready for the next occupier to move into. You must hand all keys into the warden by the end of the 4 weeks' notice.
54. You may have to remove fixtures and fitting that have been added to the pitch and day units and replace them with the kind of fixtures and fittings we use. You will not have to do this if we had agreed to maintain the fixtures and fittings that you put in.
55. If you have altered the pitch or the day unit, even with out permission, we may ask you to restore the property to its original condition if the alteration make the property unsuitable for future occupiers.
56. If you do not replace fittings or restore the property to its original condition when we have asked you to do so, we will do he work and charge you for it.
57. We may charge you if we have to remove rubbish or other items which you have left on the site. We may also charge you for any damage to the site.

Termination by the Council

58. If you fail to comply with any of the conditions set out in this Part 4, we may make an application to Court to terminate this Agreement in accordance with the implied terms at Part 3 above.

Notices

59. Any notice to you the Occupier subject to this Agreement will be considered to have been properly delivered if it is addressed to you and left at your address.
60. Any notice to us must be sent by post or delivered to Gypsy + Traveller Site Management Team, Supported Housing, PO Box 483, M33 ODH

Amendment and Revision of the Express Terms

61. We may from time to time wish to revise these Express Terms. We will ensure that a reasonable period of consultation is undertaken with you regarding any proposed changes and that, where necessary, we obtain your consent prior to any amendments of these Express Terms.

Definitions

62. The following are terms and expressions used in the course of Part 4 of this Agreement and the definitions which are to apply to them.

“amenity block” shall mean any building provided on the sites for the exclusive use of a particular Occupier and their visitors or guests for the purposes of bathing, use of toilet facilities, scullery and storage facilities.

“caravan” shall mean any structure designed or adapted for human habitation which is capable of being moved from one place to another (whether by being towed, or by being transported on a motor vehicle so designed or adapted, but does not include-

- (a) any railway rolling stock which if for the time being on rails forming part of a railway system, or
- (b) any tent.

“day unit” shall mean any building provided on the site for the exclusive use of a particular Occupier and their visitors or guests for the purposes of dining, food preparation, washing, bathing and general resort.

“family” shall mean everyone living on the pitch except visitors.

“harassment” shall mean an interference with the peace and comfort of any person in relation to the enjoyment of their pitch or facilities on the site. It includes but is not limited to harassment because of a person's race, sex, sexuality, mental health, physical disability, learning disability, religion or because they have HIV/AIDS.

“Occupier” shall mean any person for the time being holding an Agreement to Occupy a pitch on the site.

“pitch” shall mean that part of the site set out in blue under the attached plan to this Agreement reserved specifically for the placing of a caravan belonging to the Occupier and shall include any day unit or amenity block.

“site” shall mean the travellers caravan site outlined in red on the attached plans.

“us” and “we” and “the City Council” shall mean the City Council being Sheffield City Council of Town Hall, Pinstone Street Sheffield S1 2HH

“visitor” shall mean any person invited onto the pitch by the Occupier who brings with them their own caravan to reside in.

“you” shall mean the Occupier of the pitch. If two or more people are joint Occupiers the word “you” mean each individual Occupier and all Occupiers together. That is, these express terms apply to all the joint Occupiers but each individual Occupier has the rights and responsibilities laid out in these express terms.

PLAN

A plan needs to be attached in accordance with Part 1 clause 5

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Report to Policy Committee

Author/Lead Officer of Report:

Janet Sharpe, Director of Housing

Tom Smith, Director of Direct Services

Tel: 0114 2735493

Report of: Executive Director, Operational Services

Report to: Housing Policy Committee

Date of Decision: 10th March 2023

Subject: Housing Performance Report (Quarter 3) 2022/23

Has an Equality Impact Assessment (EIA) been undertaken?	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
If YES, what EIA reference number has it been given? <i>(Insert reference number)</i>				
Has appropriate consultation taken place?	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
Has a Climate Impact Assessment (CIA) been undertaken?	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
Does the report contain confidential or exempt information?	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>

Purpose of Report:

This report provides the Committee with an overview of housing performance for a range of services within the remit of the Committee. This report covers the period up to quarter 3 (October - December) of 2022/2023. The first part of the report provides an analysis of the performance, setting this within both the national and local context in which services are delivered. This part of the report also contains a detailed report about the performance of the Repairs and Maintenance Service which includes performance information up to January 2023.

More detailed appendices are included with data showing comparative data from other landlords and regulatory performance. The report allows the Committee to understand and comment on the performance delivery of housing services to both tenants and citizens.

Recommendations:

It is recommended that the Housing Policy Committee:

1. Notes the Performance Report update provided for up to quarter 3 of 2022/2023
2. Notes the detailed performance report for the Repairs and Maintenance Service
3. Highlights any issues of concern that they may wish to discuss in future performance reports.

Background Papers:

Appendix 1 – Repairs and Maintenance Performance Dashboard

Appendix 2 – Housing Performance Report Q3 2022/23

Lead Officer to complete: -		
1	I have consulted the relevant departments in respect of any relevant implications indicated on the Statutory and Council Policy Checklist, and comments have been incorporated / additional forms completed / EIA completed, where required.	Finance: Helen Damon
		Legal: Stephen Tonge
		Equalities & Consultation: n/a
		Climate: n/a
	<i>Legal, financial/commercial and equalities implications must be included within the report and the name of the officer consulted must be included above.</i>	
2	EMT (Executive Management Team) member who approved submission:	<i>Ajman Ali</i>
3	Committee Chair consulted:	<i>Cllr Douglas Johnson</i>
4	I confirm that all necessary approval has been obtained in respect of the implications indicated on the Statutory and Council Policy Checklist and that the report has been approved for submission to the Committee by the EMT member indicated at 2. In addition, any additional forms have been completed and signed off as required at 1.	
	Lead Officer Name: <i>Janet Sharpe</i> <i>Tom Smith</i>	Job Title: <i>Director of Housing</i> <i>Director of Direct Services</i>
	Date: 27 th February 2023	

1. PROPOSAL

1.1 Background

The Constitution of Sheffield City Council delegates to the Housing Policy Committee the responsibility for regular monitoring of data including performance and financial information, and for monitoring the performance of Housing (public sector, private sector, and related functions) services. This report summarises the performance information for Housing services up to the end of quarter 3 of the 2022/2023 financial year. It also contains a detailed report about the performance of the Repairs and Maintenance Service which includes performance information up to January 2023. The report highlights areas of note, providing explanation where possible, to facilitate the Committee in carrying out its role in monitoring Housing performance.

1.2 Key performance areas to note

The Housing Performance Report for quarter 3 highlights several key areas for the Committee to be aware of. We have broken these down into the property and tenant focused areas.

The key **property focused** areas are:

- Repairs and Maintenance performance
- Our performance in health and safety compliance
- Fire and building safety work
- Our delivery of new council housing

The key **people focused** areas are:

- The cost-of-living crisis and its impact on tenants and our services
- How we are managing our neighbourhoods and how tenants feel about where they live
- Tenant contact and how tenants feel about their interactions with us

1.3

Additional information on performance of the Housing and Neighbourhoods Service can be found in appendix 2 to this report. This is also shared with the tenant-led Housing and Neighbourhoods Advisory Panel (HANAP) to facilitate the monitoring of the delivery of the [Landlord Commitments](#) to tenants. This is an important opportunity for tenants to scrutinise our performance and provide feedback and thoughts. The appendix report also captures all the performance measures we will be required to collate and submit to the Regulator of Social Housing (RSH) from April

2023. Further details about current repairs performance information is provided in Appendix One.

2. How are our property-related services performing?

2.1 Repairs and Maintenance

The service is on an improvement journey.

The Repairs and Maintenance Service was brought back into the Council from a private sector provider in 2017. Since then, the service has developed a new Target Operating Model, recruited a new management team, aligned terms and conditions of the workforce to Sheffield City Council, and implemented a new IT system. Throughout this transition, progress was impacted by the Covid-19 pandemic of 2020 and 2021. We are continuing to drive performance in challenging circumstances - we have seen a year-on-year increase in demand for repairs, changes in legislation focusing on building safety, macro-economic factors around the cost of living and fuel poverty, skills shortages, material and labour inflation.

There is a significant demand on the service which is challenging.

There continues to be a significant demand on the service. Demand has increased by 40% post lockdown, which is affecting the number of jobs completed within expected timescales. Many repairs are larger and more expensive, and we are working with investment colleagues to reduce this through the capital delivery programme. This means that the time that tenants must wait for repairs is too long, impacting upon tenant satisfaction and budget.

There are a number of challenges which have impacted on performance.

Ongoing challenges facing the construction industry include both the supply and availability of materials, and challenges in the labour market. Delays with manufacturing and supplying materials has meant longer than usual waiting times for work to be completed. Waiting times on internal and external doors (including fire doors), kitchen units, glazing, bath panels, tiles and fascia boards has affected productivity and waiting times.

National skills shortages in the construction industry have impacted on the service's ability to recruit and retain suitably skilled technical staff and trade operatives and to attract additional, appropriately skilled supply chain partners. The service has been proactive in recruiting a significant number of apprentices over the last four years in recognition of the skills shortages in the sector. We are developing our workforce to reflect the communities we serve and to meet the demands of future demands on the service.

Rising inflation has resulted in significant

The rise in product and material prices over the last two years is having a significant impact. In some areas price increases

increases in the cost of delivering the service and demands upon the service have risen year on year.

of 20-30% have been seen, meaning a real term reduction in the repairs budget.

The demand for our responsive repairs service has increased by 30-40% post lockdown. The last three months has covered the peak period in repair requests as we entered the winter months. We continue to complete as many repairs each week as we can, however the increase in repair requests has put pressure on our services. We have responded to this increase by prioritising responsive repairs above scheduled and planned work. This might result in delays to planned work as we continue to divert resources to meet demand.

We are still tackling high volumes of disrepair.

There has been an increase in disrepair claims across the social housing sector in recent years. Due to delays dealing with these claims (made worse by delays caused by the pandemic) we have a significant volume of disrepair cases. As we are now working through this caseload, our performance in disrepair works orders being completed and signed off within target time has dropped over the financial year (17% in quarter 2 to 8% in quarter 3). This is because we are still dealing with many older cases and are struggling to complete newer cases within the target time. It is likely that performance for this measure will remain low as volume pressures continue.

More positively, during quarter 3 we moved to a new triage process of dealing with disrepair cases. We are now completing earlier assessments to identify when claims can be dealt with through basic repairs. It is hoped that this new process will help us to resolve disrepair claims at an earlier stage, therefore improving the customer experience and reducing our costs.

We are making great strides in void property performance.

Reletting our empty properties quicker is a key area of focus for reducing our rent loss in 2022/2023 as well as having more council homes available. We have gradually reduced the average calendar days taken to re-let empty properties during the financial year so far. In quarter 3 it was brought down to 98 days (from 121 days in quarter 2). Our target remains at 49 days.

As a result of the average calendar days reducing to re-let, the percentage of rent we are losing from all vacant properties has also reduced slightly. During quarter 3 it was 3.3% (down from 3.4% in quarter 2). Though only slight, it is hoped that if we can continue this trend, we will be making positive progress towards sustainably reducing our rent loss.

The repairs service has prioritised resources to reduce the number of void properties to minimise rent loss and provide much needed homes for tenants.

Cleaning and clearing properties and the scope of work to bring the properties up to a lettable standard has significantly increased throughout this year which has proved challenging.

The number of voids with the Repairs Service has reduced from 532 in April 22 to 317 at the end of Q3. The average days a void property is with the Repairs Service has reduced from 80 days in April 22 to 35 days at the end of Q3.

More work is being completed on time, but more to do on right first-time repairs.

The proportion of repairs completed on time is improving across both responsive and planned workstreams. This is supported by an increase in appointments made and kept, with January seeing performance more than 95%. This service has implemented a dynamic scheduling system, providing total visibility over appointments and each operative's diary. The system ensures the service knows exactly which operative resource is allocated to each repair and the volume of appointments being kept.

Performance on completing repairs right first time has improved over recent months, however there is more to do, and the service will continue to focus on achieving improved efficiency in this area and better outcomes for customers.

The volume of overdue work is reducing, but more slowly than we would like.

The volume of overdue work in the service is reducing and has fallen significantly across most service areas since the last financial year. The numbers have reduced from 4,000 planned repairs and 4,000 responsive repairs at the end of 2021/22 to 2,800 and 1,650 repairs respectively at the end of Q3 2022/23.

The service is working hard to speed up the completion of repairs and have employed several private sub-contractors to support this work, alongside additional resources in the service. Sub-contractor mobilisation and performance has however not been as good as we would have expected and is being robustly managed.

Further work to be done on accessing properties for essential fire stopping works.

There is a considerable volume of works identified through Fire Risk Assessments and this is of concern given the potential impact on tenants. Whilst this has reduced over the last few months, it needs to reduce more quickly given its importance. The issues have been exacerbated due to very high level of properties where access is a problem (with a number not being able to be accessed for many months), delays in manufacturing fire doors, and a lack of appropriately skilled staff to undertake the work, e.g., appropriately qualified joiners.

Customer satisfaction is improving, but contact centre performance has deteriorated.

Results from the repairs transactional survey (where tenants who have had a repair completed in the last few weeks) shows an improving picture with 83% of tenants satisfied with the repairs service (see Appendix One).

However, there is a gap in satisfaction levels when we compare this to perceptions of the repairs service as reported through our tenant satisfaction survey. This asks tenants who have had a repair in the last 12 months about their satisfaction with the service received and time taken to complete the repair. These questions are a requirement as part of performance reporting to the RSH.

Housemark (the leading data and insight company for the UK housing sector), have reported that results from transactional surveys are typically around 15% higher than perception survey results. Our challenge is to close the gap and to turnaround perceptions of our repairs service building upon recent performance improvement. These measures help to demonstrate we are adhering to our Landlord Commitment of “Your repairs will be done right first time, to a good standard and within agreed timescales”.

The average waiting time to report a repair via Customer Services has extended as we enter the busiest time of the year for repairs. Current average waiting times are more than half an hour, and we will work with the contact centre to try to reduce the level of avoidable contact.

2.2

What are we doing about it?

A Service Plan is in place to deliver ongoing improvements to the service.

We have a robust service plan in place to deliver continuous improvement in the service. This includes:

- Ongoing system development to enhance the customer experience and performance management.
- Benchmarking the service with best in class in terms of quality, cost and performance
- Developing our talent through skills development and our apprentice programme
- Continuing to work with sub-contractors to address service pressures, with an emphasis on local supply chains where possible

Ensuring the council is compliant.

We will continue to prioritise service resources to keep tenants safe in their homes. We have developed specific plans to improve performance in gas and's fire safety. A Damp and Mould Task Force is in place to review the council's approach, with the aim of reducing damp and mould in our homes and improving how reports of damp and mould are managed.

We will improve our response to managing disrepair through redirecting cases through the complaints process where appropriate, thereby providing a swift and effective response.

Developing our teams and instilling a high-performance culture

The service has an improved focus on performance, quality and efficiency and is implementing several initiatives to improve performance and productivity management in the service. We are developing our reporting framework to align with Local Area Committees to provide improved performance information and service to local communities.

We need to ensure that managers are consistently managing performance, both in relation to operational delivery and customer services. Key performance management activities include:

- i. Daily review of jobs scheduled, jobs completed, and appointments kept
- ii. Weekly review of work in progress: including analysis by workstream of volume demand (new repair orders), orders completed and orders overdue
- iii. Weekly review of individual operative performance, including productivity, number of repairs completed, number of appointments kept and customer feedback
- iv. Weekly review of customer satisfaction, compliments, and complaints
- v. Fortnightly performance meetings with senior managers to review work in progress and key performance issues
- vi. Fortnightly Contact Centre operational meetings
- vii. Individual operative one to ones
- viii. Team meetings and toolbox talks
- ix. Monthly Contract Review Meetings
- x. Monthly joint meetings with Housing and Legal Service on key property compliance issues and disrepair
- xi. Quarterly review of Repairs and Maintenance Service Plan

Improving the customer experience and support tenants to help themselves.

We have developed a Customer Improvement Plan aimed at directly impacting on improving customer experience. This includes

- i. An increase in the number of right first-time repairs and the speed of our response to repair requests
- ii. Offering improved support, guidance, and advice to customers – for example in relation to damp and mould, fuel poverty, and broader tenancy support
- iii. A reduction in the time taken to turnaround Void properties
- iv. Closer working with Housing where repairs and housing management issues overlap

Working with Housing Services to focus the capital programme to the housing types where larger improvements will deal with persistent repair issues, e.g. roofing, damp.

2.3

Health and Safety Compliance

We are focusing on improving our gas safety performance.

There has been a sustained focus on improving performance over the financial year, with the percentage of properties with a valid gas safety certificate increasing from 92% at the end of quarter 1 to 98.36% at the end of quarter 3. At the time of writing compliance stands at 99%, with 505 properties having had at least one no access visit in the last year or are in a legal process to gain access.

Gaining access to some properties remains a significant issue and the service continues to work in partnership with Housing and Legal Services to deliver 100% compliance.

Since quarter 1, significant steps have been taken to address the issues around gas servicing. This has included agreeing a new Gas Safety Policy in December 2022, putting in place a new fast track process for dealing with access issues, additional resources to manage backlog cases and working more closely with Neighbourhood Teams to help address access issues. We have also been working with the Regulator of Social Housing (RSH) as we will be required to report on our performance in this area to them from April 2023. We also need to ensure that we can meet all applicable statutory requirements that provide for the health and safety of the occupants in their homes as part of requirement for the RSHs consumer standards, one of which relates to the standard of homes.

We are responding to concerns around damp and mould in social housing.

There has been a significant increase in damp and mould reports following the increased media attention and recent tragic case of Awaab Ishak, who died due to prolonged exposure to excessive mould growth in his Rochdale home. The service has responded positively by creating a dedicated damp and mould team who are treating cases within 5 days. However, this has caused unprecedented pressure on the service, particularly with the onset of colder weather.

This position has been compounded by the current cost of living crisis and more customers falling into fuel poverty. Some customers cannot afford to heat their homes effectively, or run mechanical extractor fans, which is leading to higher levels of condensation and damp and mould within council homes. It is anticipated that future damp and mould reporting will remain significantly higher than it has in the past.

2.4

Fire and building safety

There are external issues affecting our fire risk assessment repairs

Fire risk assessments were all completed on time during quarter 3, which is an improvement on our performance at the start of the financial year. This is positive and we will continue to work to an 100% completion rate, particularly given it is an area which the Regulator is expected to scrutinise.

Our fire risk assessment repairs performed significantly below target during quarter 3. This is mainly due to repairs relating to fire doors and delays in the manufacturing and delivery of these. We will continue to monitor how external delays are affecting our fire risk assessment repairs during quarter 4.

We are helping tenants in private rented housing by identifying and removing serious hazards

As well as ensuring our council homes are safe for our tenants, the Housing and Neighbourhoods Service also supports tenants in private rented accommodation across the city, ensuring landlords are complying with health and safety standards.

For quarter 3, the service helped to make 153 private rented occupants' homes safer through the removal of Category 1 hazards or high scoring Category 2 hazards. Category 1 hazards are defined as a hazard that is a serious and immediate risk to a person's health and safety. Category 2 hazards are defined as less serious or less urgent but still required attention to resolve. A total of 634 private rented occupants' homes have been safer by the end of quarter 3. The annual target is 1,500 occupants, however this is not a target that can be achieved by putting measures in place to improve performance, as it is based on reactionary work and is reliant on several factors including officers encountering hazards in properties: timeframes for abatement of hazards, and occupancy numbers. A total of 79 fire safety hazards in the private sector had also been resolved at the end of quarter 3.

2.5

Delivery of new council homes

We are continuing to deliver new council housing despite some delays

Our stock increase programme includes both acquiring and building our own new council homes. The overall target for 2022/2023 is 283 new homes (98 acquisitions and 185 new builds). This is a revised target as the initial target of 350 new homes in 2022/2023 slipped due to market conditions and resourcing impacts.

As at quarter 3, a total of 61 acquisitions have been completed (52 general acquisitions across the city and 9 new build acquisitions at Baxter Court for Temporary Accommodation). This falls short of the expected delivery in quarters 2 and 3 of 40 additional new build acquisitions (Handsworth Road - general needs and Owlthorpe - shared ownership) and 4 general acquisitions. This is due to construction industry delays experienced by the developers of the new builds.

Expected delivery for the shared ownership units at Owlthorpe has moved into quarter 4. The general needs new build acquisitions at Handsworth Road are now expected to be delivered in quarter 1 in 2023/24. Delays to the general acquisitions have been due to resourcing impacts (both internal and external) and it is hoped that resources are now in place to exceed original in-quarter targets and achieve 25 completions in quarter 4, with 3 completions slipping into quarter 1 2023/24.

For New Build delivery, 142 homes were delivered against the expected target of 175 in quarters 2 and 3, a total of 150 homes to the end of quarter 3. This is due to further drainage, highways and utilities delays currently occurring on the Daresbury and Berners sites, including delays caused by thefts of materials. These 33 delayed completions are now expected to be delivered in quarter 4 2022/23 and quarter 1 2023/24. Even though the numbers subject to delay are less than 20% of target, the number of tasks and processes involved in the delivery of new builds, regardless of the numbers of homes to be delivered, are numerous.

3. How are our people-related services performing?

3.1 The Cost-of-living Crisis

We know that the cost-of-living crisis is affecting our tenants.

We know that the cost-of-living crisis continues to impact our tenants with many tenants being forced to make tough decisions around eating, heating, and debt during these difficult times.

In quarter 3, we awarded an increasing number of Hardship Fund payments to our tenants (a total of 57), amounting to around £34k. This added with payments awarded in previous quarters has meant that we have awarded over £75k in Hardship Fund payments so far in 2022/23. These payments are helping those tenants who are struggling financially to remain in their homes and help with some of the financial burdens they may be facing at this time. This is in addition to other support that includes targeted help for our most vulnerable tenants; training housing staff on how to use the Council's Cost of Living toolkit and working with partners such as foodbanks, Citizen Advice and charities.

We prioritised supportive income collection this quarter

An increase in rent arrears at the start of 2022/2023 (£16.2m in quarter 1) placed additional pressures on our services as it threatened our priority around reducing rent loss. However, during quarter 3 the total number of arrears has been reduced (£15.5m in quarter 3). We also performed well with our rent collection rates in quarter 3, partially due to the two rent free weeks that fall at the end of December each year. During the rent-free weeks many tenants in arrears take the opportunity

to continue making payments, therein reducing their arrears, and improving our collection rate.

This reflects that despite additional pressures, our officers are working closely with tenants to support them through the cost-of-living crisis whilst also helping the service to reduce rent loss. It will be important to monitor if and how the number of arrears change during quarter 4, as it typically proves a challenging time of year for some tenants following the costs of the Christmas period.

Challenges remain for our homelessness services

Demand for the Council's homelessness services remains high with homeless presentations and acceptances being at their highest ever levels during 2022/2023. This is in line with what Council's across England are reporting, with the withdrawal of pandemic protections (e.g. the eviction ban, universal credit uplift), alongside the broader cost-of-living crisis being amongst the reported reasons for this rise. We continue to monitor the demand for our homelessness services and work to our 2022/2023 priority of preventing homelessness and providing safe and affordable homes for those who need to move.

There has been a continued increase in Temporary Accommodation occupancy in Sheffield. We are responding to rising demand through our plans to increase the Council's Temporary Accommodation stock, which includes plans to temporarily block-book hotel spaces for a two-year period to reduce our costs during this high demand period. Despite this, we continue to work to the target of eliminating all family Bed and Breakfast usage.

3.2

Managing our Neighbourhoods

Tenants are generally happy with where they live

It is important for us to ensure that our tenants feel happy and safe in the neighbourhoods in which they live. Tenants have been reporting higher satisfaction levels specifically with their neighbourhood as a place to live (74% as at the end of quarter 3). Our current performance in this area is just below the annual target of 75% and Housemark benchmark of 79%.

There are still some areas that need focus including satisfaction around communal cleaning. We have been asking our tenants specifically living in our flats and maisonette blocks as part of our tenant satisfaction survey about this and we are reviewing the comments we have received about our cleaning standards and feeding this back to the neighbourhood teams.

Shared green spaces and satisfaction

Satisfaction relating to green shared spaces improved in quarter 3, although remains below a target of 78%. We ask tenants who live in our flats and maisonette blocks as part of

with waste management facilities is improving

our tenant satisfaction survey how satisfied they are with communal waste management and recycling facilities. These areas are performing well with satisfaction levels increasing in quarter 3. Our Estates and Environmental Service team are also using this information to help feed into work they are carrying out looking at current provision and issues around waste management.

Improvements in how we handle ASB complaints is still needed

Despite good performance around satisfaction with neighbourhoods as a good place to live, the main reason for dissatisfaction against this relates to anti-social behaviour (ASB). Satisfaction in how we handle ASB complaints has steadily decreased across the year so far. This is a perception question, therefore will include responses from tenants who may have never had to make a report of ASB to us. This presents an additional challenge for us to improve that perception moving forwards as this will be a performance area we will need to submit to RSH from April 2023. Our Landlord Commitment "*We will deal with breaches of tenancy including neighbour nuisance as quickly as possible, fairly and effectively*" means we are also monitoring our performance around the speed of service and contact which are captured by a transactional survey the Tenancy Enforcement and Sustainability Team administer. This survey specifically asks tenants who have had direct experience with the service and generally satisfaction from this survey tends to be higher, again demonstrating transactional survey results tend to result in higher scores.

3.3

Tenant Contact

Tenants remain frustrated with getting through to us on the phone

Satisfaction with how we listen to tenant views and keep them informed continue to perform well. However, it is evident that tenants remain frustrated with the call centre, with average tenant satisfaction with the contact centre falling during the financial year (satisfaction was 59% for quarter 3, well below our target of 80%). Responses consistently indicate that around half of calls are chasing an existing request, and that people find contacting us difficult. This is also reflected in comments reflected in response to satisfaction with the overall service as part of our tenant satisfaction survey.

A lot of tenant calls to our call centre relate to repairs, and we know that many find reporting repairs in this way frustrating. During 2022, we introduced a new web-based system for repairs reporting that allows tenants to take a self-serving approach to reporting their repairs. Housemark has identified that landlords with a greater take-up of electronic media generally are more likely to have higher satisfaction rates for ease of contact. It is hoped that as we move forwards into quarter 4 and the next financial year, the use of this system will give many tenants a better experience with reporting

repairs in the ways that suit them, whilst potentially relieving some pressure on the call centre. We hope that diversifying the ways tenants can contact us will contribute to us becoming a more inclusive landlord as is one of our priorities for 2022/2023.

We are performing better in some areas of tenant contact

Despite ongoing challenges around contact centre volumes, the average contact centre call waiting time for housing has fallen consistently during the financial year so far (16.3 minutes in quarter 1 to 13 minutes in quarter 3). When tenants do have interactions with staff, they tend to be satisfied that we treat them fairly and with respect (80%). This is our highest satisfaction score from our tenant satisfaction survey which is an excellent reflection on our staff and tenant's experiences with them. We are also scoring reasonably well on tenant satisfaction with being kept informed about the things that matter to tenants (68% with a 70% target). This is a positive reflection on our efforts to continually develop our communication methods. For example, in the Housing and Neighbourhoods Service we are increasingly utilising e-bulletins, our Facebook page, and direct emails. During quarter 3 the Housing and Neighbourhoods Service Facebook page had 38,200 Facebook reaches. This is the number of people who saw the page or content in their news feed. This is a promising sign that our efforts to increase our digital presence are constructive and helping us to better reach those customers who prefer to engage digitally.

We also continue to develop our other engagement methods, working closely with Tenant and Residents Associations (TARAs), utilising consultation and surveys. It is important that we offer tenants a range of engagement methods as we know that people have a range of needs and preferences.

Tenants feel slightly more satisfied with our complaints handling

Tenant satisfaction around the handling of complaints has slightly improved during the financial year so far (increased from 44% in quarter 2 to 51% in quarter 3). Though this remains below target we continue to work to improve our handling of complaints and are developing an action plan to ensure we are managing complaints effectively.

Tenant knowledge of how to make a complaint remains high which is positive (76% in quarter 3, above our target of 70%). The RSH has confirmed that this measure will no longer form part of its set of tenant satisfaction measures we will be required to report on. Despite this, the results of this measure show tenants feel they have a good understanding in this area. We will continue to keep tenants informed on the complaints process in our wider communications with them.

4.

HOW DOES THIS DECISION CONTRIBUTE?

- 4.1 **Our Sheffield – Priorities and Delivery Plan 2022-23**
The Council have developed a new set of strategic priorities for 2023/2024 ([Our Sheffield – Administration Priorities](#)) with the intention for these priorities to form the basis of the new medium term Corporate Plan which is currently in development. To help support this, the Our Sheffield Delivery Plan 2022-23 has been developed. The plan focuses on some of the key challenges the Council need to address before more longer-term strategic goals can be achieved. There are several areas in which housing performance feeds into broader corporate priorities, and as the new Corporate Plan emerges from the administration priorities, we will continue to monitor and report on how we are performing against broader corporate priorities.

5. HAS THERE BEEN ANY CONSULTATION?

- 5.1 There has been no consultation on this report, however, it is anticipated that the Committee’s response to issues documented in the report may necessitate future consultation. We do regularly report to the Housing and Neighbourhoods Advisory Panel (HANAP) wherein we seek input and feedback from our tenants on our performance reporting, and our targets for performance. The Repairs and Maintenance Service also report to their reference group of tenants around performance, and similarly gain input and feedback on a range of performance areas.
- 5.2 As part of our Engagement Strategy, we will look at other ways we can involve tenants and share our performance information more widely.

6. RISK ANALYSIS AND IMPLICATIONS OF THE DECISION

- 6.1 There are no direct **equality implications** arising from this report. There are likely to be equality implications arising from the Council’s response to many of the issues documented in this report equality impact assessments will be undertaken for these as needed.
- 6.2 There are no direct **financial and commercial implications** arising from this report. There may be financial and commercial implications arising from the Council’s response to many of the issues documented in this report. Any budgetary implications that arise will need Member approval and decisions around this may to be made at a future Housing Policy Committee.
- 6.3 Specific **legal issues** arising for consideration have been correctly explained at the relevant points in the report. Save for those no legal implications arise from this report.

6.4 There are no direct **climate implications** arising from this report. There are likely to be climate implications arising from the Council's response to many of the issues documented in the first part of this report: climate impact assessments will be undertaken for these as needed.

6.5 There are no other **direct implications** of this report. There may be other implications arising from the Council's response to many of the issues documented in this report.

7. **ALTERNATIVE OPTIONS CONSIDERED**

7.1 The Housing Policy Committee has delegated responsibility for the regular monitoring of data including performance and financial information, and the performance monitoring of Housing (public sector, private sector, and related functions) services. Therefore, no alternative options to the production of this report have been considered.

8. **REASONS FOR RECOMMENDATIONS**

8.1 The Housing Policy Committee has delegated authority to monitor the performance of Housing services to ensure that:

- The service is delivering for tenants, and that tenant satisfaction is closely monitored
- Limited resources are maximised due to budgetary pressures
- The Council is delivering on corporate priorities
- Performance information is shared with external organisations such as the Regulator of Social Housing and the Housing Ombudsman for scrutiny

Appendix One - Repairs and Maintenance Performance	Q1	Q2	Q3	December	January	Monthly trend
Gas Compliance						
Properties with a valid gas safety certificate (%)	92%	95.80%	98.18%	98.18%	98.36%	0.18%
Properties with a valid Gas Safety Certificate (excluding no access) %	95%	99.61%	99.59%	99.59%	99.70%	0.11%
Number of properties awaiting access	3300	1476	630	630	555	-75
Repairs completed on time (%)						
Responsive Repairs	80.89%	81.47%	87.74%	88.97%	91.78%	2.8%
Planned Repairs	37.20%	38.22%	31.86%	38.76%	45.05%	6.3%
Disrepair (also included in the planned figure)	16.22%	9.41%	8.30%	16.67%	10.53%	-6.1%
Appointments made and kept (%)	90.25%	90.82%	90.76%	94.21%	95.27%	1.1%
Repairs completed on the first visit (%)	72.03%	68.88%	70.35%	71.89%	73.74%	1.8%
Overdue orders						
Gas repairs	58	88	74	74	115	41
Fire stopping	442	336	425	425	423	-2
Void repairs	148	209	117	117	137	20
Working at Height (WAH)	1397	1424	1601	1601	1605	4
Responsive repairs (not including WAH and Fire stopping)	622	1289	1651	1580	1039	-541
Planned repairs	3556	2974	2829	2829	2783	-46
Damp work (also included in Planned Repairs)	162	156	139	139	134	-5
Damp work						
Total open damp work jobs	221	178	149	149	166	17
Customer Services						
Average call waiting time to report a repair (minutes)	14	12		23	33	10
Overall satisfaction with the repairs and maintenance service (%)	81.81%	82.81%	79.92%	82.12%	83.00%	0.88%
Fire Safety						
% of fire risk assessment repairs completed on time (high-rise)	68.23%	85.07%	77.08%	73.08%	82.76%	9.68%
% of fire risk assessment repairs completed on time (low-rise)	79.07%	79.43%	58.81%	58.68%	53.24%	-5.44%
% of fire risk assessment repairs completed in time (sheltered)	74.60%	90.56%	88.02%	84.44%	92.00%	7.56%

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Housing Performance Report

Quarter 3 2022/23

The symbols below are used as visual indicators on the following pages. The **Regulator of Social Housing (RSH)** logo indicates measures that will be reported to the RSH from 1st April 2023. The **Housemark** logo indicates measures that are compared with other social landlords through Housemark



Regulator of Social Housing Performance Measure



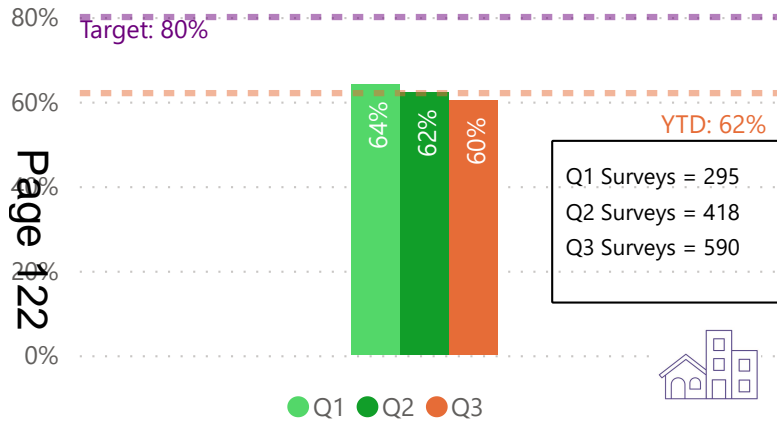
Housemark Benchmark



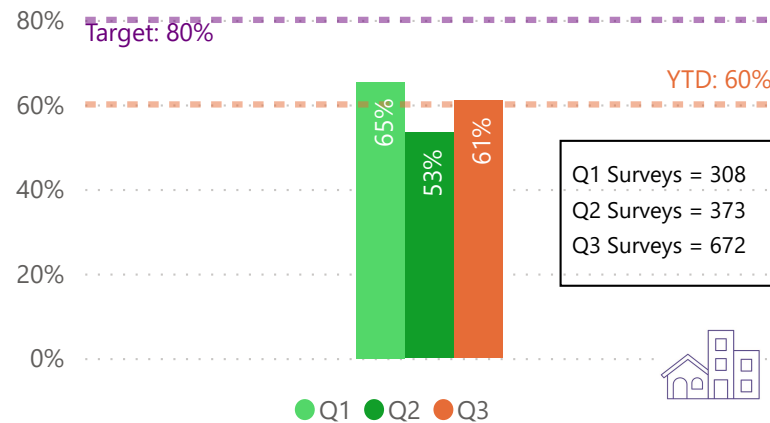
We will offer a range of quality homes

Your repairs will be done right first time, to a good standard and within agreed timescales

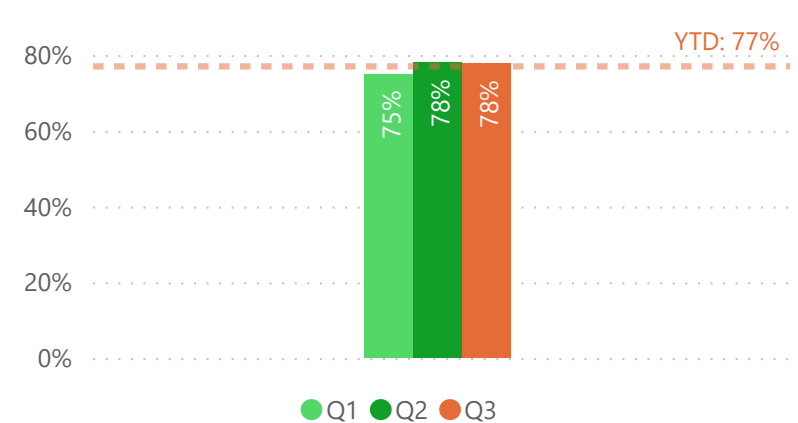
Satisfaction with the repairs service over the last 12 months



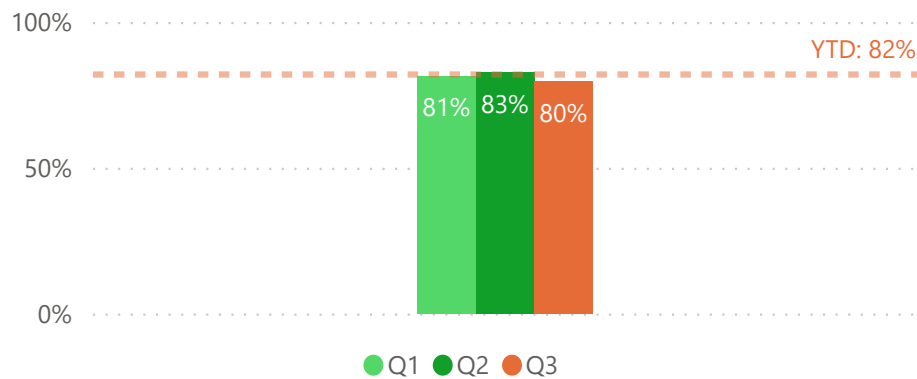
Satisfaction with time taken to complete most recent repair



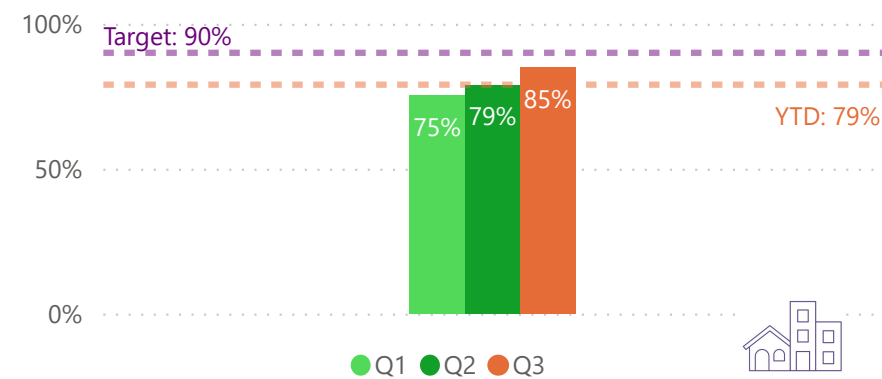
Satisfaction that the repair was done right first time



Satisfaction with the quality of repairs



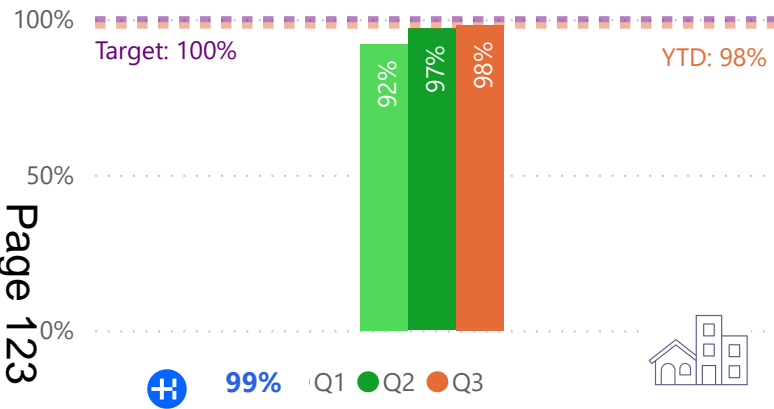
Percentage of repairs completed on time



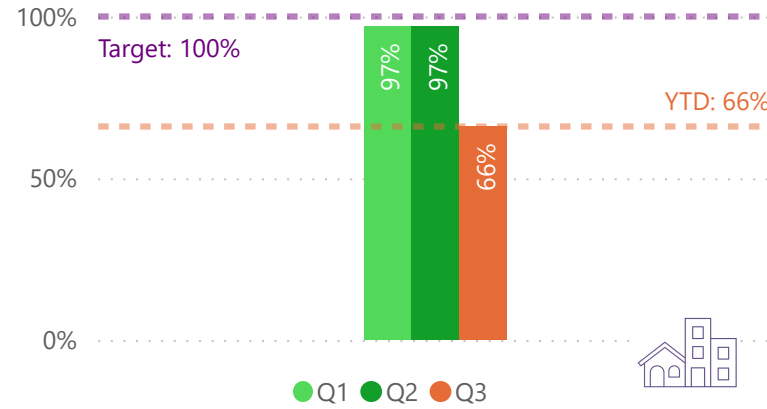
We will offer a range of quality homes

Your home will comply with all health and safety obligations, including electrical, fire and gas safety checks

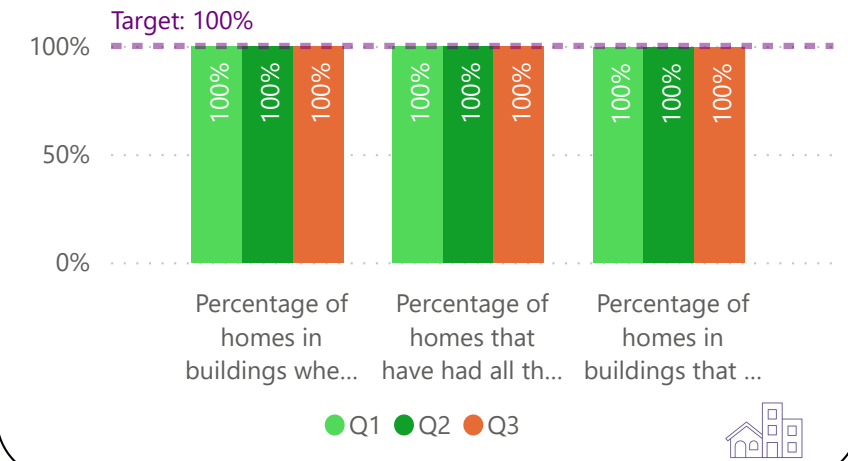
Percentage of homes that have had all the necessary gas safety checks



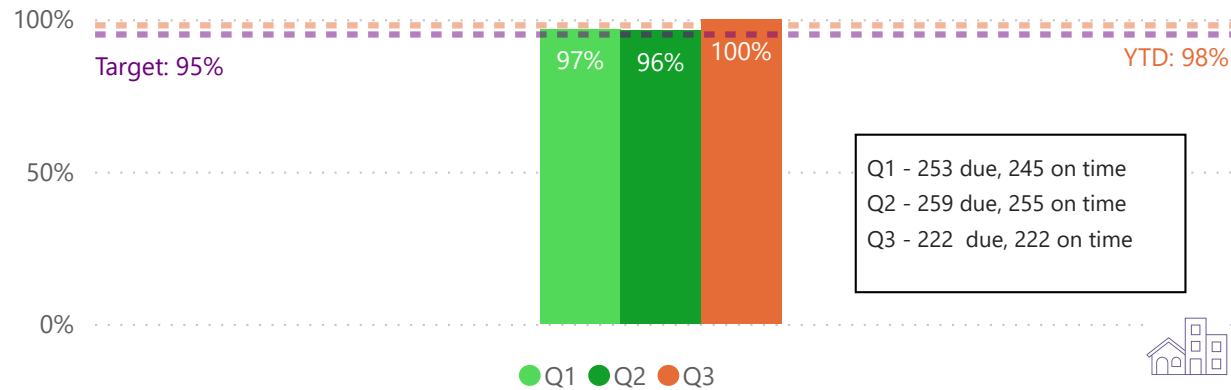
Percentage of homes with up to date electrical certificates



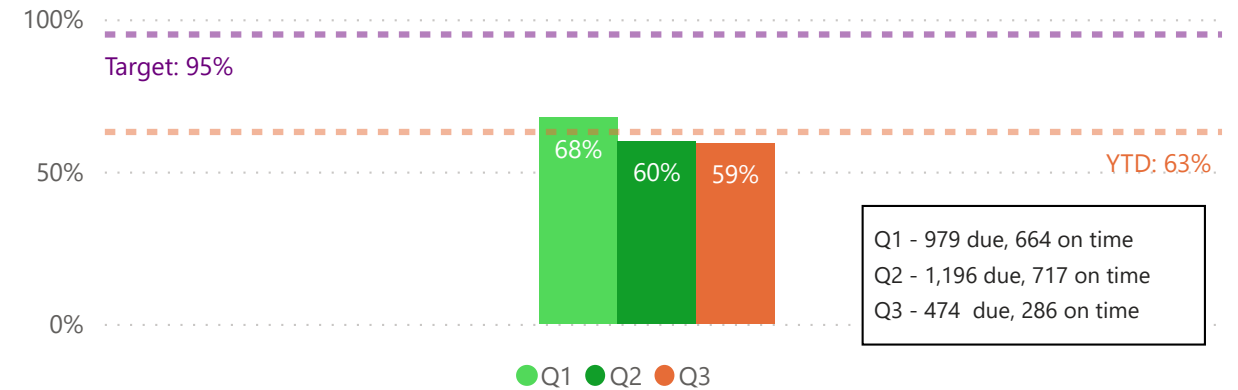
Lifts, Legionella & Asbestos



Percentage of fire risk assessments completed on time



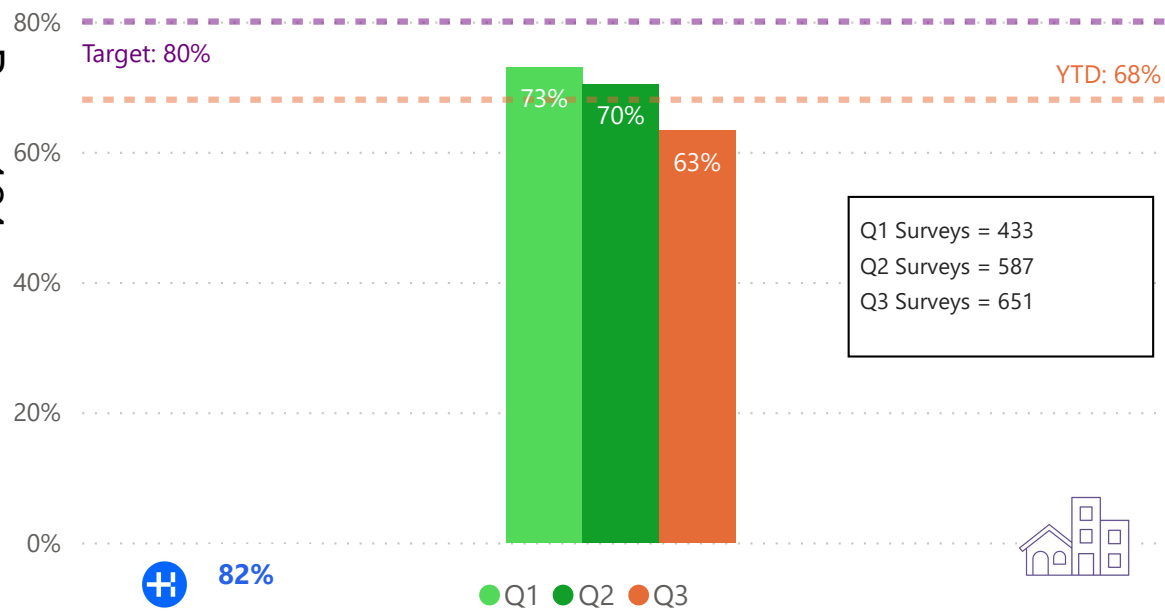
Percentage of fire risk repairs completed on time



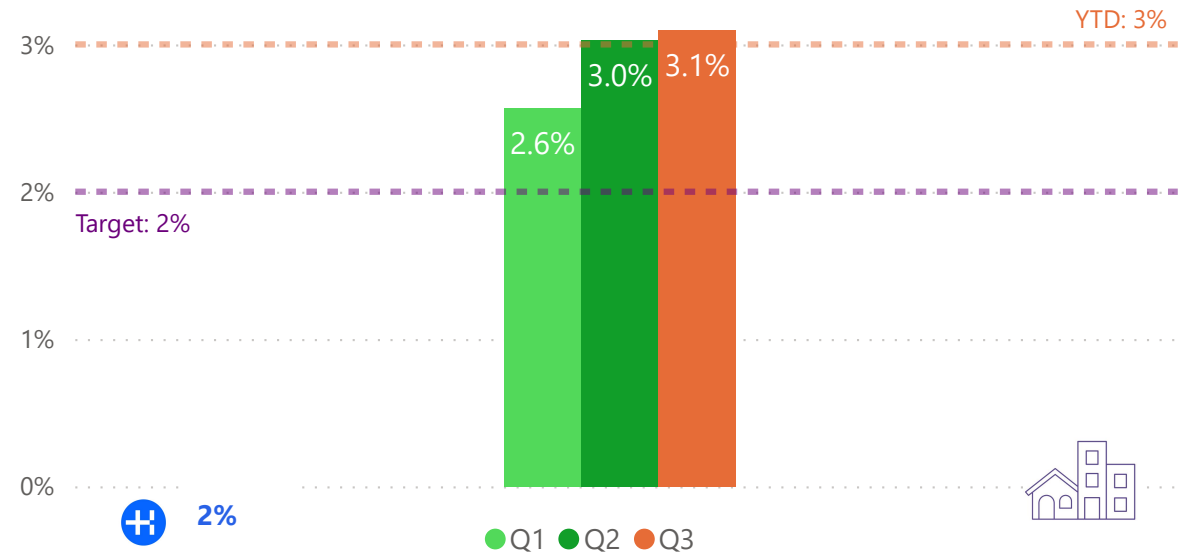
We will offer a range of quality homes

Your home will be of a good quality and meet the Government's Decent Homes Standard

Satisfaction that the home is well maintained and safe to live in



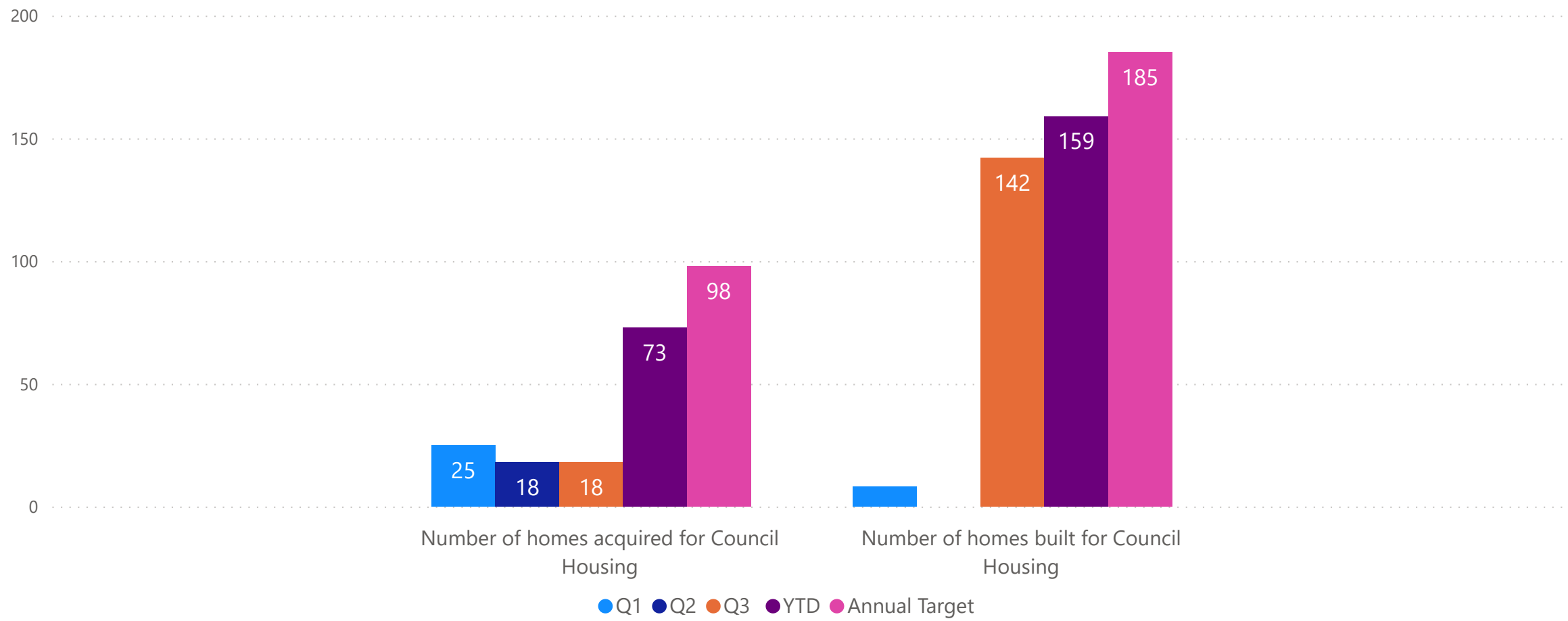
Percentage of homes that do not meet the Decent Homes Standard



We will offer a range of quality homes

We will increase the supply of new Council housing in the city

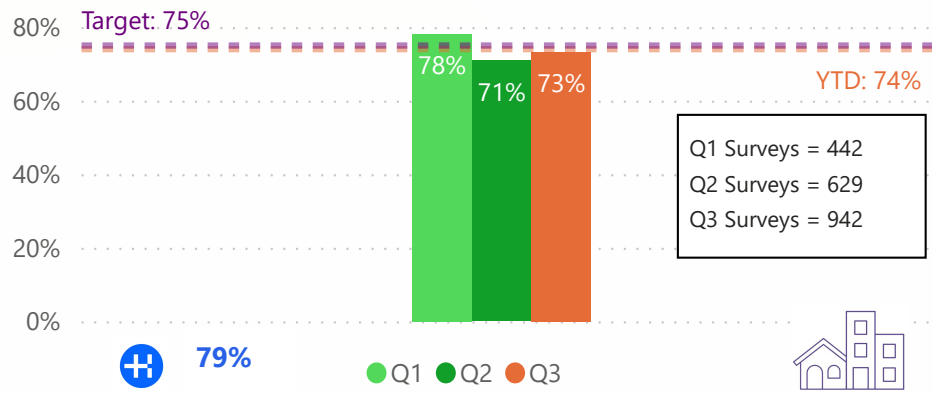
Stock increase planned programme 2022/23



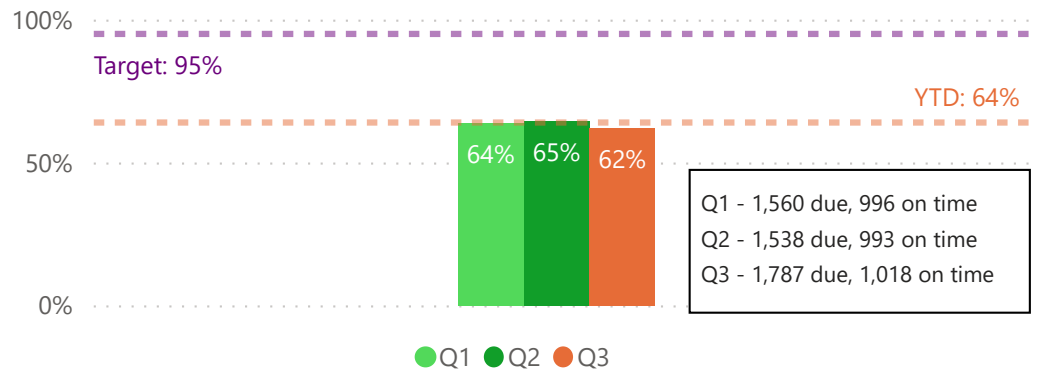
We will take care of your neighbourhood

Your estate and communal areas will be clean and tidy and maintained to a good standard

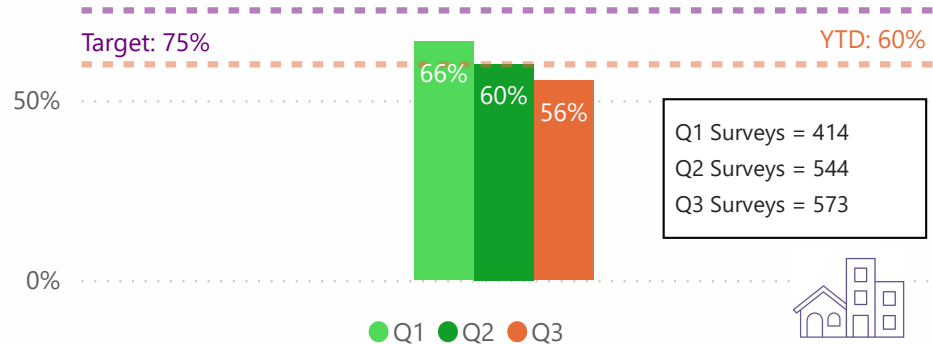
Satisfaction with your neighbourhood as a place to live



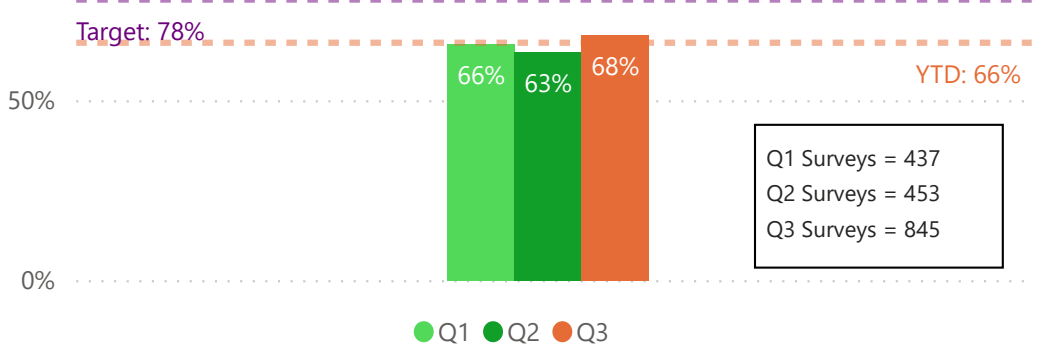
Percentage of blocks inspected for health and safety within the agreed timescale



Satisfaction that communal areas are kept clean and well-maintained



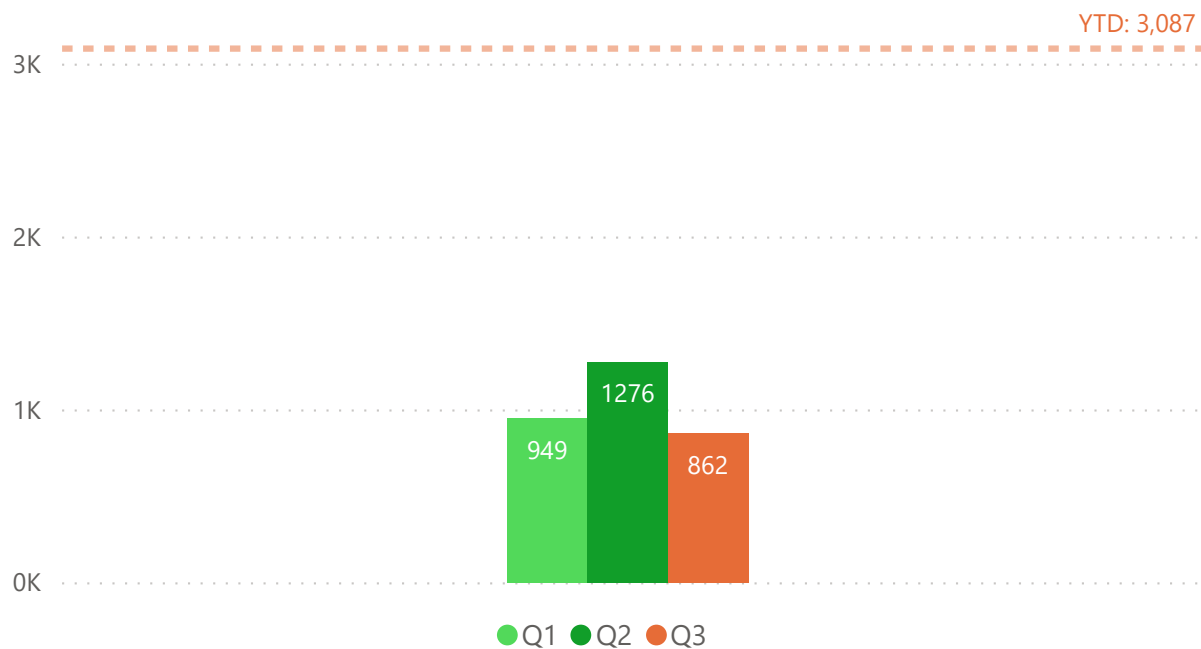
Satisfaction with the shared green areas around my home are well maintained



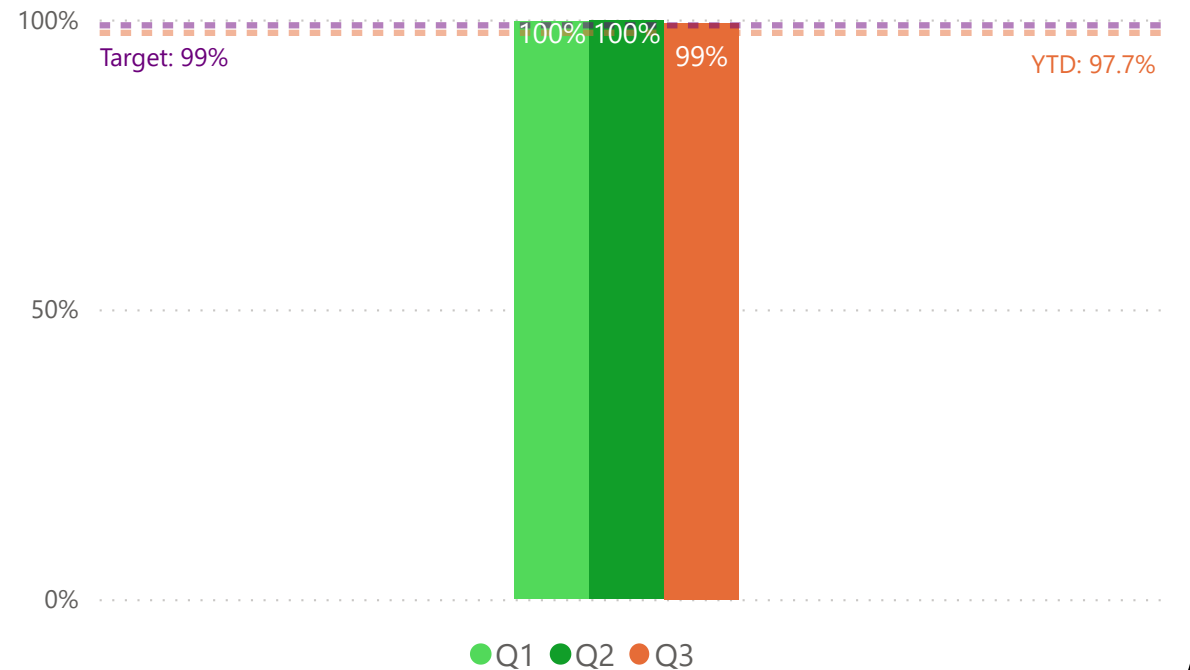
We will take care of your neighbourhood

Fly-tipping will be dealt with quickly and we will educate and take enforcement action to help reduce it

Number of fly-tipping reports



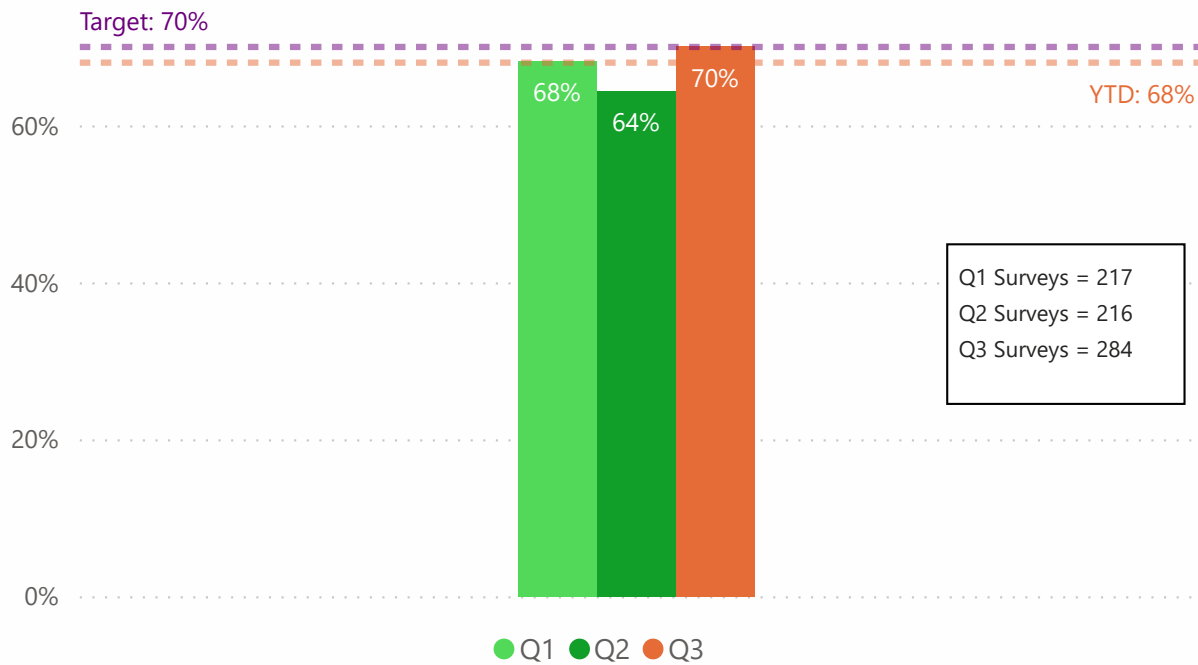
Percentage of fly-tipping removed within 24 hours



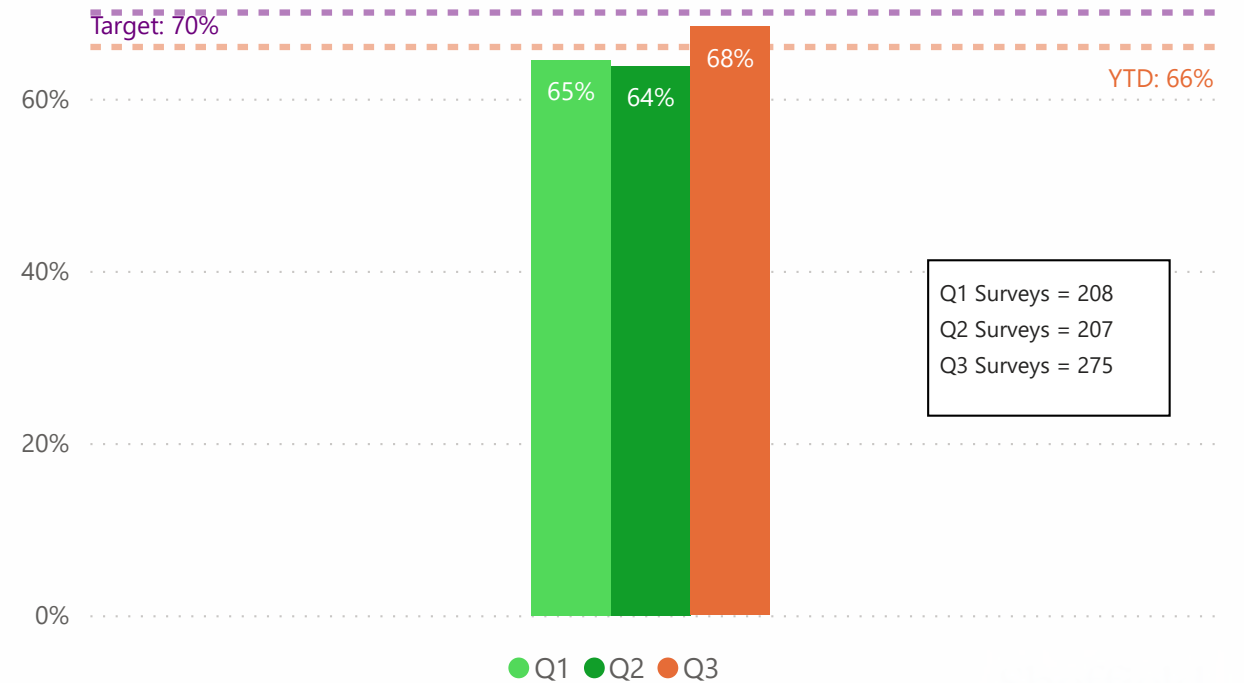
We will take care of your neighbourhood

Working in partnership with other agencies we will manage waste effectively in all our blocks of housing

Satisfaction with communal waste management

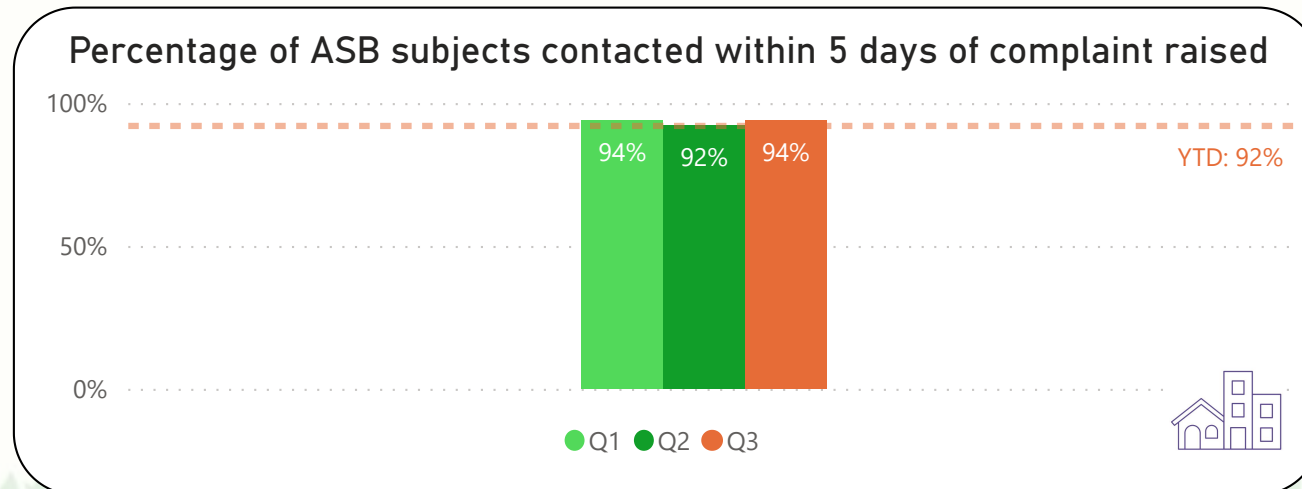
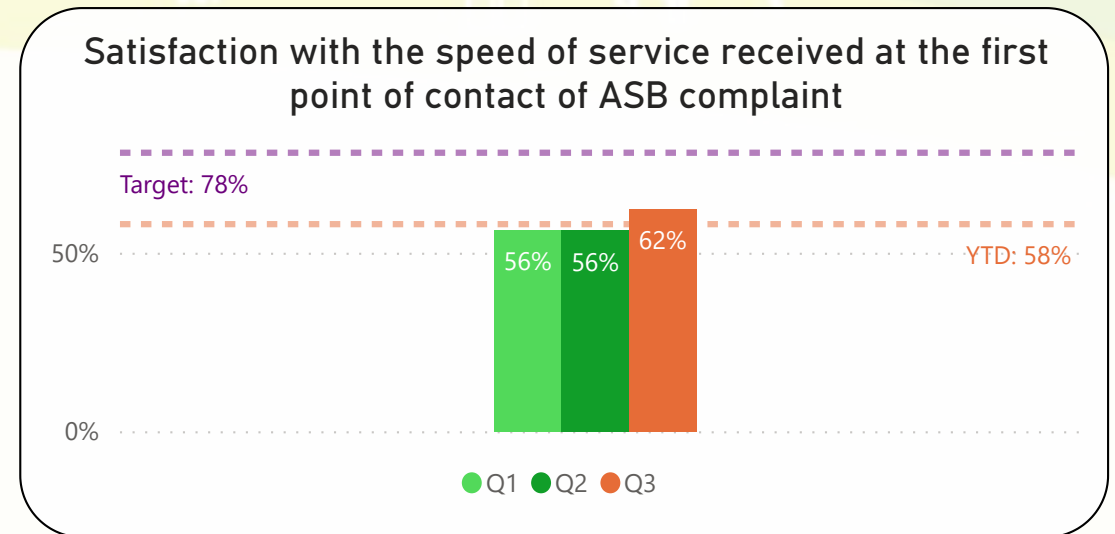
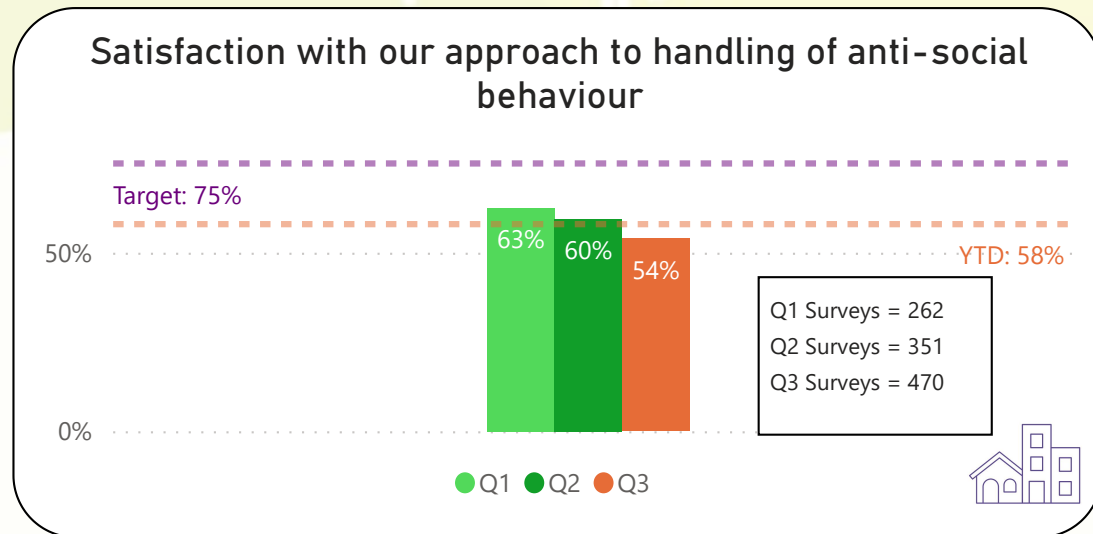


Satisfaction with communal recycling facilities



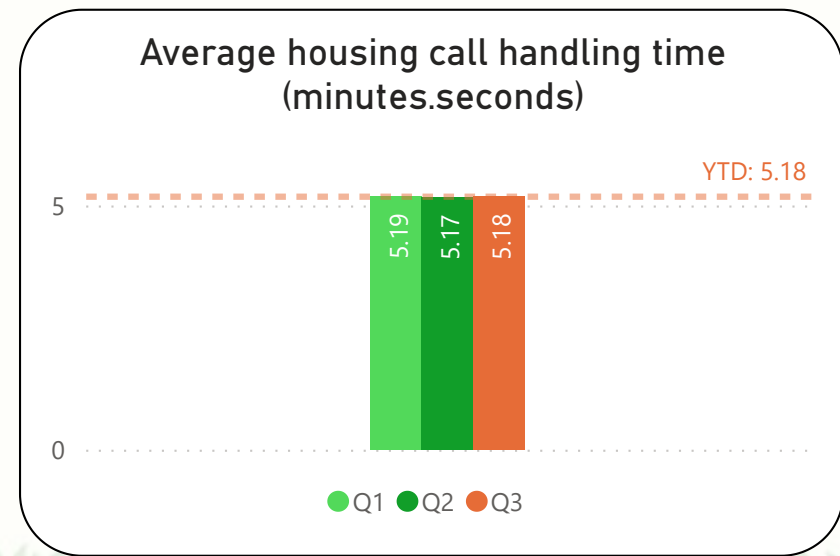
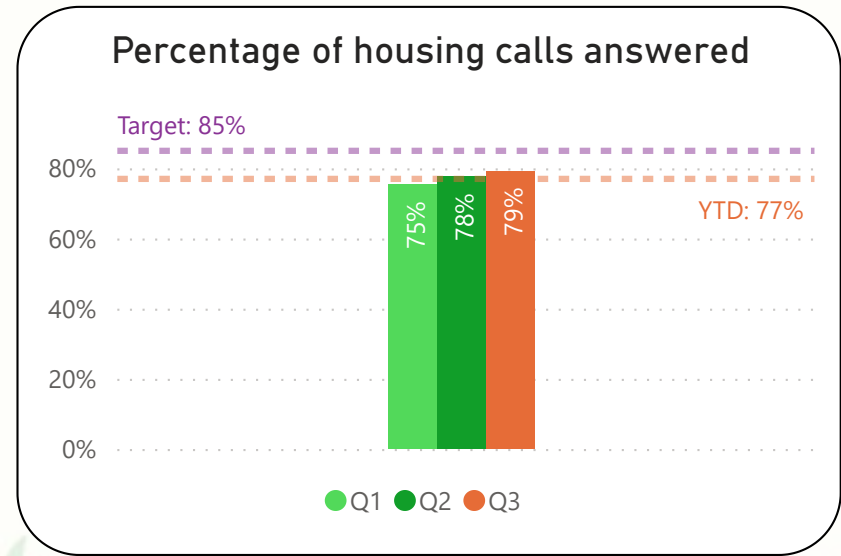
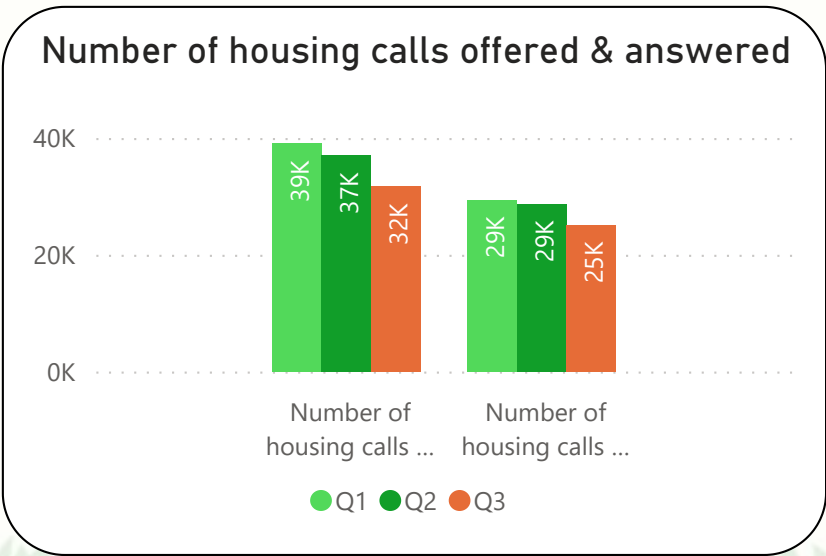
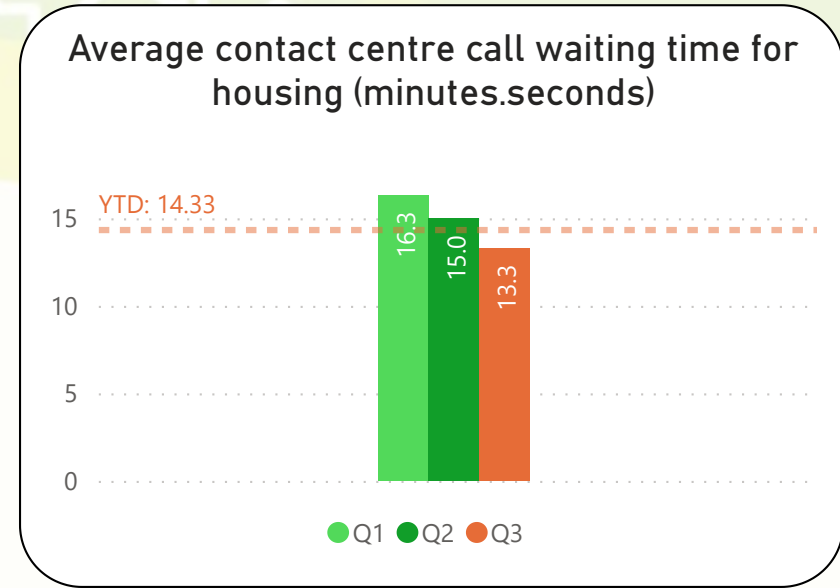
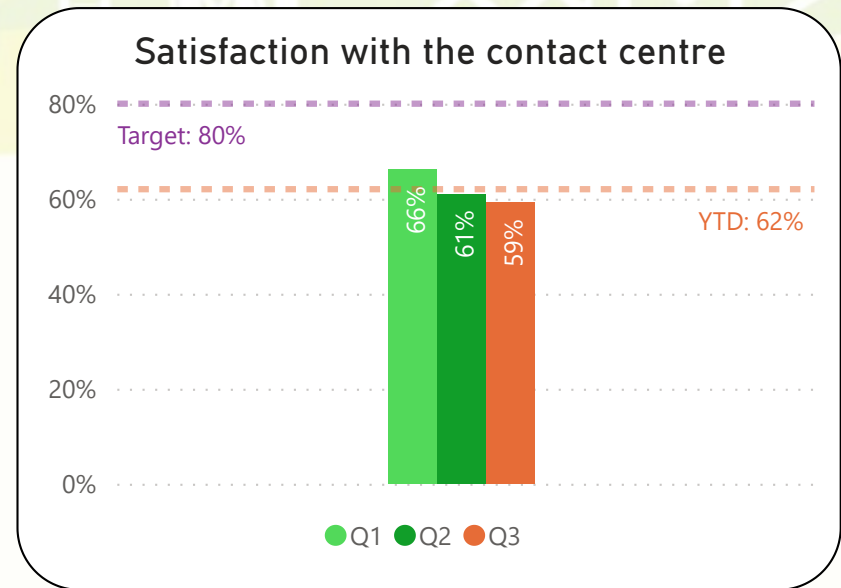
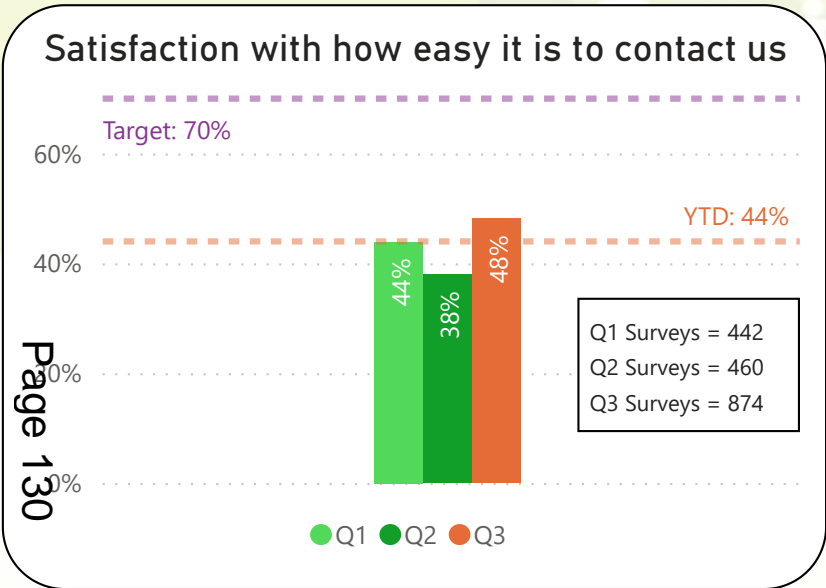
We will take care of your neighbourhood

We will deal with breaches of tenancy including neighbour nuisance as quickly as possible, fairly and effectively



We will provide a good service to you

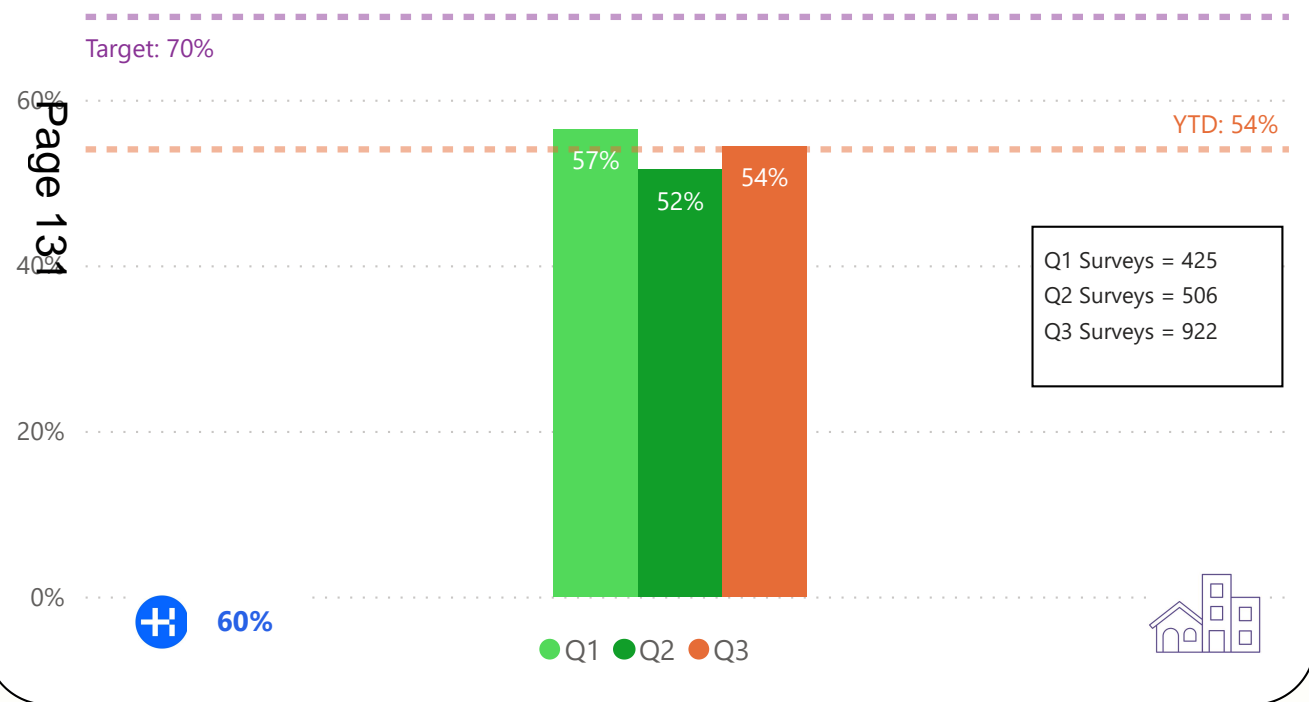
It will be easy to contact us to ask a question or ask for support



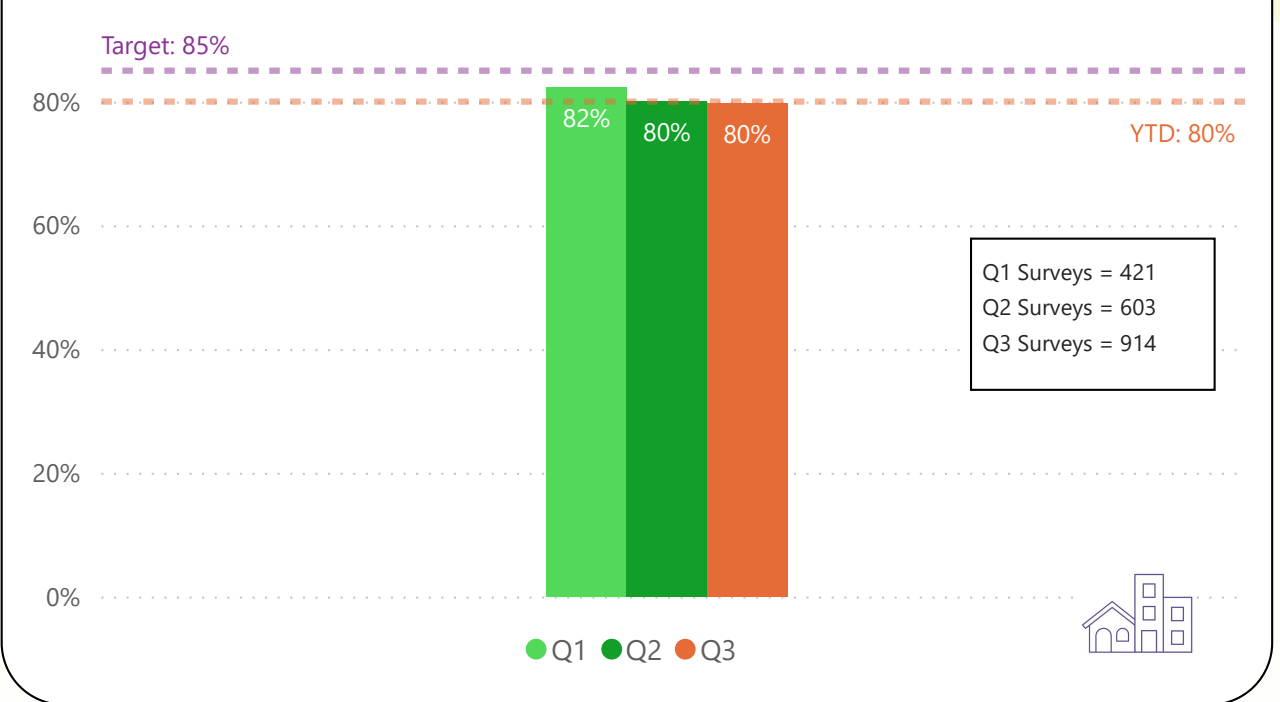
We will provide a good service to you

We will be polite and professional and listen to what you say and treat you fairly and with respect

Satisfaction that we listen to tenant views and acts upon them



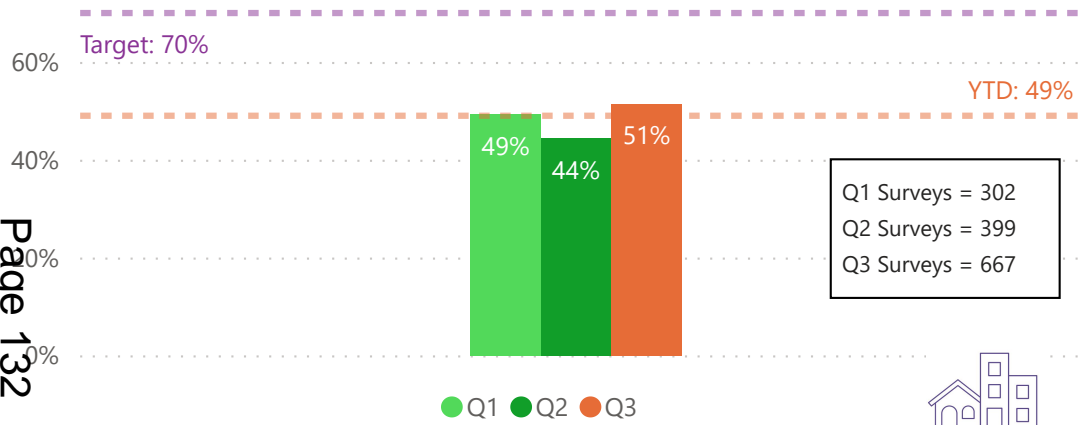
Satisfaction that we treat our tenants fairly and with respect



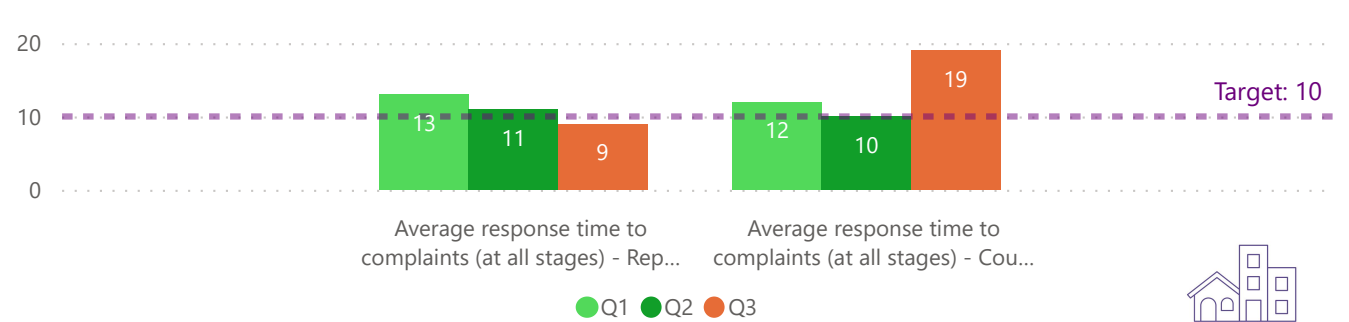
We will provide a good service to you

Your complaints will be dealt with quickly, fairly and effectively

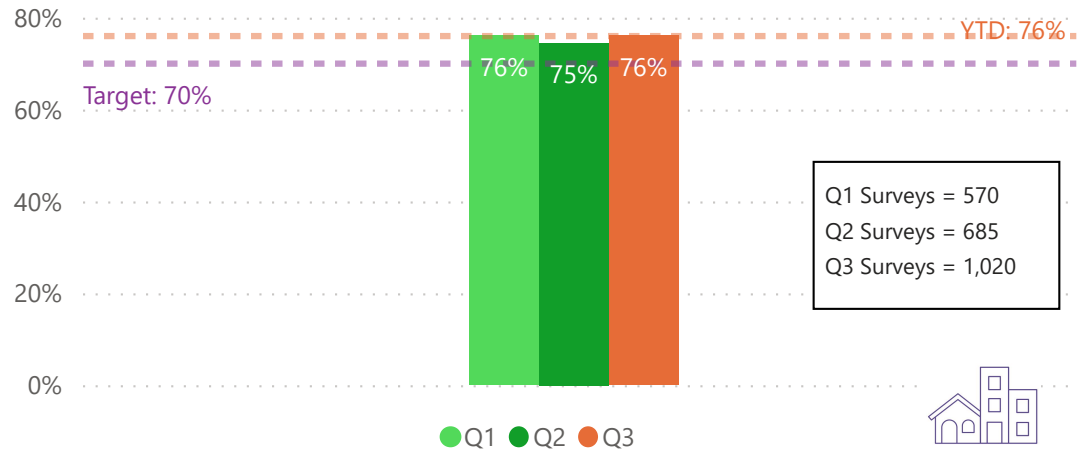
Satisfaction with our handling of complaints



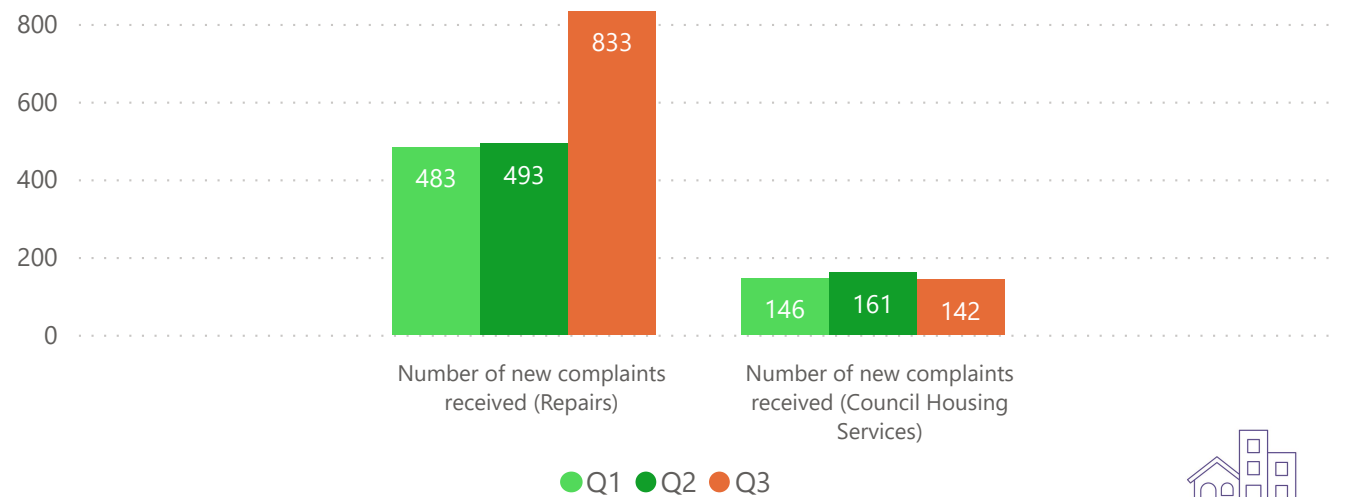
Average response times to complaints at all stages (days)



Tenant knowledge of how to make a complaint



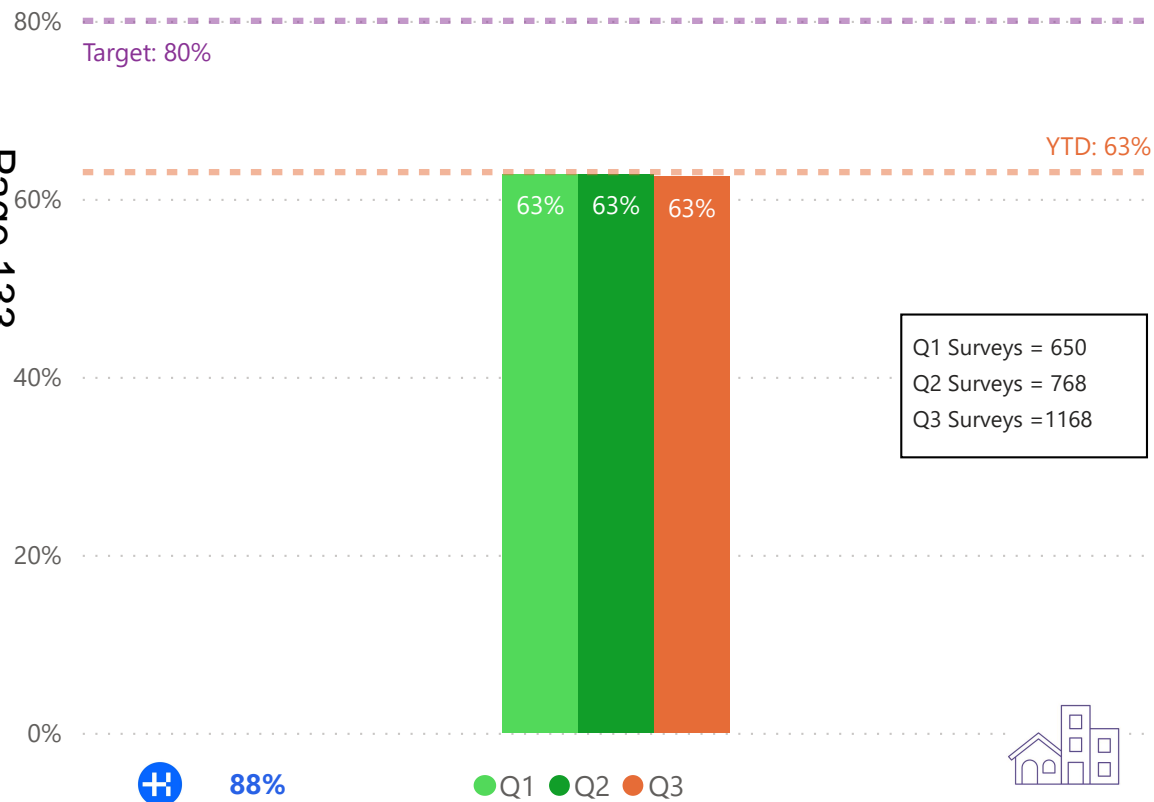
Number of new complaints received



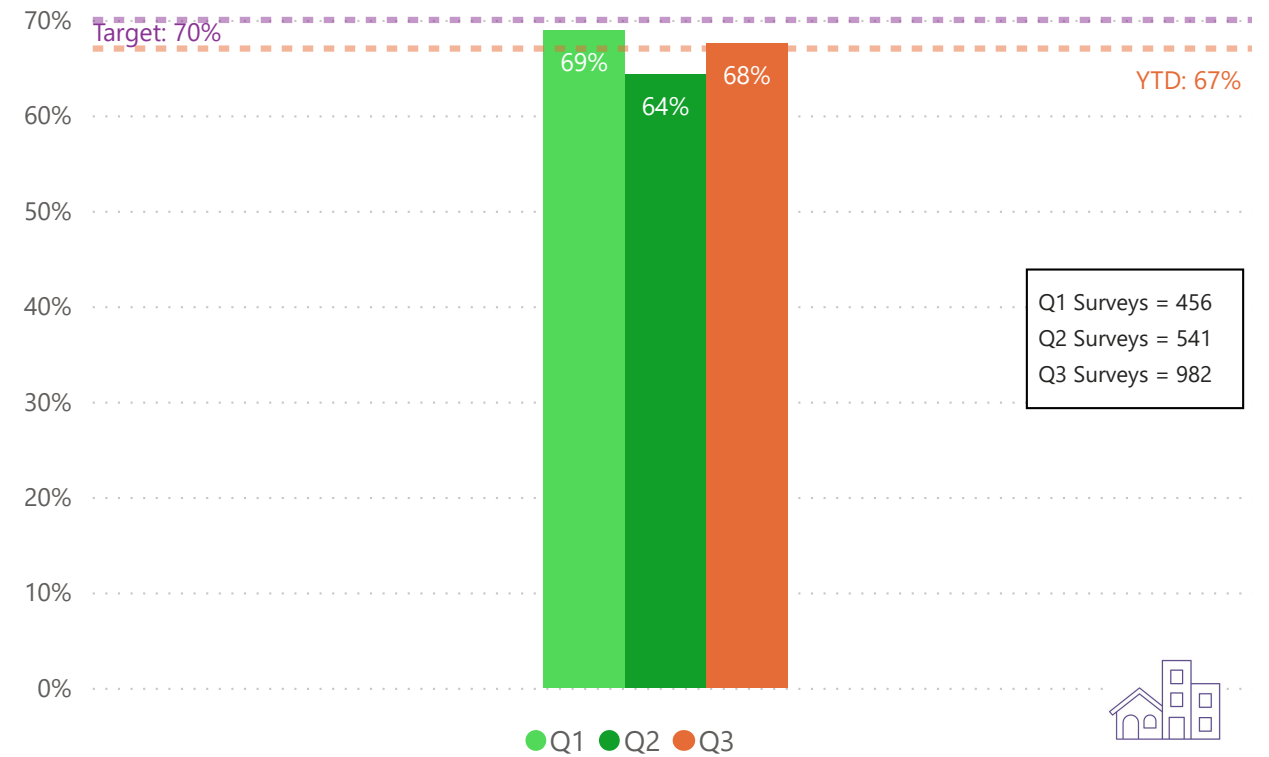
We will provide a good service to you

We will learn from your views and complaints and use them to improve what we do

Satisfaction with the overall service

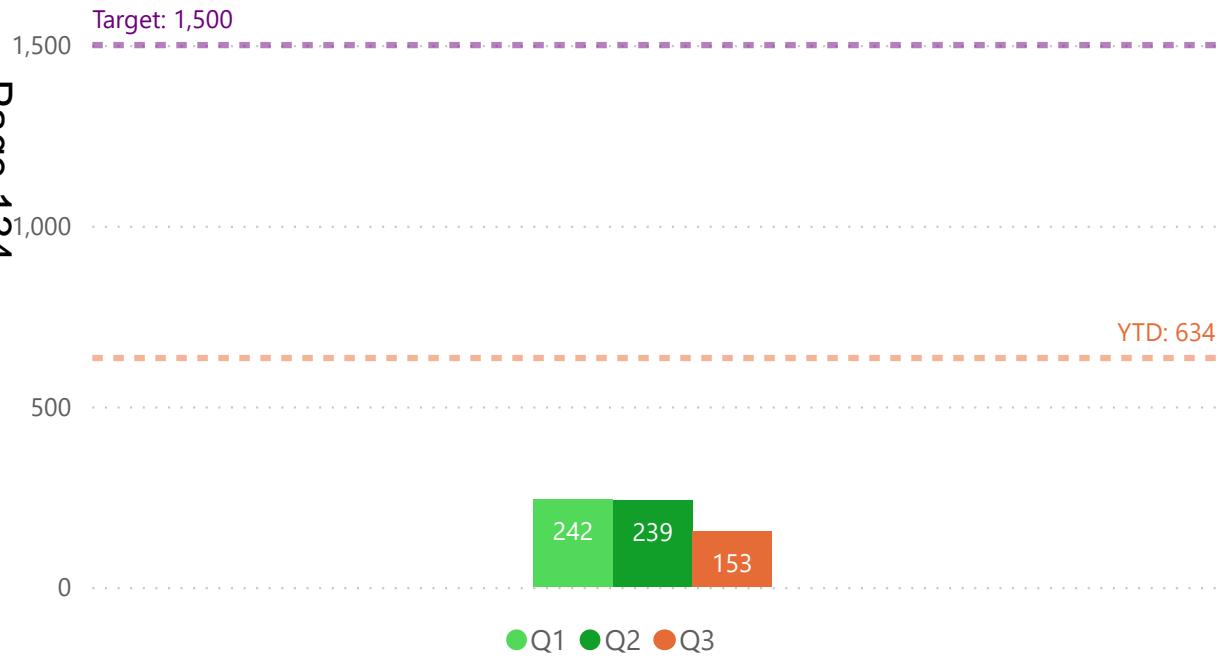


Satisfaction that we keep tenants informed about things that matter to them

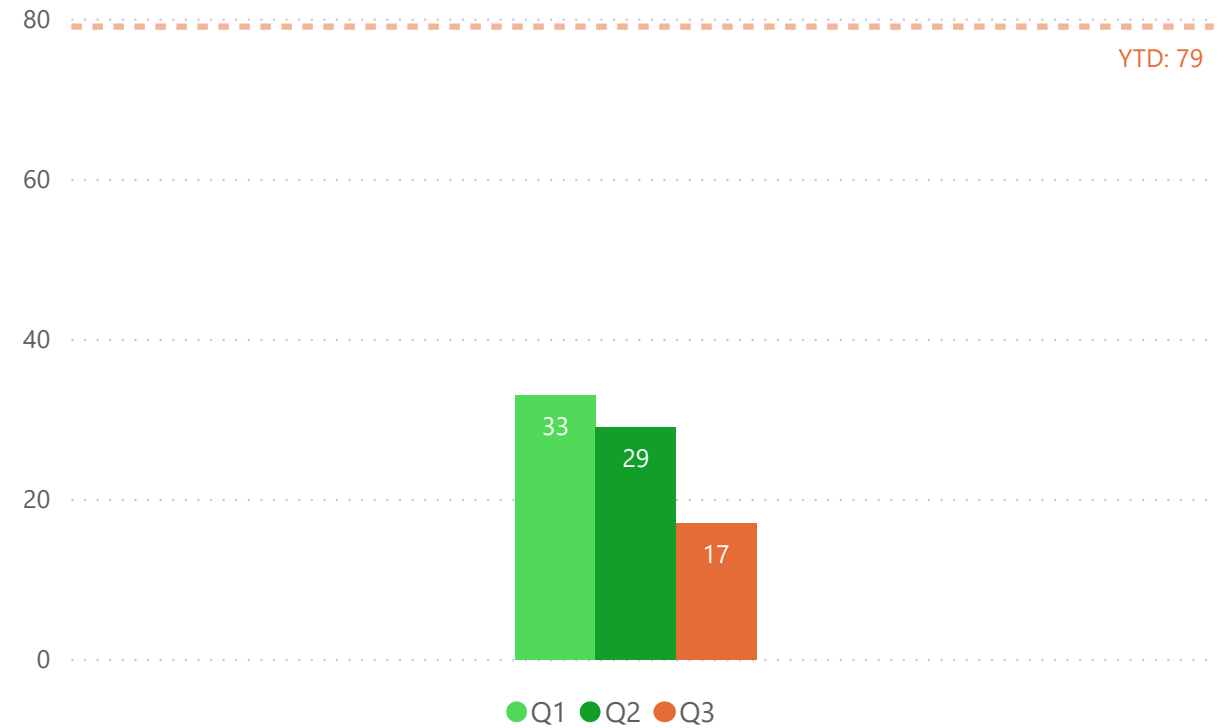


Making private rented homes safer

Number of people living in private rented homes made safer by the removal of Category 1 hazards, high scoring Category 2 and statutory nuisances

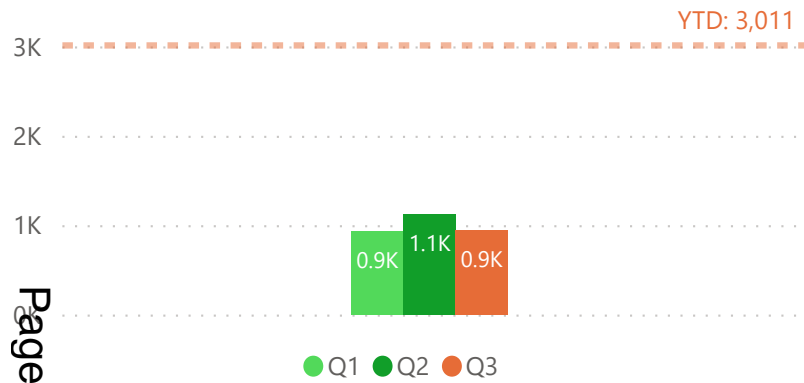


Number of Category 1 / high Category 2 issues relating to fire safety that have been resolved

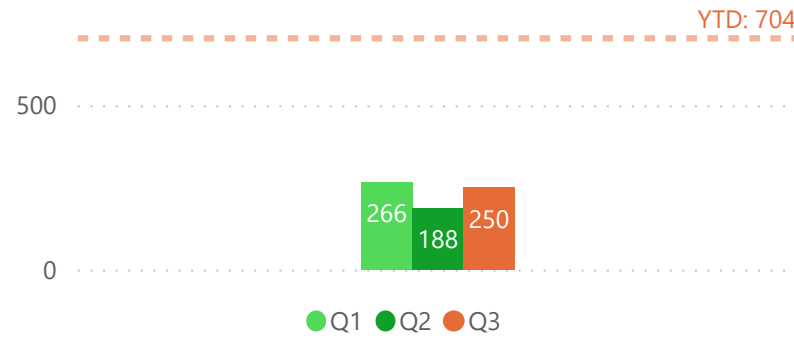


Helping to prevent homelessness

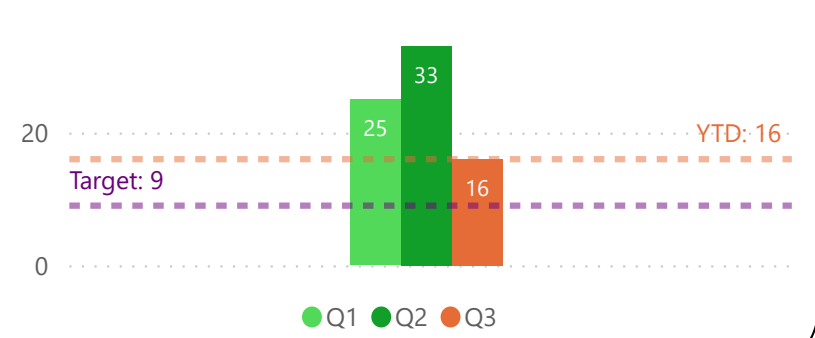
Number of homeless presentations



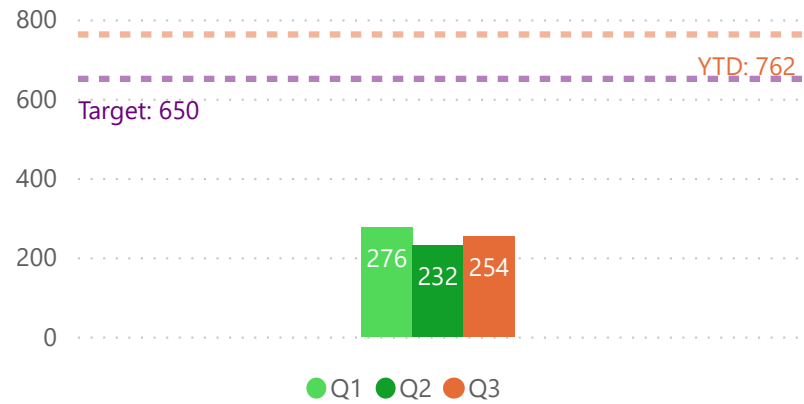
Number of successful homeless relief outcomes



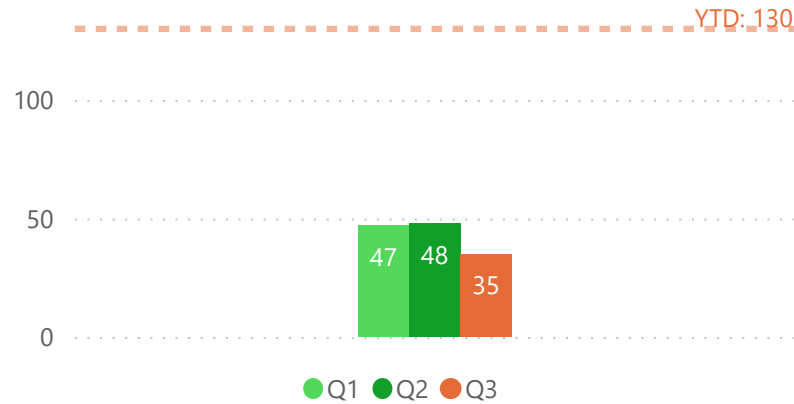
Number of rough sleepers identified at monthly count



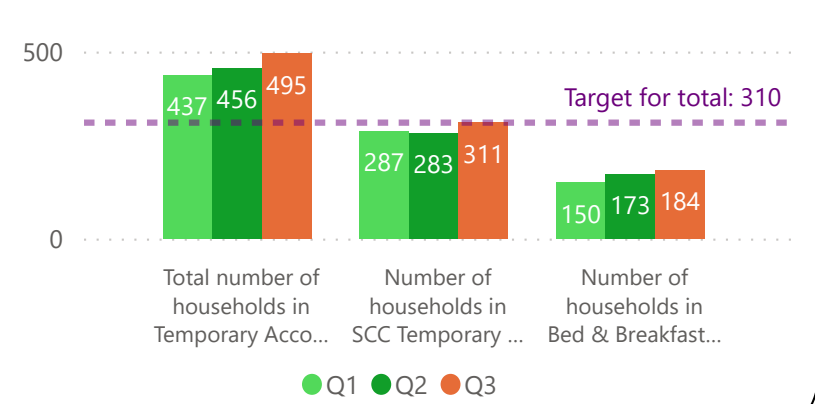
Number of full homelessness duty acceptances



Number of successful homeless prevention outcomes



Number of households in SCC Temporary Accommodation



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Report to Policy Committee

Author/Lead Officer of Report: Darryl Smedley:
Head of Neighbourhood Intervention and Tenant Support

Tel: 07825072954

Report of: Janet Sharpe

Report to: Housing Policy Committee

Date of Decision: March 2023

Subject: Private Sector Housing Regulation

Has an Equality Impact Assessment (EIA) been undertaken?	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
If YES, what EIA reference number has it been given? <i>(Insert reference number)</i>				
Has appropriate consultation taken place?	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
Has a Climate Impact Assessment (CIA) been undertaken?	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
Does the report contain confidential or exempt information?	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
If YES, give details as to whether the exemption applies to the full report / part of the report and/or appendices and complete below: -				

Purpose of Report:

The city of Sheffield has 242,624 households of which 60,000 are privately rented properties. Improving the living conditions in private rented properties is a priority for our city. This report acknowledges resolutions made at the special meeting of the Council 14 December 2022:

- *Adopting Selective Licensing schemes throughout the city, noting that issues in private sector housing have a considerable impact on social housing with badly maintained neighbourhoods leading to even greater pressure on council housing repairs, and believing that the city's neighbourhoods are being let down by rogue private landlords.*

And that previously on 26 July 2022 the issue of regulation of private landlords was

raised at the North East LAC resulting in a referral to the Housing Policy Committee:

- *It was mentioned that the North East Community Plan had little mention of how private landlords had a devastating effect on the community. It was added that Selective Licensing was also a total failure. Therefore, what strategic actions does the LAC intend to take.*

This report is for noting, it provides a detailed update on the performance of the live Selective Licensing scheme in the London Road, Abbeydale Road & Chesterfield Road (LAC) designated area. In addition, it sets out the challenges we face and the responsibilities of the Private Housing Standards team in respect of regulation of private sector housing of all tenures. And, to provide an update on the work that Private Housing Standards deliver across the city including the powers and legislation available to the service to ensure properties in the private rented sector are safe and well managed.

Recommendations:

It is recommended that the Housing Policy Committee:

1. Notes the London Road, Abbeydale Road & Chesterfield Road (LAC) Selective Licensing Project Highlight Report for the period 1 November 2018 to 1 February 2023.
2. Notes progress made, highlight any issues of concern or future priorities in respect of Selective Licensing
3. Notes that the London Road, Abbeydale Road & Chesterfield Road (LAC) Selective Licensing Final Report will be presented to the committee in December 2023

Background Papers:

Appendix A: London Road, Abbeydale Road & Chesterfield Road (LAC) Selective Licensing Project Highlight Report

Lead Officer to complete:-		
1	I have consulted the relevant departments in respect of any relevant implications indicated on the Statutory and Council Policy Checklist, and comments have been incorporated / additional forms completed / EIA completed, where required.	
	Finance: <i>Helen Damon</i>	
	Legal: <i>Stephen Tonge</i>	
	Equalities & Consultation: <i>Louise Nunn</i>	
	Climate: <i>Nathan Robinson</i>	
	<i>Legal, financial/commercial and equalities implications must be included within the report and the name of the officer consulted must be included above.</i>	
2	EMT member who approved submission: <i>Ajman Ali</i>	
3	Committee Chair consulted: <i>Douglas Johnson</i>	
4	I confirm that all necessary approval has been obtained in respect of the implications indicated on the Statutory and Council Policy Checklist and that the report has been approved for submission to the Committee by the EMT member indicated at 2. In addition, any additional forms have been completed and signed off as required at 1.	
	<table border="1"> <tr> <td>Lead Officer Name: <i>Darryl Smedley</i></td> <td>Job Title: <i>Neighbourhood Intervention and Tenant Support</i></td> </tr> </table>	Lead Officer Name: <i>Darryl Smedley</i>
Lead Officer Name: <i>Darryl Smedley</i>	Job Title: <i>Neighbourhood Intervention and Tenant Support</i>	

1. Progress on the Current Selective Licensing Designation on London, Abbeydale and Chesterfield Road (LAC)

1.1 On the 1st November 2018 a Selective Licensing designation came into force on London / Abbeydale and Chesterfield Road (LAC) for a period of 5 years. We are now in the final year of the scheme which will end on the 31st October 2023. This designation was approved by Cabinet based on evidenced gathered by Private Housing Standards which highlighted serious and extensive issues with property condition and management in the area.

1.1.1 Selective Licensing – Performance Indicators

We are in the final year of our current LAC Selective Licensing scheme. Whilst implementing Selective Licensing is not a statutory duty, in designating and areas to Selective Licensing we are now duty bound to ensure the licences are processed and managed appropriately. Though we not legally obliged to inspect all the properties in the scheme we have made commitments to do so ensure full compliance. There are around 420 licensable properties within the current designation area. The Cabinet Report which sought approval for the scheme sets out the performance measures and a clear list of performance indicators was established. Attached as *Appendix A: London Road, Abbeydale Road & Chesterfield Road (LAC) Selective Licensing Project Highlight Report* showing performance against these indicators to date.

2 Enforcement and Regulation work delivered by Private Housing Standards across the city

2.1.1 According to the 2023 BRE Stock Condition Survey, Sheffield has around 249,624 properties in the city, Private Housing Standards are responsible for the regulation of private sector housing of all tenures, including over 60,000 privately rented properties. The local authority has a statutory duty to ensure that private properties are safe and free from Category 1 hazards and discretionary powers to act on Category 2 hazards as defined by the Housing Health Safety Rating System (HHSRS) and to address statutory nuisance.

The resources of the team have reduced over the past 10 years while the sector has grown significantly. The existing service has 13.6 full time equivalent Inspecting Officers which equates each officer being responsible for the regulation, safety and responsible management for over 4,400 properties. Any property requiring enforcement action is time consuming for the officer leading.

Our core duty is to ensure that properties in the private sector are safe

and well managed and to ensure that legislation is applied as appropriate. Details of services we deliver are set out below.

I. Request for Service (RFS) - Housing Act 2004

This is our core service where we reactively respond to complaints about property condition from tenants, members of the public, elected members and partner services such as health services, South Yorkshire Police, South Yorkshire Fire Rescue etc. The main duty of the Housing Act 2004 is set out under section 5 which triggers a duty on the local authority once a Category 1 hazard is identified.

We provide advice to tenants and investigate reports of property condition by inspecting under the Housing Health and Safety Rating System (HHSRS). Where Category 1 or high Category 2 hazards are identified we work with landlords to ensure remediation work is carried out. Generally, landlords will work with us on an informal basis to carry out required works but where landlords do not, we do not hesitate to take formal actions such as serving of formal enforcement notices. Where these are not complied with, we do not hesitate to progress to prosecution or serving of the Financial Penalty.

II. Selective Licensing – London Road, Abbeydale Road and Chesterfield Road (LAC) – Housing Act 2004

This designation came into force on the 1st November 2018 and is in its final year. **Attached as Appendix A: London Road, Abbeydale Road & Chesterfield Road (LAC) Selective Licensing Project Highlight Report showing performance against these indicators to date.**

III. Mandatory House in Multiple Occupation (HMO) Licensing – Housing Act 2004

Mandatory Licensing of HMOs places a duty on the Local Authority by the Housing Act 2004. We are duty bound to process, licence and enforce where HMOs are required to be licensed. We must ensure that HMOs that are required to be licensed are so licensed, meet the conditions set out in their licence and enforce against landlords that breach conditions or evade licensing. All applicants are subject to fit and property checks. There are currently around 2,500 licensed HMOs across the city.

IV. Tenancy Relations - Protection from Eviction Act 1977

We provide a service that protects tenants from illegal eviction and retaliatory eviction. We carry out assessments of occupancy status and advise tenants if they are served with notices to leave to ensure they are correctly served. We work with the sector to provide general support and advice to tenants and landlords in relation to tenancy law.

V. Snug (Sheffield Student Accommodation Registration Scheme)

In 2013 we introduced our Snug registration scheme This is a voluntary scheme which was established in partnership with Sheffield Hallam University, the University of Sheffield and respective Student Union. All properties that apply for Snug registration are inspected to ensure they meet the Snug standards in terms of property condition and management. Any properties which landlords want to register and advertise through Sheffield Hallam University or the University of Sheffield (or both) need to be Snug approved. Properties will not be advertised or promoted until they are approved. There are currently 19,310 bedspaces within Snug, which is 522 properties. 476 of these are HMOs and 46 are purpose built student accommodation (PBSA).

VI. Private Rented Solutions (PRS)

The Private Rented Solutions team source properties in the private sector to help the Council discharge it's homeless duty. Where a property puts forward a property to this scheme Private Housing Standards carry out inspections to ensure that they are safe and we carry out fit and proper checks on the landlords.

VII. Empty Properties

We work with owners of problematic, long term empty properties to offer support and advice to bring them back into use. Where this can't be achieved informally, we take enforcement action of empty homes to serving formal enforcement such as Compulsory Purchase Orders.

VIII. Fire Safety in Blocks over 18m

Since the Grenfell tragedy we have taken steps to ensure the safety of residents who reside in high rise, high risk blocks across the city. We work in partnership with South Yorkshire Fire Rescue (SYFR) who have the lead on the enforcement relating to high-rise fire safety. We have established the Fire Safety Board which is attended by all appropriate internal stakeholders and South Yorkshire Fire and Rescue (SYFR). This Board coordinates at a strategic level the fire safety risk across all tenures in the city. In addition, we meet regularly with DLUHC and SYFR to report on high risk, high rise building.

IX. Homes for Ukraine

The Government launched the Homes for Ukraine scheme in March 2022. At this point Local Authorities were tasked with inspecting sponsor properties by applying the Housing Health & Safety Rating System (HHSRS).

Since the start of the scheme as of February 2023 we have inspected 377 properties which has supported the successful rehousing/resettling of 616 individuals in Sheffield.

3 Challenges in the Private Sector

3.1 It is important to note that the majority of landlords in the city offer good quality, well managed accommodation but it is vital that we focus on the minority that do not. As a service we pursue rogue landlords and will proactively identify properties within their portfolios to ensure the safety of the tenants.

We work proactively with landlord groups and regularly attend the National Residential Landlord Association meetings to engage with their members, share updates and consult with their members. We are also looking to strengthen our links with communities through groups such as the Local Area Committees to encourage and enable discussion and action on issues at a local level.

3.2 There are a number of current and future challenges for the service. A key challenge has been the reductions in staff resources over the past 10 years. With a smaller team and increasing demand it will be a greater challenge to deal with the continued growth in the sector.

A key issue in the sector is availability and recruitment of qualified and/or competent senior officers. This is a national issue that impacts our ability to recruit successfully to the senior technical enforcement roles within the service and to support the growing demand and need in our city.

Acknowledging these challenges, as part of our workforce development plan we introduced an apprenticeship in partnership with Leeds Beckett University on their Environmental Health Degree course. We currently have 2 apprentices undertaking this degree and are committed to continuing this partnership with another intake this year.

3.3 Following the tragic death of Awaab Ishak our approach and action in respect of damp and mould in properties across all tenures is of the utmost importance. The extent of damp and mould in the private sector is not fully known so we are working to explore how we can better identify this city wide. In addition, we are improving how we record the prevalence of damp and mould when we receive complaints or carry out inspections to better track and report on these cases. Our work feeds into the Damp and Mould Task Force which brings together internal and external partners to carry out a full review of how we address reports of damp and mould across all tenures.

In our capacity as regulator of housing standards we use our statutory powers and duties of investigation and enforcement powers to ensure that landlords take action on properties where damp and mould is found. Where they do not take action we ensure appropriate enforcement action is taken. We are also carrying out a full review of information we provide to tenants to minimise condensation in the homes which is the leading cause of damp and mould.

3.4 We value our engagement with Government departments on areas where regulation could be improved. It is critical that we contribute to the thinking around increasing standards across the sector and identify priority areas where changes could be made. A commitment to increase standards and expectations will empower our service to take proactive action.

We believe that we have adequate enforcement powers to address concerns in the private sector. The greater challenge is insufficient resource available to meet the increase demands. We have been lobbying Government across several areas:

- Additional long term resources ringfenced for Council's Private Housing Standards Team so that the service can meet the demands of this growing sector and proactively address significant issues.
- Targeted, short term funding to support the team in increasing resources to proactively meet address demands such as the introduction of new regulation and priorities such as damp and mould to enable us to focus on tackling rogue landlords in our city.
- Introduction of a mandatory landlord register with appropriate powers so that we know where private rented properties are and can easily identify ownership. This will help in terms of data but also increase our ability to target rogue landlords.
- Implementation of Decent Homes into the private sector that must ensure it is effective increases standards and works with existing legislation to ensure that it is effective and is enforceable.
- Selective Licensing review, the Government carried out a review which we fed into and feel that many of the issues identified still need to be rectified. A response from Government in terms of the outcome of this review and any planning improvements would be welcomed.

4. **Financial Implications**

4,1 Where a Local Authority approves a Selective Licensing designation the costs of running the scheme is recouped through a licence fee. This is to ensure that any scheme is not a burden on the public purse. The licence fee for the current Selective Licensing scheme on LAC was set out in the Cabinet Report which was approved on the 18th June 2018.

There are no cost implications from this report.

5. How does this decision contribute?

(Explain how this proposal will contribute to the ambitions within the Corporate Plan and what it will mean for people who live, work, learn in or visit the City. For example, does it increase or reduce inequalities and is the decision inclusive? does it have an impact on climate change? does it improve the customer experience? is there an economic impact?)

5.1 There is not decision required from this report.

6. Has there been any consultation?

(Clearly indicate the degree and character of public engagement and participation which has been undertaken on the issue. Refer to the Consultation Principles and Involvement Guide. Indicate whether the Council is required to consult on the proposal and provide details of any consultation activities undertaken and their outcomes.)

6.1 Extensive consultation was carried out prior to the Selective Licensing designation being recommended to Cabinet.

There is no consultation required for this report.

7. Risk analysis and implications of the decision

7.1 Equality Implications

7.1.1 None

7.2 Financial and Commercial Implications

7.2.1 None

7.3 Legal Implications

7.3.1 This report provides a summary overview and update of the various PRS regulatory activities the Council is engaged upon as regulator of PRS housing standards in the City under Housing Act 2004 and associated safety legislation. Save for this report in places describing the legal duties and powers that bind and are available to the Council as regulator (which are accurately presented) there are no legal implications per se arising from this report which merely seeks to inform and update members. Precise legal duties and powers including the compliance and use of them, or otherwise, should be set out and considered in individual reports relating the various topics covered only briefly in this overview report.

7.4 Climate Implications

7.4.1 None

7.5 Other Implications

7.5.1 None

8. Alternative options considered

(Outline any alternative options which were considered but rejected in the course of developing the proposal).

8.1 None

9. Reasons for recommendations

9.1 Notes the London Road, Abbeydale Road & Chesterfield Road (LAC) Selective Licensing Project Highlight Report for the period 1 November 2018 to 1 February 2023.

To note progress made, highlight any issues of concern or future priorities in respect of Selective Licensing

To receive a London Road, Abbeydale Road & Chesterfield Road (LAC) Selective Licensing Final Report in December 2023

To set out the challenges facing the Private Housing Standards team in responding to the challenges of the city-wide condition in private sector housing in Sheffield.

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London Road, Abbeydale Road & Chesterfield Road (LAC) Selective Licensing Project Highlight Report



Project Manager:	Matt Woolston	Report Date:	1 st February 2023
Designation Date:	1 st November 2018	RAG Rating	

1. Project Summary:

The Selective Licensing scheme on LAC was approved by Cabinet on the 20th June 2018. The Cabinet Report set out the evidence that shows extensive and widespread poor property condition in the private rented sector.

For more information on this please see the Cabinet Report and other supporting documentation regarding the scheme can be found here:

www.sheffield.gov.uk/laclicence

Selective Licensing runs for 5 years, this scheme came into force on the 1st November 2018 so will end on the 31 October 2023. Within these 5 years ALL properties will have been inspected, some multiple times, and compliance will be achieved. Where properties do not comply the Private Rented Standards Team will set out the remedial work required and work with the landlords to encourage them to carry out the works. Where compliance is not achieved by working with the landlord, we will seek to take enforcement action which can include a financial penalty or prosecution.

The scheme's aim is to ensure that private rented properties within the designation area are safe and well managed.

This report sets out the overall achievements of the project and reports on the performance indicators as set out in the Cabinet Report of the 20th June 2018.

2. Number of LAC Applications

Overall applications to date: 457

These numbers will fluctuate throughout the lifetime of the scheme as properties will become empty/let, owner occupied or exempt as per the legislation. Our investigations will allow us to continuously update our database and to monitor the properties in the area to ensure that licences are applied for where required.

We carried out extensive communications about the start of the licensing scheme and this has resulted in a high number of applications received when the designation came into force.

Those landlords that fail to apply for a licence are in breach of the law (unless they have a valid exemption) and the team will investigate these and where necessary will take formal

2. Number of LAC Applications

enforcement .

3. Progress to Date (*1st November 2018 – 1st February 2023*)

Number of inspections carried out:

451 first inspections and 153 revisits. Total: 604

Number of properties yet to receive an initial inspection:

30

Number of properties where a serious hazard has been identified:

188

Number of properties where a serious hazard has been removed:

149 (305 serious hazards removed across these properties)

Landlord Training:

The Covid-19 pandemic disrupted the administration of NRLA Selective Licensing training courses in Sheffield. Courses weren't available between December 2019 – December 2020.

Eight Selective Licensing training sessions have now been delivered, run by the National Residential Landlord Association (NRLA), with 172 attendees (approx 52% of total Selective Licensing Licence Holders in Sheffield).

Attending this training or having undertaken similar training which we feel is satisfactory is a licence condition, and not attending the training could result in enforcement action being taken against the licence holder.

4. Enforcement Summary:

Number of Financial Penalties Served:

8 Civil Penalty Notices for Failure to Licence (*Part 3. s95(1)*) have been issued (with 1 subsequently withdrawn)

Number of Prosecution cases:

1 Prosecution pending for failure to licence

5. Performance Indicators	
Indicator	Performance
Number of properties where fire risk is removed/reduced	91
Number of landlords/agents checks carried out	264
Number of Fit and Proper refusals	0
Number of properties where management handed over to responsible/reputable agent	1
Number of informal notices served	170 in total, comprising: <ul style="list-style-type: none"> • 157 x C21 <i>informal notice of disrepair</i> • 13 x C25 <i>informal notice of disrepair – (HM2)</i>
Number of formal notices served	54 in total, comprising: <ul style="list-style-type: none"> • 22 x S235 – <i>to require the production of documentation</i> • 25 x S16 – <i>to request certain information about a property</i> • 3 x S80 – <i>statutory nuisance</i> • 1 <i>Improvement Notice</i> • 2 <i>Suspended Imp. Notice</i> • 1 <i>Hazard Awareness Notice</i>
Number of management breaches addressed	14
No. of properties where illegal activities reported/addressed via multiagency operations	2
Number of landlords provided with landlord information packs:	100%
Number of cases referred on to other agencies	7 in total, comprising: <ul style="list-style-type: none"> • 1 x Building Control • 1 x Police • 1 x Environmental Services • 1 x DWP Organised Fraud Team • Food Safety • 2 x Homeless – <i>Insanitary & Unsuitable</i>
Number of residential properties empty	38
Approximate investment amounts into properties	£201,170

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Report to Policy Committee

Author/Lead Officer of Report: Beverly Mullooly

Tel: 2734326

Report of: Ajman Ali

Report to: Housing Policy Committee

Date of Decision: 10 March 2023

Subject: New Housing Management System – NEC Housing

Has an Equality Impact Assessment (EIA) been undertaken?	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
If YES, what EIA reference number has it been given? 1480				
Has appropriate consultation taken place?	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Has a Climate Impact Assessment (CIA) been undertaken?	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Does the report contain confidential or exempt information?	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>

Purpose of Report:

Update on delays to procurement of NEC Housing and the impact on the implementation of NEC Housing.

Communication and engagement with members on the implementation of NEC Housing

Recommendations:**That the Housing Policy Committee:**

- Note the contents of the report

Background Papers:

Lead Officer to complete:-							
1	<table border="1"> <tr> <td rowspan="4">I have consulted the relevant departments in respect of any relevant implications indicated on the Statutory and Council Policy Checklist, and comments have been incorporated / additional forms completed / EIA completed, where required.</td> <td>Finance: Helen Damon Commercial services: Kay Handley</td> </tr> <tr> <td>Legal: Steve Tonge</td> </tr> <tr> <td>Equalities & Consultation: Lou Nunn</td> </tr> <tr> <td>Climate: Harry Plant</td> </tr> </table>	I have consulted the relevant departments in respect of any relevant implications indicated on the Statutory and Council Policy Checklist, and comments have been incorporated / additional forms completed / EIA completed, where required.	Finance: Helen Damon Commercial services: Kay Handley	Legal: Steve Tonge	Equalities & Consultation: Lou Nunn	Climate: Harry Plant	
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	Legal: Steve Tonge						
	Equalities & Consultation: Lou Nunn						
	Climate: Harry Plant						
<i>Legal, financial/commercial and equalities implications must be included within the report and the name of the officer consulted must be included above.</i>							
2	EMT member who approved submission: Ajman Ali						
3	Committee Chair consulted: Douglas Johnson						
4	<table border="1"> <tr> <td colspan="2">I confirm that all necessary approval has been obtained in respect of the implications indicated on the Statutory and Council Policy Checklist and that the report has been approved for submission to the Committee by the EMT member indicated at 2. In addition, any additional forms have been completed and signed off as required at 1.</td> </tr> <tr> <td>Lead Officer Name: Beverly Mullooly</td> <td>Job Title: Head of Service – Programme Lead</td> </tr> <tr> <td colspan="2">Date: 22 February 2023</td> </tr> </table>	I confirm that all necessary approval has been obtained in respect of the implications indicated on the Statutory and Council Policy Checklist and that the report has been approved for submission to the Committee by the EMT member indicated at 2. In addition, any additional forms have been completed and signed off as required at 1.		Lead Officer Name: Beverly Mullooly	Job Title: Head of Service – Programme Lead	Date: 22 February 2023	
I confirm that all necessary approval has been obtained in respect of the implications indicated on the Statutory and Council Policy Checklist and that the report has been approved for submission to the Committee by the EMT member indicated at 2. In addition, any additional forms have been completed and signed off as required at 1.							
Lead Officer Name: Beverly Mullooly	Job Title: Head of Service – Programme Lead						
Date: 22 February 2023							

1. PROPOSAL

- 1.1 The Housing and Neighbourhoods Service want to transform the customer experience and create efficiencies through improvements to the digital platform and the operating model.
- 1.2 The Housing and Neighbourhood Service currently use eight systems for Housing Management purposes. These systems are outdated, poorly integrated and do not provide the functionality needed to support services that customer needs or robust General Data Protection Regulation (GDPR) compliance.
- 1.3 We have obtained approval from the Housing Revenue Account for £9.3m. This has funded/will fund gathering the requirements, procurement, design to meet Sheffield needs and the implementation, to replace our existing Housing Management Systems with one integrated Housing Management System. Also changing our ways of working across the Housing and Neighbourhoods Service and improve the on-line offer to customers.
- 1.4 The procurement process is now complete and the contract has been signed and NEC Housing is the supplier of the integrated Housing Management System.
- 1.5 Additional due diligence undertaken prior to contract award extended the procurement phase by 3 months. The implementation timescales for the system have been revised to retain the necessary 15-month delivery phase ahead of go-live.
- 1.6 As this is a large and complex project, the plan is to implement in 2 phases; original timescales were Phase 1 - September 2023 and Phase 2 - March 2024. The revised timescales are December 2023 and June 2024 for Phase 1 and 2 respectively.

2. The aims of the new integrated Housing Management System - NEC Housing

- 2.1 Efficiencies and cost savings from systems rationalisation and operational remodelling will help to manage/mitigate budget pressures.
- 2.2 The project aims to deliver a range of benefits including:
 - A single source of information regarding customers and assets
 - Better integration with other systems (Customer Services, Total Repairs, Liquid Logic)

- Improved online offer for customers
- Mobile working
- Improved system capability to deliver new and existing initiatives (Fire Safety, Service Charges)
- Greater productivity, efficiencies through improved ways of working and workflow management and/or automation
- Improved staff and customer satisfaction
- Cost savings – reduce spend on systems by having an integrated housing management system

2.3 For Phase 1 we have prioritised the functions needed when we need to decommission legacy systems in line with existing contracts. Phase 2 has been based on the contract end dates for the remaining legacy systems and the expected improvements for both customers and staff.

2.4 Due to the project's scale, additional emphasis has been placed on the need for service involvement in the design process. The feedback received from staff will identify areas where refinements to the system configuration could result in more efficient processes, improved training materials and a better customer experience.

3. Informal Consultation Carried out

- 3.1
- Autumn 2021: Attended Housing and Neighbourhoods Advisory Panel (HANAP) to understand what improvements in our services would be important to them and other tenants so we could include these in the requirements for the new Housing Management System.
 - October 2021: Attended Housing and Neighbourhoods Partnership Group (HNPG) for an introduction to the programme. Carried out a Zoom poll to gather tenant requirements.
 - December 2021 to Feb 2022: CitizenSpace survey on our customers' experiences of our services, and what improvements they might like to see. 95 responses were received
 - December 2021: One-on-one interviews with tenant representatives about their experience of the service, including what improvements they think would benefit tenants and how we could engage them in the implementation
 - April 2022: attended HANAP to talk about what makes a good customer experience.
 - July 2022: Feedback gathered about the rehousing process from customers with health needs.
 - August 2022: attended HANAP to update on procurement process.
 - Email updates to HANAP representatives about progress, and selection of NEC Housing.

- Updates in Your Home, Your Neighbourhood bulletin, numerous updates both promoting the survey and to give updates on progress.
- 3.2 We have also linked into feedback gained from existing surveys completed by Housing and Neighbourhoods Services and Customer Services.
- 3.3 The successful development of the system relies on engagement with the Housing and Neighbourhoods Service as a whole and we are engaging staff at as many levels.

We have engaged using the following methods:

- A dedicated [SharePoint site](#) for staff which outlined the aims and benefits of the project along with a project timeline and videos. The site is updated on a regular basis and is linked from every edition of Housing and Neighbourhoods News, the service's staff newsletter.
- We have published several articles in Housing and Neighbourhoods News at key points in the project and used them to highlight specific asks or milestones.
- We have held two live events giving a first look of the system and the ways we will enable staff to work differently in the future. These two events were attended live by 392 individuals, with the option to replay the event later if they could not attend.

4. RISK ANALYSIS AND IMPLICATIONS OF THE DECISION

4.1 Equality Implications

An initial Equalities Impact Assessment has been completed and is available as the attached Word document Appendix B (EIA Ref 1480)

The initial assessment has identified only minor impacts on equality in the following areas:

- Disability – the new system is browser-based allowing for the use of a variety of assistive technologies; it is also highly configurable which will support continuous improvement
- Poverty & Financial Inclusion – the new system will provide customers with a single view of their housing-related financial obligations and streamline the pathways to the financial support offered by the Council.
- Other – the configurability of the system and the 'data quality by design' approach means that we can ensure customers are accurately represented with respect to various equality characteristics (age, race, religion/belief, sex, sexual orientation) as required by government returns.

4.2 Financial and Commercial Implications

A Contract Change Note will be created to reflect the change of contract delivery dates for Phase 1 and Phase 2 and any associated payment milestones.

All the costs associated with the revised delivery timescales have been managed within the programme budget.

4.3 Legal Implications

From a housing law and social landlord perspective the procurement and implementation of the new Housing Management System presents no legal issues for navigation save for consideration as to whether it amounts to a significant change in Housing Management requiring “statutory consultation” pursuant to s105 Housing Act 1985. Upon advising and taking instructions from the Report author, Legal Services opinion is that the Council can safely conclude in its opinion that the thresholds that would normally trigger “statutory consultation” have not been crossed and no statutory consultation is necessary in this case. In particular, the new Housing Management System does not represent any new programme of maintenance, improvement or demolition, or a change in the practice or policy of the landlord authority; and will not itself substantially effect its secure tenants as a whole, or a group of them. The new Housing Management System is merely a tool to support operations, strategy and policy.

4.4 Climate Implications

An initial Climate Impact Assessment has been completed and is available as the attached Excel document Appendix A.

The initial assessment does not identify any areas where there is a negative impact to CO2e figures in the city. Marginally positive or neutral impacts have been identified to customers and staff as a result of implementing a modern, integrated Housing Management System.

5. **ALTERNATIVE OPTIONS CONSIDERED**

Not applicable

6. REASONS FOR RECOMMENDATIONS

6.1 Contract for the new integrated Housing Management System has now been signed with NEC Housing.

6.2 Revised timescales for the implementation of NEC Housing phases 1 and 2.

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Notification of Item for Committee Work Programme

Purpose of this form:

To add an issue to the internal Committee Work Programme list for SLB (Strategy Leadership Board) and CMT (Council Management Team) and approval to include the issue on a Committee Work Programme

1	Title of Report <i>Easy to understand and acronym free</i>	Place Systems Review – New Housing Management System. NEC Housing																	
2	Description <i>Describe the issue; outline the proposal and the reasons for it. This description will be included in the published Work Programme</i>	Issue Update on the procurement and implementation of NEC Housing																	
		Proposal To update the Housing Policy Committee of delays in the procurement of NEC Housing and the implementation of NEC Housing																	
		Reasons for the proposal Delay in procurement and the new implementation dates																	
		<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Strategy & Resources</td> <td style="width: 20%; text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>Finance Sub Committee</td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>Adult Health & Social Care</td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>Communities, Parks & Leisure</td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>Education, Children & Families</td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>Economic Development & Skills</td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>Housing</td> <td style="text-align: center;"><input checked="" type="checkbox"/></td> </tr> <tr> <td>Transport, Regeneration & Climate</td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>Waste & Streetscene</td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> </table> <p>* Please also indicate if the issue relates to more than one Policy Committee</p>	Strategy & Resources	<input type="checkbox"/>	Finance Sub Committee	<input type="checkbox"/>	Adult Health & Social Care	<input type="checkbox"/>	Communities, Parks & Leisure	<input type="checkbox"/>	Education, Children & Families	<input type="checkbox"/>	Economic Development & Skills	<input type="checkbox"/>	Housing	<input checked="" type="checkbox"/>	Transport, Regeneration & Climate	<input type="checkbox"/>	Waste & Streetscene
Strategy & Resources	<input type="checkbox"/>																		
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Economic Development & Skills	<input type="checkbox"/>																		
Housing	<input checked="" type="checkbox"/>																		
Transport, Regeneration & Climate	<input type="checkbox"/>																		
Waste & Streetscene	<input type="checkbox"/>																		
3	Committee																		
4	Date of Meeting when decision is proposed to be taken	Proposed date: 10 / 03 / 2023																	
5	Type of issue <i>Decision, Strategy/Policy Development, Performance/Monitoring, other</i>	Monitoring																	
6	Final Decision Maker	<input type="checkbox"/> The Policy Committee																	

		<input type="checkbox"/> another Policy Committee <input type="checkbox"/> Full Council <input checked="" type="checkbox"/> Officer
7	Outline the prior engagement with Members required and/or development activity (e.g. political group briefings and knowledge briefings for committee) See Appendix 1	Report to knowledge briefing 8 September 2022
8	Outline approach to Public Participation and engagement See Appendix 2	Reports to the Housing and Neighbourhoods Advisory Panel Report to Housing and Neighbourhood Partnership Group Focus groups with tenant representatives and people requesting rehousing CitizenSpace Survey from December 2021 to March 2022
9	Will the report or appendices contain any confidential or exempt information? If YES, add number of relevant paragraph of Schedule 12A of the Local Government Act 1972, as amended	YES <input type="checkbox"/> Paragraph Number: NO <input checked="" type="checkbox"/>
10	Background documents to be relied upon when taking the decision (See note 2. below)	If any, please specify:
11	Name of Executive Director with whom the issue has been discussed	Name: Ajman Ali Title: Executive Director of Operational Services
12	Lead Officer	Name: Beverly Mullooly Title: Head of Service – Programme Lead
13	Report Author/ Officer Contact <i>This will be included on the published plan</i>	Name: Beverly Mullooly Telephone: 2734326 Email: beverly.mullooly@sheffield.gov.uk

Please complete the form and send it to democratic services committee@sheffield.gov.uk

Appendix 1 – Menu of options for member engagement, learning and development prior to a formal decision

Members should give early consideration to the degree of pre-work needed before an item appears on a formal agenda.

All agenda items will anyway be supported by the following:

- Discussion well in advance as part of the work programme item at Pre-agenda meetings. These take place in advance of each formal meeting, before the agenda is published and they consider the full work programme, not just the immediate forthcoming meeting. They include the Chair, Vice Chair and all Group Spokespersons from the committee, with officers
- Discussion and, where required, briefing by officers at pre-committee meetings in advance of each formal meeting, after the agenda is published. These include the Chair, Vice Chair and all Group Spokespersons from the committee, with officers.
- Work Programming items on each formal agenda, as part of an annual and ongoing work programming exercise
- Full officer report on a public agenda, with time for a public discussion in committee
- Officer meetings with Chair & VC as representatives of the committee, to consider addition to the draft work programme, and later to inform the overall development of the issue and report, for the committee's consideration.

The following are examples of some of the optional ways in which the committee may wish to ensure that they are sufficiently engaged and informed prior to taking a public decision on a matter. In all cases the presumption is that these will take place in private, however some meetings could happen in public or eg be reported to the public committee at a later date.

These options are presented in approximately ascending order of the amount of resources needed to deliver them. Members must prioritise carefully, in consultation with officers, which items require what degree of involvement and information in advance of committee meetings, in order that this can be delivered within the officer capacity available.

The majority of items cannot be subject to the more involved options on this list, for reasons of officer capacity.

- Written briefing for the committee or all members (email)
- All-member newsletter (email)
- Requests for information from specific outside bodies etc.
- All-committee briefings (private or, in exceptional cases, in-committee)
- All-member briefing (virtual meeting)
- Facilitated policy development workshop (potential to invite external experts / public, see appendix 2)
- Site visits (including to services of the council)
- Task and Finish group (one at a time, one per cttee)

Furthermore, a range of public participation and engagement options are available to inform Councillors, see appendix 2

Appendix2 - Public Participation and Engagement Toolkit

The toolkit could include (but would not be limited to):

- a. Public calls for evidence
- b. Issue-focused workshops with attendees from multiple backgrounds (sometimes known as 'hackathons') led by committees
- c. Creative use of online engagement channels
- d. Working with VCF networks (eg including the Sheffield Equality Partnership) to seek views of communities
- e. Co-design events on specific challenges or to support policy development
- f. Citizens assembly style activities
- g. Stakeholder reference groups (standing or one-off)
- h. Committee / small group visits to services
- i. Formal and informal discussion groups
- j. Facilitated communities of interest around each committee (eg a mailing list of self-identified stakeholders and interested parties with regular information about forthcoming decisions and requests for contributions or volunteers for temporary co-option)
- k. Facility for medium-term or issue-by-issue co-option from outside the Council onto Committees or Task and Finish Groups. Co-optees of this sort at Policy Committees would be non-voting.

Climate Change Impact Assessment Summary

Project/Proposal Name	PSR Housing Project (Formerly Place Systems)	Portfolio	Operational Services
Committee	Housing	Lead Member	Ajman Ali
Strategic Priority	Strong and Connected Neighbourhoods	Lead Officer	Helen Wallis (PM) Beverly Mullaoly (Senior Subject M
Date CIA Completed	16/02/23	CIA Author	Harry Plant, Service Manager
		Sign Off/Date	20/02/23

Project Description and CIA Assessment Summary

The PSR Housing Project will permit Housing & Neighbourhoods to:

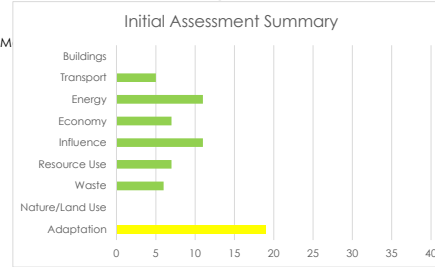
- enable foundational information and system elements required to implement their strategies and those of the Operational Services portfolio;
- transform their customer experience;
- create efficiencies through improvements to their digital applications and practice models helping to achieve the HRA 30 Year Plan.

The project brings together 8 key housing systems into one - NEC Housing.

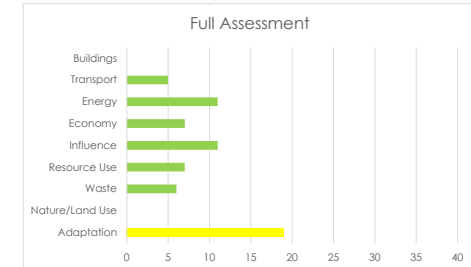
The initial assessment does not identify any areas where there is a negative impact to CO2e figures in the city. As this is mainly an IT/Ways of Working project, impacts have been identified to customers and staff as a result of implementing a modern, 4th generation Housing Management System. Energy efficiency modelling was specifically mentioned in the tendering process and the service is keen to explore this functionality as it is developed. This may be fully realised once the system is fully embedded, post this project.

Rapid Assessment	Does the project or proposal have an impact in the following areas? Select all those that apply. Only complete the sections you have selected here in the assessment.		
Buildings and Infrastructure	No	Influence	Yes
Transport	Yes	Resource Use	Yes
Energy	Yes	Waste	Yes
Economy	Yes	Nature/Land Use	No
		Adaptation	Yes

Initial Assessment Summary



Full Assessment Summary



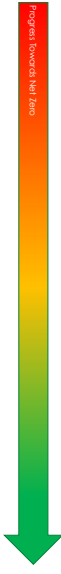
>=27	The project will increase the amount of CO2e released compared to before.
21-26	The project will maintain similar levels of CO2e emissions compared to before.
12-20	The project will achieve a moderate decrease in CO2e emissions compared to before.
3-11	The project will achieve a significant decrease in CO2e emissions compared to before.
0-2	The project can be considered to achieve net zero CO2e emissions.

[Chesterfield Borough Council Climate Impact Assessment Tool provided inspiration for this tool.](#)

Full Assessment

Category	Impact	Description of Project Impact	Mitigation Measures	Mitigated Score	Procurement Action Required?	Proposed KPI/Measure
Buildings and Infrastructure	Construction	N/A	N/A	NA		
	Use	N/A	N/A	NA		
	Land use in development	N/A	N/A	NA		
Transport	Demand Reduction	Availability of the Housing Management System on mobile devices will potentially reduce the number of repeated visits from tenants and leaseholder's properties; at present this is not a proposed major reduction. The introduction of wider scale SMS messaging and email / online portal notifications will mean fewer printed letters will need to be transported across the city via mail services.	No mitigation is required. Potential to reaffirm reduced need for paper-based interactions during new system training in October/November 2023	5		
	Decarbonisation of Transport	N/A	N/A	NA		
	Public Transport	N/A	N/A	NA		
	Increasing Active Travel	N/A	N/A	NA		
Energy	Decarbonisation of Fuel	N/A	N/A	NA		
	Demand Reduction/Efficiency Improvements	The new computer system will enable us to take forward steps in the Housing and Neighbourhoods vision to reduce energy demand and increase efficiency of our homes. NEC Housing intend to develop unloaders and uploads of modelling data (subject to energy regulation) to allow for decarbonisation planning and for loading decarbonisation plans back into scenario modelling and retrofit planning in NEC Enterprise Assets, ensuring that any future planning is able to absorb and apply what if scenarios in regards to energy data to future programmes of work. This capability will be explored once the functionality is developed in the system.	No mitigation is required. We will endeavor to develop the functionality afforded to us by the new system.	4		
	Increasing Infrastructure for renewables generation	The new computer system will enable us to take forward steps in the Housing and Neighbourhoods vision to reduce energy demand and increase efficiency of our homes. NEC Housing intend to develop unloaders and uploads of modelling data (subject to energy regulation) to allow for decarbonisation	N/A	7		
Economy	Development of low carbon businesses	The modelling functionality as described in the Energy section above will enable us to have meaningful conversations around decarbonisation and energy efficiency with our contractors who perform large-scale cyclical improvement works on our properties. This has been scored neutrally as we have not yet developed the contractor portal and therefore cannot fully scope the benefits which may be gained.	No mitigation is required. We will endeavor to develop the functionality afforded to us by the new system.	7		
	Increase in low carbon skills/training	N/A	N/A	NA		
	Improved business sustainability	N/A	N/A	NA		
Influence	Awareness Raising	The system is capable of storage and retrieval of EPC certificates for tenants of our properties. The persistence of these documents against a property's record should increase awareness of our commitment to improving efficiency. Reduction on back office time may mean that officers can spend more time with tenants to raise awareness of energy saving measures. The system can provide alerts to users to raise profile of current energy strategies or other climate related information.	No mitigation is required. We will endeavor to develop the functionality afforded to us by the new system.	5		
	Climate Leadership	The modelling functionality as described in the Energy section above will enable us to have meaningful conversations around decarbonisation and energy efficiency with our contractors who perform large-scale cyclical improvement works on our properties.	No mitigation is required. We will endeavor to develop the functionality afforded to us by the new system.	6		
	Working with Stakeholders	N/A	N/A	NA		
Resource Use	Water Use	N/A	N/A	NA		
	Food and Drink	N/A	N/A	NA		
	Products	N/A	N/A	NA		
	Services	It will be easier for people to pay rent and other charges; charging will be more transparent, and debt will reduce. The online offer via the customer portal will reduce simple transaction demand on the call centre. Reduced demand on scanning services as we are moving towards e-forms, these are also more efficient to store as we would just store the data not the scanned image of the form.	No mitigation is required. We will endeavor to develop the functionality afforded to us by the new system.	7		
Waste	Waste Reduction	Mobile working availability will reduce the need to print documents as they can be completed electronically on site, instant reporting and personal dashboarding functionality in the system will reduce the need to print. The online offer to tenants will increase the availability of e-form based transactions rather than completing paper forms and returning them.	No mitigation is required. We will endeavor to develop the functionality afforded to us by the new system.	6		
	Waste Hierarchy	N/A	N/A	NA		
	Circular Economy	N/A	N/A	NA		
Nature/Land Use	Biodiversity	N/A	N/A	NA		
	Carbon Storage	N/A	N/A	NA		
	Flood Management	N/A	N/A	NA		
Adaptation	Exposure to climate change impacts	Better understanding of our assets, their spec and the current condition will mean we can best plan programmes of work to keep aligned with new regulations. Where we have leaseholders would be liable for their contribution to such work, giving them as much notice as possible will help them financially plan for such outgoings.	N/A	6		
	Vulnerable Groups	The system is capable of storage and retrieval of EPC certificates for tenants of our properties. The persistence of these documents against a property's record should increase awareness of our commitment to improving efficiency. This may be of particular benefit to chaotic individuals who may misplace or ignore paper copies of documentation provided at the start of their tenancy. Energy intensive emergency stop-gaps such as electric heaters will be more visible to neighbourhoods teams in the system allowing them to prioritise chase up of corresponding repairs.	No mitigation is required. We will endeavor to develop the functionality afforded to us by the new system.	6		
	Just Transition	The system is capable of storage and retrieval of EPC certificates for tenants of our properties. The persistence of these documents against a property's record should increase awareness of our commitment to improving efficiency. This may be of particular benefit to chaotic individuals who may misplace or ignore paper copies of documentation provided at the start of their tenancy. Energy intensive emergency stop-gaps such as electric heaters will be more visible to neighbourhoods teams in the system allowing them to prioritise chase up of corresponding repairs.	N/A	7		

10	The project will significantly increase the amount of CO2e released compared to before.
9	The project will increase the amount of CO2e released compared to before.
8	The project will maintain similar levels of CO2e emissions compared to before.
7	
6	
5	The project will achieve a moderate decrease in CO2e emissions compared to before.
4	
3	
2	
1	The project will achieve a significant decrease in CO2e emissions compared to before.
0	The project can be considered to achieve net zero CO2e emissions.
Carbon Negative	The project is actively removing CO2e from the atmosphere.



Initial Assessment

Category	Impact	Description of Project Impact	Score
Buildings and Infrastructure	Construction	N/A	NA
	Use	N/A	NA
	Land use in development	N/A	NA
Transport	Demand Reduction	Availability of the Housing Management System on mobile devices will potentially reduce the number of repeated visits from tenants and leaseholder's properties. At present this is not a proposed major reduction. The introduction of wider scale SMS messaging and email / online portal notifications will mean fewer printed letters will need to be transported across the city via mail services.	5
	Decarbonisation of transport	N/A	NA
	Public Transport	N/A	NA
	Increasing Active Travel	N/A	NA
Energy	Decarbonisation of fuel	N/A	NA
	Demand Reduction/Efficiency Improvements	The new computer system will enable us to take forward steps in the Housing and Neighbourhood's vision to reduce energy demand and increase efficiency of our homes. NEC Housing intend to develop unloaders and uploads of modelling data (subject to energy regulation) to allow for decarbonisation planning and for loading decarbonisation plans back into scenario modelling and retrofit planning in NEC Enterprise Assets, ensuring that any future planning is able to absorb and apply what-if scenarios in regards to energy data to future programmes of work. This capability will be explored once the functionality is developed in the system.	4
	Increasing infrastructure for renewables generation	The new computer system will enable us to take forward steps in the Housing and Neighbourhood's vision to reduce energy demand and increase efficiency of our homes. NEC Housing intend to develop unloaders and uploads of modelling data (subject to energy regulation) to allow for decarbonisation planning and for loading decarbonisation	7
Economy	Development of low carbon businesses	The modelling functionality as described in the Energy section above will enable us to have meaningful conversations around decarbonisation and energy efficiency with our contractors who perform large-scale cyclical improvement works on our properties. This has been scored neutrally as we have not yet developed the contractor portal and therefore cannot fully scope the benefits which may be gained.	7
	Increase in low carbon skills/training	N/A	NA
	Improved business sustainability	N/A	NA
Influence	Awareness Raising	The system is capable of storage and retrieval of EPC certificates for tenants of our properties. The persistence of these documents against a property's record should increase awareness of our commitment to improving efficiency. Reduction on back office time may mean that officers can spend more time with tenants to raise awareness of energy saving measures. The system can provide alerts to users to raise profile of current energy strategies or other climate related information.	5
	Climate Leadership	The modelling functionality as described in the Energy section above will enable us to have meaningful conversations around decarbonisation and energy efficiency with our contractors who perform large-scale cyclical improvement works on our properties	6
	Working with Stakeholders	N/A	NA
Resource Use	Water Use	N/A	NA
	Food and Drink	N/A	NA
	Products	N/A	NA
	Services	It will be easier for people to pay rent and other charges; charging will be more transparent, and debt will reduce. The online offer via the customer portal will reduce simple transaction demand on the call centre. Reduced demand on scanning services as we are moving towards e-forms. These are also more efficient to store as we would just store the data not the scanned image of the form.	7
Waste	Waste Reduction	Mobile working availability will reduce the need to print documents as they can be completed electronically on site. Instant reporting and personal dashboarding functionality in the system will reduce the need to print. The online offer to tenants will increase the availability of e-form based transactions rather than completing paper forms and returning them.	6
	Waste Hierarchy	N/A	NA
	Circular Economy	N/A	NA
Nature/Land Use	Biodiversity	N/A	NA
	Carbon Storage	N/A	NA
	Flood Management	N/A	NA
Adaptation	Exposure to climate change impacts	Better understanding of our assets, their spec and the current condition will mean we can best plan programmes of work to keep aligned with new regulations. Where we have leaseholders would be liable for their contribution to such work, giving them as much notice as possible will help them financially plan for such outgoings.	6
	Vulnerable Groups	The system is capable of storage and retrieval of EPC certificates for tenants of our properties. The persistence of these documents against a property's record should increase awareness of our commitment to improving efficiency. This may be of particular benefit to chaotic individuals who may misplace or ignore paper copies of documentation provided at the start of their tenancy. Energy intensive emergency stop-gaps such as electric heaters will be more visible to neighbourhoods teams in the system allowing them to prioritise chase up of corresponding repairs.	6
	Just Transition	The system is capable of storage and retrieval of EPC certificates for tenants of our properties. The persistence of these documents against a property's record should increase awareness of our commitment to improving efficiency. This may	7

10	The project will significantly increase the amount of CO2e released compared to before.
9	The project will increase the amount of CO2e released compared to before.
8	The project will maintain similar levels of CO2e emissions compared to before.
7	
6	
5	The project will achieve a moderate decrease in CO2e emissions compared to before.
4	
3	The project will achieve a significant decrease in CO2e emissions compared to before.
2	
1	
0	The project can be considered to achieve net zero CO2e emissions.
Carbon Negative	The project is actively removing CO2e from the atmosphere.



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Start date 23/02/23

Part A

Initial Impact Assessment

Proposal name PSR Housing Project

Brief aim(s) of the proposal and the outcome(s) you want to achieve

The PSR Housing Project will permit Housing & Neighbourhoods to:

- enable foundational information and system elements required to implement their strategies and those of the Operational Services portfolio;
- transform their customer experience;
- create efficiencies through improvements to their digital applications and practice models helping to achieve the HRA 30 Year Plan.

The project brings together 8 key housing systems into one - NEC Housing. The new system is highly configurable and will provide a single view of Housing data.

Proposal type

Budget **non-Budget** If Budget, entered on Q Tier? **Yes** **No**

Q Tier reference 0014068700001

Year of proposal (s)

21/22 22/23 23/24 24/25 other

Decision Type

- Committee (select below)**
- Adult Health and Social Care Policy Committee
- Communities, Parks and Leisure Policy Committee
- Economic Development and Skills Policy Committee
- Education, Children and Families Policy Committee
- Housing Policy Committee
- Strategy and Resources Policy Committee
- Transport, Regeneration and Climate Policy Committee
- Waste and Street Scene Policy Committee
- Regulatory Committees (e.g. Licensing Committee)
- Other Policy Committee or sub-Committee
- Local Area Committees

Leader

Executive Director/Director

Officer Decisions (Non-Key)

Council (e.g. Budget and Housing Revenue Account)

Lead Committee Member Douglas Johnson

Lead Director for Proposal Ajman Ali

Person filling in this EIA form

Helen Wallis

Equality Lead Officer

Louise Nunn

Lead Equality Objective

<input checked="" type="radio"/> Understanding Communities	<input type="radio"/> Workforce Diversity	<input type="radio"/> Leading the city in celebrating & promoting inclusion	<input type="radio"/> Break the cycle and improve life chances
--	---	---	--

Portfolio, Service and Team

Lead Portfolio

Operational Services

Is this Cross-Portfolio?

Yes No

Is the EIA joint with another organisation (eg NHS)?

Yes No

Please specify

Consultation

Is consultation required?

Yes No

If consultation is not required please state why

The proposal will have no major impact on equality – it will enable the Housing Service to progress various strategic initiatives which will have undergone consultation where appropriate.

Are Staff who may be affected by these proposals aware of them?

Yes No

Are Customers who may be affected by these proposals aware of them?

Yes No

If you have said no to either please say why

We have spoken to customer representatives throughout the project including:

- Reports to the Housing and Neighbourhoods Advisory Panel
- Report to Housing and Neighbourhood Partnership Group
- Focus groups with tenant representatives and people requesting rehousing
- Recipients of the Tenant Newsletter
- Followers of the Housing & Neighbourhoods Facebook page

The customer-facing elements of the proposal (new online portal) will be publicised to all customers closer to implementation of Phase 1 once the design has been finalised in order to best manage expectations and encourage channel shift from Day 1.

Initial Impact

Under the [Public Sector Equality Duty](#) we have to pay due regard to the need to:

- eliminate discrimination, harassment and victimisation
- advance equality of opportunity
- foster good relations

For a range of people who share protected characteristics, more information is available on the [Council website](#) including the [Community Knowledge Profiles](#).

Identify Impacts

Identify which characteristic the proposal has an impact on tick all that apply

<input type="radio"/> Health	<input type="radio"/> Transgender
<input type="radio"/> Age	<input type="radio"/> Carers
<input checked="" type="radio"/> Disability	<input type="radio"/> Voluntary/Community & Faith Sectors
<input type="radio"/> Pregnancy/Maternity	<input type="radio"/> Partners
<input type="radio"/> Race	<input type="radio"/> Cohesion
<input type="radio"/> Religion/Belief	<input checked="" type="radio"/> Poverty & Financial Inclusion
<input type="radio"/> Sex	<input type="radio"/> Armed Forces
<input type="radio"/> Sexual Orientation	<input checked="" type="radio"/> Other

Cumulative Impact

Does the proposal have a cumulative impact?

- Yes No

<input type="radio"/> Year on Year	<input type="radio"/> Across a Community of Identity/Interest
<input type="radio"/> Geographical Area	<input type="radio"/> Other

If yes, details of impact

Does the proposal have a geographical impact across Sheffield?

- Yes No

If Yes, details of geographical impact across Sheffield

Local Area Committee Area(s) impacted

- All Specific

If Specific, name of Local Committee Area(s) impacted

Initial Impact Overview

Based on the information about the proposal what will the overall equality impact?

The project has identified only minor impacts on equality in the following areas:

Disability – the new system is browser-based allowing for the use of a variety of assistive technologies; it is also highly configurable which will support continuous improvement during the lifetime of the system to keep the user interface elements aligned with the latest guidance on accessibility.

Poverty & Financial Inclusion – the new system will provide customers with a single view of their housing-related financial obligations; this improved transparency will also streamline the pathways to the financial support offered by the Council.

Other – the configurability of the system and the 'data quality by design' approach means that we can ensure customers are accurately represented with respect to various equality characteristics (age, race, religion/belief, sex, sexual orientation) as required by government returns.

Is a Full impact Assessment required at this stage? Yes No

If the impact is more than minor, in that it will impact on a particular protected characteristic you must complete a full impact assessment below.

Initial Impact Sign Off

EIAs must be agreed and signed off by an Equality lead Officer. Has this been signed off?

Yes No

Date agreed

Name of EIA lead officer

Part B

Full Impact Assessment

Health

Does the Proposal have a significant impact on health and well-being (including effects on the wider determinants of health)?

Yes No *if Yes, complete section below*

Staff

Yes No

Customers

Yes No

Details of impact

Comprehensive Health Impact Assessment being completed

Yes No

Please attach health impact assessment as a supporting document below.

Public Health Leads has signed off the health impact(s) of this EIA

Yes No

**Name of Health
Lead Officer**

Age

Impact on Staff

Yes No

Impact on Customers

Yes No

Details of impact

Disability

Impact on Staff

Yes No

Impact on Customers

Yes No

Details of impact

Pregnancy/Maternity

Impact on Staff

Yes No

Impact on Customers

Yes No

Details of impact

Race

Impact on Staff

Yes No

Impact on Customers

Yes No

Details of impact

Religion/Belief

Impact on Staff

Yes No

Impact on Customers

Yes No

Details of impact

Sex

Impact on Staff

Yes No

Impact on Customers

Yes No

Details of impact

Sexual Orientation

Impact on Staff

Yes No

Impact on Customers

Yes No

Details of impact

Gender Reassignment (Transgender)

Impact on Staff

Yes No

Impact on Customers

Yes No

Details of impact

Carers

Impact on Staff

Yes No

Impact on Customers

Yes No

Details of impact

Voluntary, Community & Faith sectors

Impact on Staff

Yes No

Impact on Customers

Yes No

Details of impact

Partners

Impact on Staff

Yes No

Impact on Customers

Yes No

Details of impact

Cohesion

Staff

Yes No

Customers

Yes No

Details of impact

Poverty & Financial Inclusion

Impact on Staff

Yes No

Impact on Customers

Yes No

Please explain the impact

Impact on Staff

Yes No

Impact on Customers

Yes No

Details of impact

Other

Please specify

Impact on Staff

Yes No

Impact on Customers

Yes No

Details of impact

Action Plan and Supporting Evidence

What actions do you need to take following this EIA?

What evidence have you used to support the info in the EIA?

Detail any changes made as a result of the EIA

Following mitigation is there still significant risk of impact on a protected characteristic. Yes No

If yes, the EIA will need corporate escalation? Please explain below

Sign Off

EIAs must be agreed and signed off by an Equality lead Officer. Has this been signed off?

Yes No

Date agreed

Name of EIA lead officer

Review Date



Report to Housing Committee

10th March 2023

Report of: David Hollis, Interim Director of Legal and Governance

Subject: Committee Work Programme

Author of Report: Rachel Marshall, Principal Democratic Services Officer

Summary:

The Committee's Work Programme is attached at Appendix 1 for the Committee's consideration and discussion. This aims to show all known, substantive agenda items for forthcoming meetings of the Committee, to enable this committee, other committees, officers, partners and the public to plan their work with and for the Committee.

Any changes since the Committee's last meeting, including any new items, have been made in consultation with the Chair, and the document is always considered at the regular pre-meetings to which all Group Spokespersons are invited.

The following potential sources of new items are included in this report, where applicable:

- Questions and petitions from the public, including those referred from Council
- References from Council or other committees (statements formally sent for this committee's attention)
- A list of issues, each with a short summary, which have been identified by the Committee or officers as potential items but which have not yet been scheduled (See Appendix 1)

The Work Programme will remain a live document and will be brought to each Committee meeting.

Recommendations:

1. That the Committee's work programme, as set out in Appendix 1 be agreed, including any additions and amendments identified in Part 1;
2. That consideration be given to the further additions or adjustments to the work programme presented at Part 2 of Appendix 1;
3. That Members give consideration to any further issues to be explored by officers for inclusion in Part 2 of Appendix 1 of the next work programme report, for potential addition to the work programme;

Background Papers: None**Category of Report:** Open

COMMITTEE WORK PROGRAMME**1.0 Prioritisation**

1.1 For practical reasons this committee has a limited amount of time each year in which to conduct its formal business. The Committee will need to prioritise firmly in order that formal meetings are used primarily for business requiring formal decisions, or which for other reasons it is felt must be conducted in a formal setting.

1.2 In order to ensure that prioritisation is effectively done, on the basis of evidence and informed advice, Members should usually avoid adding items to the work programme which do not already appear:

- In the draft work programme in Appendix 1 due to the discretion of the chair; or
- within the body of this report accompanied by a suitable amount of information

2.0 References from Council or other Committees

2.1 Any references sent to this Committee by Council, including any public questions, petitions and motions, or other committees since the last meeting are listed here, with commentary and a proposed course of action, as appropriate:

Issue 1	
Referred from	
Details	;

<i>Commentary/ Action Proposed</i>	

3.0 Member engagement, learning and policy development outside of Committee

3.1 Subject to the capacity and availability of councillors and officers, there are a range of ways in which Members can explore subjects, monitor information and develop their ideas about forthcoming decisions outside of formal meetings. Appendix 2 is an example 'menu' of some of the ways this could be done. It is entirely appropriate that member development, exploration and policy development should in many cases take place in a private setting, to allow members to learn and formulate a position in a neutral space before bringing the issue into the public domain at a formal meeting.

2.2 Training & Skills Development - Induction programme for this committee.

Title	Description & Format	Date

Appendix 1 – Work Programme

Part 1: Proposed additions and amendments to the work programme since the last meeting:

Item	Proposed Date	Note
DEFERRED: Gypsy and Traveller Pitch Fees	10 March 2023	Deferred to March meeting following Housing Policy Committee meeting held on 2 nd February 2023
MERGED: Improving the Council Housing Repairs Service	10 March 2023	This item has been merged with the HNS and Repairs Performance Report on the same agenda
NEW: Update on Place Systems Review	10 March 2023	Added to March meeting
NEW: Customer Engagement Strategy 2023-25	Meeting 1 2023	Added to Meeting 1 2023 following at request at Housing Policy Committee

Part 2: List of other potential items not yet included in the work programme

Issues that have recently been identified by the Committee, its Chair or officers as potential items but have not yet been added to the proposed work programme. If a Councillor raises an idea in a meeting and the committee agrees under recommendation 3 that this should be explored, it will appear either in the work programme or in this section of the report at the committee's next meeting, at the discretion of the Chair.

Topic	
Description	
Lead Officer/s	
Item suggested by	<i>Officer, Member, Committee, partners, public question, petition etc</i>
Type of item	<i>Referral to decision-maker/Pre-decision (policy development/Post-decision (service performance/ monitoring)</i>
Prior member engagement/ development required <i>(with reference to options in Appendix 2)</i>	
Public Participation/ Engagement approach <i>(with reference to toolkit in Appendix 3)</i>	

Lead Officer Commentary/Proposed Action(s)	
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Part 3: Agenda Items for Forthcoming Meetings

Meeting 6	10 March 2023	Time				
Topic	Description	Lead Officer/s	Type of item <ul style="list-style-type: none"> Decision Referral to decision-maker Pre-decision (policy development) Post-decision (service performance/monitoring) 	(re: decisions) Prior member engagement/development required <i>(with reference to options in Appendix 2)</i>	(re: decisions) Public Participation/Engagement approach <i>(with reference to toolkit in Appendix 3)</i>	Final decision-maker (& date) <ul style="list-style-type: none"> This Cttee Another Cttee (eg S&R) Full Council Officer
HNS and Repairs Performance Report	Overview of HNS and Repairs Service performance	Janet Sharpe Tom Smith	Post-decision (service performance/monitoring)	N/A		This Committee
Modifying Private Rented Solutions Policy	Approval of proposed Private Rented Solutions Policy amendments	Suzanne Allen	Decision	Yes		This Committee
Homelessness Prevention and Rough Sleeping Strategy- Action Plan	An action plan is required to detail how the priorities within the Homelessness Prevention and Rough Sleeping Strategy will be delivered.	Suzanne Allen	Decision	Knowledge Briefings 17th November 2022, 01st December 2022 Full Strategy to Committee 15th December 2022	Public participation and engagement detailed in full strategy	This Committee

Private Sector Housing Regulation update	A report providing the Committee with a performance update on private sector housing enforcement activity and selective licensing	Darryl Smedley	Post-decision (service performance/ monitoring)	Knowledge Briefing 23 rd February 2023	TBC	This Committee (referred from Full Council)
Defferered: Gypsy and Traveller Pitch Fees	Approval of annual charges for Gypsy and Traveller Pitch Fees	Jonathan South	Decision	Yes		This Committee
NEW: Update on Place Systems Review	A report providing an update on the implementation of a new housing management IT system	Bev Mullooly	Post-decision (service performance/ monitoring)	No		This Committee
Standing items	<ul style="list-style-type: none"> • <i>Public Questions/ Petitions</i> • <i>Work Programme</i> • <i>[any other committee-specific standing items eg finance or service monitoring]</i> 					
Capital Finance Monitoring Report	Approval of Capital Finance Monitoring Report	Janet Sharpe	Post-decision (service performance/ monitoring)	N/A		N/A

Meeting 1 2023	TBC	Time				
Topic	Description	Lead Officer/s	Type of item <ul style="list-style-type: none"> • <i>Decision</i> • <i>Referral to decision-maker</i> 	<i>(re: decisions)</i> Prior member engagement/ development required	<i>(re: decisions)</i> Public Participation/	Final decision-maker (& date) <ul style="list-style-type: none"> • This Cttee • Another Cttee (eg S&R)

			<ul style="list-style-type: none"> • <i>Pre-decision (policy development)</i> • <i>Post-decision (service performance/ monitoring)</i> 	<i>(with reference to options in Appendix 2)</i>	Engagement approach <i>(with reference to toolkit in Appendix 3)</i>	<ul style="list-style-type: none"> • Full Council • Officer
NEW: HNS and Repairs Performance Report	Quarterly overview of HNS and Repairs Service performance (including Capital Programme and Stock Increase Programme updates)	Janet Sharpe	Post-decision (service performance/ monitoring)	N/A		This Committee
First Homes Policy	Approval of First Homes Policy	Suzanne Allen	Decision	Knowledge briefing for the Housing Policy Committee about the draft local eligibility criteria and developers' fee being proposed.	Guidance received at knowledge briefing with the Housing Policy Committee was that consultation with advice agencies such as Shelter as well as Planning consultants should be undertaken.	This Committee
NEW: Customer Engagement Strategy 2023-25 (Awaiting Form 1)	<ul style="list-style-type: none"> • <i>Report updating Committee on arrangements for tenant involvement and empowerment and approval of revised strategy</i> 	Janet Sharpe	Decision	Through Knowledge Briefings and LACs	Through a range of tenant consultation	This Committee
Standing items	<ul style="list-style-type: none"> • <i>Public Questions/ Petitions</i> • <i>Work Programme</i> • <i>[any other committee-specific standing items]</i> 					

	<i>eg finance or service monitoring]</i>					
Revenue Finance Monitoring Report	Approval of Revenue Finance Monitoring Report	Tony Kirkham	N/A		N/A	N/A
Capital Finance Monitoring Report	Approval of Capital Finance Monitoring Report	Janet Sharpe	Post-decision (service performance/ monitoring)	N/A		N/A

Meeting 2 2023	TBC	Time				
Topic	Description	Lead Officer/s	Type of item <ul style="list-style-type: none"> Decision Referral to decision-maker Pre-decision (policy development) Post-decision (service performance/ monitoring) 	(re: decisions) Prior member engagement/ development required (with reference to options in Appendix 2)	(re: decisions) Public Participation/ Engagement approach (with reference to toolkit in Appendix 3)	Final decision-maker (& date) <ul style="list-style-type: none"> This Cttee Another Cttee (eg S&R) Full Council Officer
Housing Strategy	Approve final Housing Strategy	Suzanne Allen	Referral to decision maker	Yes		This Committee and Full Council
NEW: HNS and Repairs Performance Report	Quarterly overview of HNS and Repairs Service performance (including Capital Programme and Stock Increase Programme updates)	Janet Sharpe	Post-decision (service performance/ monitoring)	N/A		This Committee
NEW: Approach to council housing disrepair	appraisal of council housing disrepair and a strategy for improvement, including how they will implement the recommendations of the	Dean Butterworth	Post-decision (service performance/ monitoring)	Yes		This Committee (referred from Full Council)

	Housing Ombudsman's 2021 report "Spotlight on Damp and Mould";					
Standing items	<ul style="list-style-type: none"> • <i>Public Questions/ Petitions</i> • <i>Work Programme</i> • <i>[any other committee-specific standing items eg finance or service monitoring]</i> 					
Revenue Finance Monitoring Report	Approval of Revenue Finance Monitoring Report	Tony Kirkham	N/A		N/A	N/A
Capital Finance Monitoring Report	Approval of Capital Finance Monitoring Report	Janet Sharpe	Post-decision (service performance/ monitoring)	N/A		N/A

Items which the committee have agreed to add to an agenda, but for which no date is yet set.						
Topic	Description	Lead Officer/s	Type of item <ul style="list-style-type: none"> Decision Referral to decision-maker Pre-decision (policy development) Post-decision (service performance/monitoring) 	(re: decisions) Prior member engagement/development required <i>(with reference to options in Appendix 2)</i>	(re: decisions) Public Participation/Engagement approach <i>(with reference to toolkit in Appendix 3)</i>	Final decision-maker (& date) <ul style="list-style-type: none"> This Cttee Another Cttee (eg S&R) Full Council Officer
Charged Gardening Scheme	Consideration of a charged gardening scheme for council tenants	Helen Scott	Policy and Implementation	Yes		This Committee
Service Charges and Consultation arrangements	Consideration of the possible introduction of service charges for council tenants	Darryl Smedley	Pre-decision (policy development) – to commence formal consultation.	Yes		This Committee
Net-Zero Roadmap - for existing public and private homes	Approval of plans for achieving Net Zero across SCC homes - Stage 1	Nathan Robinson	Decision	Yes		This Committee
Consultation on amendments to the Allocations Policy	Approval of proposed Allocation Policy amendments	David Wilkinson	Re-decisions (Policy development)	Yes		This Committee
Older Persons Independent Housing Living Strategy	5-year strategy setting out Sheffield's strategic approaches for helping our growing older population to live	Suzanne Allen	Decision	Yes; written briefings, all member briefings	Creative use of online engagement channels; working with VCF networks; stakeholder	This Committee

	independently in their own homes across all housing tenures.				reference groups; formal and informal discussion groups	
Gypsy and Traveller New Pitch and Sites Plan						
Housing-related Support Review						

Appendix 2 – Menu of options for member engagement, learning and development prior to formal Committee consideration

Members should give early consideration to the degree of pre-work needed before an item appears on a formal agenda.

All agenda items will anyway be supported by the following:

- Discussion well in advance as part of the work programme item at Pre-agenda meetings. These take place in advance of each formal meeting, before the agenda is published and they consider the full work programme, not just the immediate forthcoming meeting. They include the Chair, Vice Chair and all Group Spokespersons from the committee, with officers
- Discussion and, where required, briefing by officers at pre-committee meetings in advance of each formal meeting, after the agenda is published. These include the Chair, Vice Chair and all Group Spokespersons from the committee, with officers.
- Work Programming items on each formal agenda, as part of an annual and ongoing work programming exercise
- Full officer report on a public agenda, with time for a public discussion in committee
- Officer meetings with Chair & VC as representatives of the committee, to consider addition to the draft work programme, and later to inform the overall development of the issue and report, for the committee's consideration.

The following are examples of some of the optional ways in which the committee may wish to ensure that they are sufficiently engaged and informed prior to taking a public decision on a matter. In all cases the presumption is that these will take place in private, however some meetings could happen in public or eg be reported to the public committee at a later date.

These options are presented in approximately ascending order of the amount of resources needed to deliver them. Members must prioritise carefully, in consultation with officers, which items require what degree of involvement and information in advance of committee meetings, in order that this can be delivered within the officer capacity available.

The majority of items cannot be subject to the more involved options on this list, for reasons of officer capacity.

- Written briefing for the committee or all members (email)
- All-member newsletter (email)
- Requests for information from specific outside bodies etc.
- All-committee briefings (private or, in exceptional cases, in-committee)
- All-member briefing (virtual meeting)
- Facilitated policy development workshop (potential to invite external experts / public, see appendix 2)
- Site visits (including to services of the council)
- Task and Finish group (one at a time, one per cttee)

Furthermore, a range of public participation and engagement options are available to inform Councillors, see appendix 3.

Appendix 3 – Public engagement and participation toolkit

Public Engagement Toolkit

On 23 March 2022 Full Council agreed the following:

A toolkit to be developed for each committee to use when considering its 'menu of options' for ensuring the voice of the public has been central to their policy development work. Building on the developing advice from communities and Involve, committees should make sure they have a clear purpose for engagement; actively support diverse communities to engage; match methods to the audience and use a range of methods; build on what's worked and existing intelligence (SCC and elsewhere); and be very clear to participants on the impact that engagement will have.

The list below builds on the experiences of Scrutiny Committees and latterly the Transitional Committees and will continue to develop. The toolkit includes (but is not be limited to):

- a. Public calls for evidence
- b. Issue-focused workshops with attendees from multiple backgrounds (sometimes known as 'hackathons') led by committees
- c. Creative use of online engagement channels
- d. Working with VCF networks (eg including the Sheffield Equality Partnership) to seek views of communities
- e. Co-design events on specific challenges or to support policy development
- f. Citizens assembly style activities
- g. Stakeholder reference groups (standing or one-off)
- h. Committee / small group visits to services
- i. Formal and informal discussion groups
- j. Facilitated communities of interest around each committee (eg a mailing list of self-identified stakeholders and interested parties with regular information about forthcoming decisions and requests for contributions or volunteers for temporary co-option)
- k. Facility for medium-term or issue-by-issue co-option from outside the Council onto Committees or Task and Finish Groups. Co-optees of this sort at Policy Committees would be non-voting.

This public engagement toolkit is intended to be a quick 'how-to' guide for Members and officers to use when undertaking participatory activity through committees.

It will provide an overview of the options available, including the above list, and cover:

- How to focus on purpose and who we are trying to reach
- When to use and when not to use different methods
- How to plan well and be clear to citizens what impact their voice will have
- How to manage costs, timescales, scale.

There is an expectation that Members and Officers will be giving strong consideration to the public participation and engagement options for each item on a committee's work programme, with reference to the above list a-k.