

Housing Policy Committee

Thursday 8 June 2023 at 10.00 am

Town Hall, Sheffield, S1 2HH

The Press and Public are Welcome to Attend

Membership

Councillor Douglas Johnson
Councillor Penny Baker
Councillor Nabeela Mowlana
Councillor Bryan Lodge
Councillor Barbara Masters
Councillor Alison Norris
Councillor Paul Turpin
Councillor Paul Wood
Councillor Alan Woodcock

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
8 JUNE 2023**

Order of Business

Welcome and Housekeeping

The Chair to welcome attendees to the meeting and outline basic housekeeping and fire safety arrangements.

1. Apologies for Absence

2. Exclusion of Press and Public

To identify items where resolutions may be moved to exclude the press and public

3. Declarations of Interest

Members to declare any interests they have in the business to be considered at the meeting

(Pages 7 - 10)

4. Minutes of Previous Meeting

To approve the minutes of the last meeting of the Committee held on

(Pages 11 - 20)

5. Appointment to Urgency Sub-Committee

6. Public Questions and Petitions

To receive any questions or petitions from members of the public.

(NOTE: There is a time limit of up to 30 minutes for the above item of business. In accordance with the arrangements published on the Council's website, questions/petitions at the meeting are required to be submitted in writing, to committee@sheffield.gov.uk, by 9.00 a.m. on 6 June 2023).

7. Work Programme

Report of Interim Director, Legal and Governance

(Pages 21 - 38)

Formal Decisions

8. HNS and Repairs Performance Reports

Report of Executive Director, Operational Services

(Pages 39 - 80)

9. Revenue Budget Monitoring Report - Month 12

Report of Director, Finance and Commercial Services

(Pages 81 - 92)

10. Introduction to the remit of the HPC

(Pages 93 - 112)

11. Housing Strategy Task and Finish Group

(Pages 113 -
118)

Report of Executive Director, Operational Services

12. Net-Zero Verbal Update

**NOTE: The next meeting of Housing Policy Committee
will be held on Thursday 14 September 2023 at 10.00
am**

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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 17 March 2023

PRESENT: Councillors Douglas Johnson (Chair), Penny Baker (Deputy Chair), Sue Auckland, Ben Curran, Denise Fox, Sophie Thornton and Minesh Parekh (Substitute Member)

1. APOLOGIES FOR ABSENCE

1.1 Apologies of absence were received from Cllr Paul Wood and Cllr Fran Belbin.

2. EXCLUSION OF PRESS AND PUBLIC

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

3. DECLARATIONS OF INTEREST

3.1 No pecuniary interests were declared at the meeting. Cllr Auckland wished that it be noted she acts on behalf of a minor in a rented property.

4. MINUTES OF PREVIOUS MEETING

4.1 The minutes of the previous meeting held on 2nd Feb 2023 were approved as a correct record.

5. PUBLIC QUESTIONS AND PETITIONS

5.1 A public question was received from Emily Wilson:

Q1: There is growing concern among residents about under regulated and unregulated HMOs in Broomhill and Sharrow Vale ward pushing the area towards, in the word of one resident, "slum-like conditions." Currently half of the 1900 HMOs in Sheffield are in Broomhill and Sharrow Vale ward.

Issues include mould and damp leading to health issues and large amounts of rubbish and refuse and inadequate parking in areas with high numbers of HMOs. Residents were particular concerned about a recent case where a HMO was approved in an area with an Article 4 directive in place. The property claimed it had been operating as a HMO for 10 years with no sanctions applied which meant that the Article 4 directive in place in the area didn't apply. Some of the residents are sceptical that it actually was operating as a HMO for 10 years. It illustrates the need for tighter regulation in order for existing measures to be effective and the need for a more holistic plan/approach.

Q2: The photo below shows a child's bedding bought new one week ago. This

is from a flat on Exeter Drive where the family are all sleeping in one room because the mould and damp is so severe. The child is up at night with breathing issues the GP has said are related to the mould. Although a particularly awful case, it is only one of many cases of damp and mould in these buildings. On inspection nearly every flat has mould and damp on the outside wall, around the window. Residents believe there is an issue with the building itself that is leading to the issues.

The Chair responded with:

A1: Over the past 5 years the Council's private housing standards responded to just under 2000 complaints across all property types and of these, 8% related to properties in Broom and Sharrowvale wards. We know that is an area where there is a lot of HMO's and that is why there is the article for direction. The council's planning committee approved another house in multiple occupation despite a number of rejections from residents. You are right to show that there is a problem. The green party are doing quite a bit of work to ensure the neighbourhood plan is followed.

Sheffield Council's Private Sector Housing Team regulates the private sector to ensure it offers safe and well-managed accommodation to protect the health, safety and welfare of tenants.

We are responsible for the delivery of mandatory HMO licensing. In order for a HMO to fall within the mandatory licensing scheme they have to be occupied by 5 or more people, forming 2 or more households which share facilities such as kitchen / bathroom. HMOs occupied by less than 5 people are not required to have a licence but must still abide to management and fire safety standards.

Each licenced HMO in Sheffield are inspected to ensure conditions of licencing are being met. Where they do not, we take robust enforcement action. Over £360K of fines in relation to HMO related offences have been issued over the last 5 years sending an important message to non-compliant landlords that they will be punished.

Any tenant that is experiencing property condition and / or management issues, including damp and mould, should contact Private Housing Standards directly on 0114 2734680 or by email at phs@sheffield.gov.uk and we will investigate this.

A2: The Council have set up the Damp and Mould Task Group to deliver a strategic response to how it will deal with all matters relating to damp and mould. The GP consortia are represented on the Damp and Mould Task Group and it is developing a single portal from which all GP's can raise concerns where patients in council housing have expressed health concerns relating to their property.

For this particular property if we had the address the service would commission a same day inspection to assess the root cause of the damp and mould and to

facilitate appropriate remedial action. Should the tenant need to be temporarily rehoused during this work then this will happen as a priority, in consultation with the tenants.

Also, the council is working on improving its stock condition data across all of its stock, including Exeter Drive. This work will determine what works are required to the fabric of the building to reduce the impacts of damp and mould and will influence the priorities within the 5 Year Capital Programme. In the meantime, the Housing and Neighbourhood Service will communicate with all tenants on Exeter Drive on how to report issues relating to damp and mould.

If Damp and Mould issues are reported through the correct channels then the team should be able to respond pretty quickly and I hope this is reassuring.

5.2 A public question was received from James Martin:

The Access Liaison Group preparations for completing the Local Plan consultation identified a two low a provision percentage for wheelchair adaptable/accessible category 3 housing. Requests have been made for information on existing housing stock that is adapted for wheelchair and severely mobility impaired people where level access is essential. Further to this, it is important that supply of accommodation is spread across the city to ensure people can remain local to their support network of family/friends, again a request for information on known strategic gaps in provision was requested

The lack of any response given an extended time period suggests that in common with several of the papers in front of you today that there is an insufficient grasp of existing provision of wheelchair adapted accommodation across sectors and also no strategic plan to ensure enough provision across the city in line with 20-minute neighbourhood plans.

Can the committee ensure that all relevant departments are motivated to track and report existing wheelchair accessible housing stock and identify the provision in terms of geography spread across the city? In my view it is important that this progresses to completion ready for the new political years housing committees.

Q2: Regarding the homelessness prevention strategy action plan (**Item 9**): It is notable that no tracking of need and provision for disabled people despite mentioning other characteristics. Further, we have also noted despite referencing working between different housing teams that a highly disconnected and unsupportive approach which causes distress and does not indicate either a well managed wholistic system or that good outcomes can be achieved for more complex needs. Please can the committee ensure that his and the wider gaps in consideration are addressed?

Q3: Continuing from the previous question: **Item 8** at Disability Sheffield we know that there is evidence for certain causes of homelessness that there is a lack of suitable provision for wheelchair users – particularly in emergency provision. again noting the lack of any reference to accessible accommodation procurement I am doubtful that the anticipator part of the Public Sector Equality

Duty features in the definition of the proposal. Considering the efficiencies sought it is vital that the planning and procurement ensures that accessible accommodation is part of the mix across a selection of needs e.g. accessible accommodation might be required by more than just single people and may include dependents. Please can the committee ensure that there is a clear reflection of the need for accessible accommodation within the policy and monitor this after it is delegated to officers?

A1. While information is available as to which properties have been adapted for mobility issues, and that rehousing decisions are considered based on individual need and location of the property, there is a need to develop a full and accessible adaptations register. Due to the interdependencies of this work and the development of the Place Systems Review, work to develop an Adapted Housing Register will commence in 2023/24 but will not be completed until 2024/25.

A2: Our work to address inequality will include analysis of need for and provision for people with disabilities. This is really important as there is a disproportionate risk and impact of homelessness. This will be undertaken collaboratively across SCC and its partners. We intend to co-produce any service redesigns or new developments with people with lived experience and would welcome the inclusion of Disability Sheffield in this and to join our Homelessness Prevention Forum. It is clearly set out in the Homelessness Prevention Strategy and Action plan that we do need to improve system wide barriers to good experience and outcomes for people with more complex needs – this applies to both within housing services and with other relevant services for example health and care. Again, we intend to review pathways and working practice and would welcome the involvement of Disability Sheffield.

A3: The Action Plan references the need to expand housing options that are suitable for both emergency housing and longer term housing that is suitable to meet the needs of people at risk of homelessness or who are homeless. Each new development that is delivered will be subject to a full business case and specification that will address requirements including accessible accommodation for all members of the household.

6. CAPITAL FINANCE MONITORING REPORT

- 6.1 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 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. The report focussed 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 provided an update of the 5-year Housing Capital Programme.

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

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

6.3 Reasons for Decision

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

6.4 Alternatives Considered and Rejected

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

7. MODIFYING PRIVATE RENTED SOLUTIONS POLICY

7.1 The Service Manager for Supported Housing introduced the report which sought 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.

7.2 Some debate and discussion took place around potential changes and wording to the policy. A vote was taken on the removal of paragraph 8.4 of the policy to which the outcome was: For: 7, Against: 0, Abstentions: 0

7.3 RESOLVED UNANIMOUSLY: 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 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 **subject to the removal of paragraph 8.4 of the Policy.**

7.4 Reasons for Decision

7.4.1 The proposed new PRS policy (Appendix 2) alleviates challenges with the current PRS policy (Appendix 1) as outlined in 1.10 and 1.11.

7.4.2 This will result in more effective use of PRS accommodation in meeting customers' housing needs, particularly around homelessness prevention.

7.5 Alternatives Considered and Rejected

7.5.1 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.

7.5.2 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.

8. HOMELESSNESS PREVENTION AND ROUGH SLEEPING STRATEGY- ACTION PLAN

8.1 The Director of Housing and Neighbourhood Services introduced the report which sought approval of the draft Action Plan to implement the agreed Homelessness Prevention and Rough Sleeping Strategy 2023-28.

8.2 Some discussion and debate took place between Members of the committee around the approval of the recommendation and suggested amendment which was to note the report as opposed to approve. A vote took place on the original recommendation resulting in the following outcome For: 4, Abstentions: 3
Against: 0.

8.3 **RESOLVED:** That the **Housing** Policy Committee:-

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

8.4 Reasons for Decision

- 8.4.1
- 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 partner

8.5 Alternatives Considered and Rejected

8.5.1 It is a statutory requirement of the Homelessness Act 2002 to produce a Homelessness Prevention Strategy every five years. 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.

9. GYPSY AND TRAVELLER PITCH FEES

- 9.1 The Service Manager for Supported Housing 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.

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

1. 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%.

9.3 Reasons for Decision

- 9.3.1 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.

9.4 Alternatives Considered and Rejected

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

10. HNS AND REPAIRS PERFORMANCE REPORT

- 10.1 The Director of Direct Services introduced the report which provided the Committee with an overview of housing performance for a range of services within the remit of the Committee. The report covered 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 allowed the Committee to understand and comment on the performance delivery of housing services to both tenants and citizens.

- 10.2 **RESOLVED UNANIMOUSLY:** 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.

10.3 **Reasons for Decision**

10.3.1 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.

10.4 **Alternatives Considered and Rejected**

10.4.1 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.

11. **PRIVATE SECTOR HOUSING REGULATION**

11.1 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.

The Service Manager for Private Housing Standards introduced the report which was for noting, it provided 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.

11.2 RESOLVED UNANIMOUSLY: 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

11.3 Reasons for Decision

11.3.1 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.

11.4 Alternatives Considered and Rejected

11.4.1 None.

12. UPDATE ON PLACE SYSTEMS REVIEW

12.1 The Head of Housing and Neighbourhood Services introduced the report which updated the Committee 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.

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

1. Note the contents of the report.

12.3 Reasons for Decision

12.3.1 Contract for the new integrated Housing Management System has now been

signed with NEC Housing.

12.3.2 Revised timescales for the implementation of NEC Housing phases 1 and 2.1.

12.4 **Alternatives Considered and Rejected**

12.4.1 Not applicable.

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 It was suggested to add the Net Zero Road Map item from the work programme to next meeting of the committee.

13.3 **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 Housing Committee

8 JUNE 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	Full Council – 20 th February 2023
Details	(k) reaffirms its support for the creation of an Alternative Disrepair Resolution Scheme (which will allow tenants to receive full compensation for disrepair claims) and its support of council tenants to directly employ contractors if a repair has been delayed, and urges the Housing Policy Committee to consider these proposals favourably when they come to Committee; (l) welcomes the positive engagement that has taken place with our Tenants' and Residents' Associations, and encourages the Housing Policy

	Committee to continue extending tenant engagement where possible;
<i>Commentary/ Action Proposed</i>	The Policy Committee have asked officers to take account of the motions passed at Full Council. Officers are currently working on proposals, and these proposals will be considered as part of items on the Committee Forward Plan in September (item k above) and November (Item l above).

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
Housing Ombudsman Complaint Handling Code – Annual Self-Assessment	September 2023	Added to Meeting 2 – already had Form 1
Customer Engagement Strategy 2023-25	November 2023	Moved from Meeting 1 2023
Charged Gardening Scheme	N/A	Deleted from items with no date set – will be re-added if required
Housing-related Support Review	N/A	Deleted from items with no date set – will be re-added if required
First Homes Policy	N/A	Removed from Meeting 1 2023 – will be re-added if required
Consultation on Allocations Policy	N/A	Deleted from items with no date set – will be re-added if required
Service Charges	N/A	Deleted from items with no date set – Likely to be brought forward 24/25
Introduction to the remit of the Housing Policy Committee	June 2023	
Net-Zero Roadmap - for existing public and private homes	September 2023	Moved from no date set to September meeting
HNS and Repairs Performance Reports	Various	Quarterly performance reports added to relevant agendas for 23/24
Housing Revenue Account Business Plan	November and December 2023	New item added to Forward Plan
Housing General Fund savings proposals	November and December 2023	New item added to Forward Plan
Damp and Mould Partnership Task Force action plan	November 2023	New item added to Forward Plan
Housing Regulation	November 2023	New item added to Forward Plan
Asset Management Strategy	December 2023	New item added to Forward Plan
Older Person Independent Living Strategy	January 2024	Moved from no date set to January meeting
Approval of a new Housing Strategy for the City	March 2024	Moved from no date set to March meeting
Net-Zero update	June 2023	Verbal update added to June agenda
Housing Strategy Task and Finish Group	June 2023	New item added to Forward Plan

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)	

Part 3: Agenda Items for Forthcoming Meetings

Meeting 1 2023	8 June 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
NEW: Introduction to the remit of the Housing Policy Committee	Overview of the services within the remit of this Committee	Janet Sharpe Tom Smith	Briefing	N/A	N/A	This Committee
HNS and Repairs Performance Reports	Quarterly overview of HNS and Repairs Service performance (including Capital Programme and Stock Increase Programme updates)	Janet Sharpe Tom Smith	Service performance/monitoring	N/A	Performance is shared with tenants through newsletters, the website and tenant meetings	This Committee
Net-Zero Update	A verbal update on plans for achieving Net-Zero in the housing stock	Janet Sharpe	Pre-decision (policy development)	N/A	N/A	This Committee
Housing Strategy Task and Finish Group	Review of membership and TOR for previously established Task and Finish Group	Janet Sharpe	Decision	N/A	N/A	This Committee
Standing items	<ul style="list-style-type: none"> Public Questions/Petitions 					

	<ul style="list-style-type: none"> • <i>Work Programme</i> • NEW: National Policy and Regulation responses • <i>[any other committee-specific standing items eg finance or service monitoring]</i> 					
Revenue Finance Monitoring Report	Approval of Revenue Finance Monitoring Report	Jane Wilby	Post-decision (service performance/ monitoring)	N/A	N/A	N/A

Meeting 2 2023	14 September 2023	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>Pre-decision (policy development)</i> • <i>Post-decision (service performance/ monitoring)</i> 	<i>(re: decisions)</i> Prior member engagement/ development required <i>(with reference to options in Appendix 2)</i>	<i>(re: decisions)</i> 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
Council housing disrepair	Appraisal of council housing disrepair and a strategy for improvement, including implementation of the recommendations of the Housing Ombudsman's 2021 report "Spotlight on Damp and Mould";	Dean Butterworth	Post-decision (service performance/ monitoring)	Yes	TBC	This Committee (referred from Full Council)

NEW: Net-Zero Roadmap - for existing public and private homes	Consideration of plans for achieving Net Zero across SCC homes - Stage 1	Nathan Robinson	Decision	Yes	TBC	This Committee
NEW: HMO Licensing Fee Review	Approve the revised HMO License Fee and Charging Structure	Darryl Smedley	Decision	Yes		This Committee
NEW: Housing Ombudsman Complaint Handling Code – Annual Self-Assessment	Approve the outcomes of annual self-assessment against the Housing Ombudsman Complaint Handling Code	Bev Mullooly & Vicky Kennedy	Decision	Yes		This Committee
NEW: HNS and Repairs Performance Reports	Quarterly overview of HNS and Repairs Service performance (including Capital Programme and Stock Increase Programme updates)	Janet Sharpe Tom Smith	Post-decision (service performance/ monitoring)	N/A	Performance is shared with tenants through newsletters, the website and tenant meetings	This Committee
Standing items	<ul style="list-style-type: none"> • <i>Public Questions/ Petitions</i> • <i>Work Programme</i> • <i>National Policy and Regulation responses</i> • <i>[any other committee-specific standing items eg finance or service monitoring]</i> 					
Revenue Finance Monitoring Report	Approval of Revenue Finance Monitoring Report	Jane Wilby	Post-decision (service performance/ monitoring)	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	N/A
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Meeting 3 2023	2 November 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 (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
NEW: Housing Revenue Account Business Plan	Consideration of planned financial pressures to achieve a balanced Business Plan for 2024/25	Janet Sharpe	Referral to decision-maker	Prior work with Members through briefings	Consultation with tenants on Business Plan options	Strategy and Resources
NEW: Housing General Fund savings proposals	Consideration of planned financial pressures to achieve a balanced Business Plan for 2024/25	Janet Sharpe	Referral to decision-maker	Prior work with Members through briefings	Consultation with tenants on Business Plan options	Strategy and Resources
NEW: Damp and Mould Partnership Task Force action plan	Consideration of progress on the Partnership Task Force and resultant actions	Janet Sharpe	Post-decision (service performance/ monitoring)	TBC	TBC	This Committee
NEW: Housing Regulation	Overview of new legislative requirements around Consumer and	Janet Sharpe Tom Smith	Post-decision (service performance/ monitoring)	TBC	TBC	This Committee

	Building Safety Regulations					
Customer Engagement Strategy 2023-25	Report updating Committee on arrangements for tenant involvement and empowerment and approval of revised strategy	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>National Policy and Regulation responses</i> • <i>[any other committee-specific standing items eg finance or service monitoring]</i> 					
Revenue Finance Monitoring Report	Approval of Revenue Finance Monitoring Report	Jane Wilby	Post-decision (service performance/ monitoring)	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	N/A

Meeting 5 2023	14 December 2023	Time				
Topic	Description	Lead Officer/s	Type of item	(re: decisions) Prior member engagement/ development required	(re: decisions) Public Participation/	Final decision-maker (& date)
			<ul style="list-style-type: none"> • <i>Decision</i> • <i>Referral to decision-maker</i> 			<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: Housing Revenue Account Business Plan	Consideration of planned financial pressures to achieve a balanced Business Plan for 2024/25	Janet Sharpe	Referral to decision-maker	Prior work with Members through briefings	Consultation with tenants on Business Plan options	Strategy and Resources
NEW: Housing General Fund savings proposals	Consideration of planned financial pressures to achieve a balanced Business Plan for 2024/25	Janet Sharpe	Referral to decision-maker	Prior work with Members through briefings	Consultation with tenants on Business Plan options	Strategy and Resources
NEW: Asset Management Strategy	Approval of the Council Housing Asset Management Strategy	Janet Sharpe	Decision	Through Knowledge Briefings and LACs	Through a range of tenant consultation	This Committee
NEW: HNS and Repairs Performance Reports	Quarterly overview of HNS and Repairs Service performance (including Capital Programme and Stock Increase Programme updates)	Janet Sharpe Tom Smith	Post-decision (service performance/ monitoring)	N/A	Performance is shared with tenants through newsletters, the website and tenant meetings	This Committee
Standing items	<ul style="list-style-type: none"> • <i>Public Questions/ Petitions</i> • <i>Work Programme</i> • <i>National Policy and Regulation responses</i> • <i>[any other committee-specific standing items eg finance or service monitoring]</i> 					
Revenue Finance Monitoring Report	Approval of Revenue Finance Monitoring Report	Jane Wilby	Post-decision (service	N/A	N/A	N/A

			performance/ monitoring)			
Capital Finance Monitoring Report	Approval of Capital Finance Monitoring Report	Janet Sharpe	Post-decision (service performance/ monitoring)	N/A	N/A	N/A

Meeting 5 2023	29 January 2024	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
Older Persons Independent Housing Living Strategy	5-year strategy setting out Sheffield's strategic approaches for helping our growing older population to live independently in their own homes across all housing tenures.	Suzanne Allen	Decision	Yes; written briefings, all member briefings	Creative use of online engagement channels; working with VCF networks; stakeholder reference groups; formal and informal discussion groups	This Committee
Standing items	<ul style="list-style-type: none"> Public Questions/ Petitions Work Programme National Policy and Regulation responses 					

	<ul style="list-style-type: none"> [any other committee-specific standing items eg finance or service monitoring] 					
Revenue Finance Monitoring Report	Approval of Revenue Finance Monitoring Report	Jane Wilby	Post-decision (service performance/monitoring)	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	N/A

Meeting 6 2023	21 March 2024	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
Approval of a new Housing Strategy for the City	Consideration of a new Housing Strategy for the City following significant consultation and policy development	Georgina Parkin	Decision	Significant engagement with Members through Task and Finish	Creative use of online engagement channels; working with VCF networks; stakeholder reference groups; formal and informal discussion groups	This Committee
NEW: HNS and Repairs	Quarterly overview of HNS and Repairs Service performance (including	Janet Sharpe Tom Smith	Post-decision (service	N/A	Performance is shared with tenants through	This Committee

Performance Reports	Capital Programme and Stock Increase Programme updates)		performance/ monitoring)		newsletters, the website and tenant meetings	
Standing items	<ul style="list-style-type: none"> • <i>Public Questions/ Petitions</i> • <i>Work Programme</i> • <i>National Policy and Regulation responses</i> • <i>[any other committee-specific standing items eg finance or service monitoring]</i> 					
Revenue Finance Monitoring Report	Approval of Revenue Finance Monitoring Report	Jane Wilby	Post-decision (service performance/ monitoring)	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	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	(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"> • <i>Decision</i> • <i>Referral to decision-maker</i> • <i>Pre-decision (policy development)</i> • <i>Post-decision (service</i> 			<ul style="list-style-type: none"> • This Cttee • Another Cttee (eg S&R) • Full Council • Officer

			<i>performance/ monitoring)</i>			

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.

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Report to Policy Committee

Author/Lead Officer of Report:
Janet Sharpe, Director of Housing
Tel: 0114 2735493

Report of: Executive Director, Neighbourhood Services
Report to: Housing Policy Committee
Date of Decision: 8 June 2023
Subject: Housing Performance Report (Quarter 4) 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 4 (January – March) 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.

More detailed appendices are included with comparative data against 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 4 of 2022/2023
2. Highlights any issues of concern that they may wish to discuss in future performance reports

Background Papers:

Appendix 1 – Housing Performance Report Q4 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: Nadine Wynter
		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 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 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
	Date: 30.05.23	

1.	Proposal	
1.2	Housing Committee is responsible for regularly monitoring performance	<p>The Constitution of Sheffield City Council delegates to Housing Policy Committee the responsibility for regular monitoring of data including performance and financial information, and for monitoring the performance of housing services (public sector, private sector, and related functions).</p> <p>This report summarises the performance information for housing services up to the end of quarter 4 for the 2022/2023 financial year. The report highlights areas of note, providing explanation where possible, to facilitate the Committee in monitoring housing performance.</p>
1.2	The report highlights several key property and people related performance areas	<p>Key performance areas</p> <p>This report highlights several key areas for the Committee.</p> <p>The key property focused areas are:</p> <ul style="list-style-type: none"> • Health and safety compliance • Damp and mould • Fire and building safety • Delivery of new council housing <p>The key people focused areas area:</p> <ul style="list-style-type: none"> • 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	The appendix report includes additional performance information	<p>Additional information on performance of the Housing and Neighbourhoods Service can be found in the appendix report that accompanies this report.</p> <p>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 provides the opportunity for tenants to scrutinise our performance and provide feedback and thoughts. The appendix report also captures all the performance measures we are required to collate and submit to the Regulator of Social Housing (RSH) from April 2023.</p>
1.4	There is a	A separate performance report on the Repairs and

separate Repairs and Maintenance report	Maintenance Service (RMS) will be presented to the Housing Policy Committee in addition to this report.
2. How are our property-related services performing?	
2.1 Health and Safety Compliance	
2.1.1 Gas safety compliance has improved significantly	We have worked hard over the past quarter to improve compliance on gas safety. Following our self-referral to the Regulator of Social Housing (RSH), we have worked closely with the RSH to ensure our gas safety performance was brought back on track. In December 2022 we agreed a new Gas Safety Policy, we also put in place a new fast track process for dealing with access issues and brought in additional resources to manage our backlog cases.
2.1.2 We are responding sector-wide damp and mould concerns	<p>During 2022/23 there has been a significant increase in damp and mould reports following increased media attention and awareness. The service has responded positively and a Damp and Mould Task Force is now 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.</p> <p>The Damp and Mould Task Force has now established three subgroups, Performance and Data, Operational and Communications and Complaints to lead on specific workstreams as directed by the Damp and Mould Task Force. These subgroups bring together internal teams from across the Council and wider multi-agency partners to collectively improve our knowledge of the prevalence of damp and mould in our city. This will, more importantly, help to identify our greatest risks and inform operational actions to safeguard tenants in social and private housing homes.</p> <p>The Performance and Data Group focus is to take action to improve data quality, maturity and reporting to inform operational action and longer-term investment to reduce the risk of harm from damp and mould. Progress is being made in this space and the Damp and Mould Task Force will agree a reporting dashboard which will continue to evolve iteratively. In addition, we are exploring opportunities with our multi-agency partners to improve data collection and sharing to contribute to our data profile.</p>

2.2 Fire and building safety

2.2.1 We have been experiencing some issues with fire risk assessments

Fire risk assessments were all completed on time for our high rise and Older Persons Independent Living (OPIL) properties during quarter 4. A shortage in resource during quarter 4 resulted in not all low-rise properties being assessed on time, resulting in performing under our overall target of 100% for this measure in 2022/23. We are reviewing resources to ensure this is brought back on track in 2023/24.

2.2.2 We continue to support private rented tenants to live safely

We are responsible for monitoring the health and safety standards of private rented homes across the city, ensuring that we are supporting private rented tenants to live safely in their homes. During quarter 4, we helped to make homes safer for 395 private rented tenants through the removal of Category 1 hazards or high scoring Category 2 hazards. We have made a total of 1,029 private rented tenants' homes safer in 2022/23. 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 125 fire safety hazards in the private sector were resolved in 2022/23. There was a surge in the number of removals during quarter 4. This was due to lot of enquiries made during the colder months relating to colder and wetter weather problems like damp and mould.

2.3 Delivery of new council homes

2.3.1 We have continued to deliver new council housing throughout 2022/23

Market conditions, budget reviews and resourcing impacts have affected our ambitions for delivering new homes this year. However we hit our revised target of 177 new build properties and were just 4 properties short of our acquisitions target of 97.

The Housing Revenue Account Business Plan review process and approval for 2023/2024 onwards will lead to a reprogramming of the new build element of the Stock Increase Programme in line with our strategic priorities.

We will continue to monitor market conditions and the other pressures on the delivery of new homes in the year ahead.

3. How are our people-related services performing?

3.1 Cost-of-living

3.1.1 The cost-of-living crisis continues to affect tenants

The cost-of-living crisis continues to impact our tenants with many continually having to make tough decisions around eating, heating, and debt. Our Hardship Fund payments are non-repayable grants awarded to people to help them through hardship and to support them with living costs. In 2022/23 we have awarded just over £150k in Hardship Fund payments, helping to support 279 of our council housing tenants. These payments continue to support financially struggling tenants to remain in their homes and lessen their financial burdens. Throughout 2022/23 we have also supported tenants in other ways including offering targeted help to vulnerable tenants; training housing staff on utilising the Council's cost-of-living toolkit and working with partners such as Citizens Advice, foodbanks, and charities.

3.1.2 We continue to prioritise supportive income collection

By the end of quarter 4, rent arrears had reduced, standing at around £15.8m. However, the substantial number of ongoing arrears does reflect the continual challenges we face with arrears collection. We are seeing increasing debt levels owed by tenants who are leaving Council properties, and in the current climate it is becoming more difficult to then collect this once they are living elsewhere. Despite the challenges, staff have continued to help the service reduce rent loss by work closely with tenants, supporting them to manage their money and understand their commitment to paying rent and other charges.

3.1.3 There continues to be an increase in demand for our homelessness services

Our homelessness services have experienced high demand this year, with the number of homeless presentations and acceptances being at their highest ever levels. By the end of quarter 4 there had been more than 4,000 homeless presentations across the year. There were around 500 more presentations in 2022/2023 than in the previous year, reflecting the increase in demand we are currently seeing across Sheffield. Councils across England are reporting similar rises in homeless presentations, with the ongoing cost-of-living crisis being amongst reported reasons for this.

There has also been a sustained increase in temporary accommodation occupancy in Sheffield this year. In quarter 1, the total number of households in temporary accommodation was 437. By quarter 4 this had risen to

575. This is significantly above the service's target of 310 and reflects a worrying increase in the number of people living in insecure housing. We are responding to this rising demand with plans to increase our stock of temporary accommodation which should help us better cope with high demand in the year ahead. We know that temporary accommodation offers just a short-term relief to people experiencing homelessness and continue to work with the target of offering more long-term solutions for people.

3.2 Managing our neighbourhoods

3.2.1 Overall satisfaction has remained consistent in 2022/23 but performed below target

During 2022/23 we have asked over 3,000 council tenants how satisfied they are with several aspects of the services as part of our Neighbourhood Tenant Satisfaction survey. The survey includes the Tenant Satisfaction Measures (TSMs) that align with requirements from the Regulator for Social Housing (RSH) that we will need to report on from 2023/24. Satisfaction with the overall service has performed consistently across the year, with a 2022/23 score of 63%. Housemark have reported declines in overall satisfaction across the sector so is a national trend and year on year satisfaction scores satisfaction with the overall service has fallen steadily over the last 5 years. The main reasons for tenant dissatisfaction over the year have included long waiting times for repairs and getting through on the phone.

3.2.2 Improvements needed to boost satisfaction with communal services and facilities

Satisfaction around communal cleaning remains an area in which we would like to improve. 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.

Satisfaction with communal waste management and recycling facilities both performed highly during quarter 4 with both meeting our target of 70% satisfaction for the first time this year. We have consistently improved tenant satisfaction with these measures over the year, showing that the work our Estates and Environmental Service team are carrying out in these areas is having a positive impact.

3.2.3 Tenant perception of how we deal

Anti-social behaviour appears to be of growing concern to our tenants. Throughout the year, satisfaction with our approach to handling of anti-social behaviour has

with anti-social behaviour is an area of concern

consistently fallen, its lowest being at 52% for quarter 4. It is important to highlight that this is a perception question and therefore includes responses from tenants who may have never formally reported anti-social behaviour to us. Scores were particularly low amongst tenants who were quitting a tenancy. This perhaps reflects lots of tenants are affected by low level anti-social behaviour that may not be reported, but which still causes nuisance or annoyance. It will be important for us to continue monitoring comments going forwards to identify themes.

More positively, satisfaction with the speed of service received when people first report an anti-social behaviour complaint has improved across the year and was 65% in quarter 4. This information is collated as part of a service specific survey (transactional survey) which is asked to tenant's who have recently used made an anti-social behaviour complaint or enquiry. Whilst we still have a way to go in meeting our target of 78%, it reflects that we are getting better at responding quicker when people are making direct reports to us.

3.3 Tenant contact

3.3.1 Contacting us remains frustrating for tenants

Satisfaction with the contact centre was 60% in quarter 4, which is consistent with much of 2022/23. Tenants remain frustrated with getting through to us on the phone with many reporting long waiting times, or difficulties chasing existing requests.

New recruits becoming operational on all call types helped the Contact Centre improve waiting times in quarter 4 which is positive. Waiting times for housing customers calling the Contact Centre have fallen from 16.3 minutes in quarter 1 to 12 minutes in quarter 4. We know that we need to maintain these improvements going into 2023/24 as it will take time and consistency to affect any tenant perceptions

3.3.2 Complaints satisfaction has fallen

Tenant satisfaction with the handling of complaints has fallen to 26% in quarter 4. This has dipped from 51% in quarter 3. A change in the way that this question is being asked is partly the reason for this drop - only tenants who have made a formal complaint in the last year are now asked this in line with RSH requirements. The Housing and Neighbourhoods Service have been working alongside the Corporate Complaints teams in 2022/23 to improve staff access and training, data recording and response rates.

3.3.3 We are changing how we communicate with tenants

We continue to develop our approach to communicating with tenants. This year we have increasingly utilised things like e-bulletins, direct emails, and our Housing and Neighbourhoods Service Facebook page. By the end of quarter 4 the page had over 136,000 reaches, which is the number of people who saw the page or content in their news feed. We have also started sharing more performance information with our tenants both on our Facebook page and in e-bulletins to increase our transparency and keep tenants informed on how we are performing. We also continue to work with tenant groups who prefer offline communications, working closely with Tenant and Residents Associations to share information and gather their feedback. It's important to us that we offer a range of communication methods that suit the different needs of our tenants.

Satisfaction that we keep tenants informed about the things that matter to them was 65% in quarter 4 which is a slight dip from last quarter and falls below our target of 70%. Going forwards we will continue to ask tenants what they want us to tell them more about and incorporate this into both our online and offline communications in the hope that we can boost this score.

4. How does this decision contribute?

4.1 Housing performance feeds into the broader corporate priorities in several areas

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 Consultation may be

There has been no consultation on this report, however, it is anticipated that the Committee's response to issues

	undertaken in response to issues documented in this report	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.
5.2	We will look at other ways we can share performance information	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	No new equality implications but some may arise from our response to highlighted issues	Equality Implications 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	No new financial implications but some may arise from our response to highlighted issues	Financial and Commercial Implications 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 need to be made at a future Housing Policy Committee.
6.3	No new legal implications but some may arise from our response to highlighted issues	Legal Implications 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. Any further legal implications will be considered in any future reports to the Housing Policy Committee.
6.4	No new climate implications but some may arise from our response to highlighted issues	Climate implications 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	No other new implications but some may arise from our response to highlighted issues	Other Implications 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	No other options were considered	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	Housing Policy Committee has delegated authority to monitor performance	The Housing Policy Committee has delegated authority to monitor the performance of Housing services to ensure that: <ul style="list-style-type: none"> • 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

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Housing Performance Report

Quarter 4 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



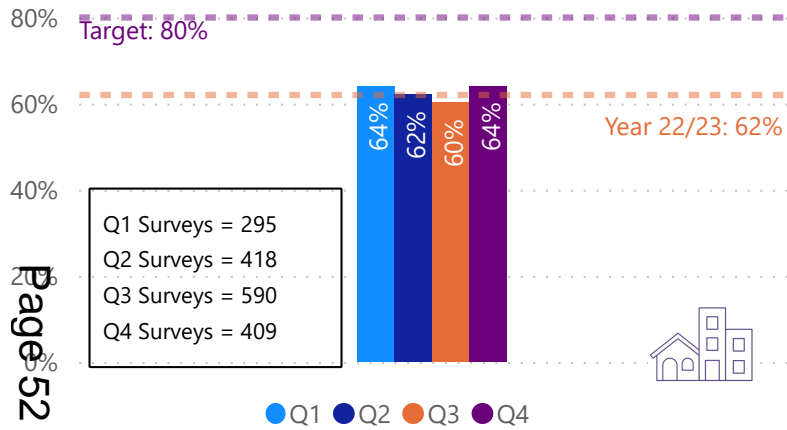
Housemark Benchmark



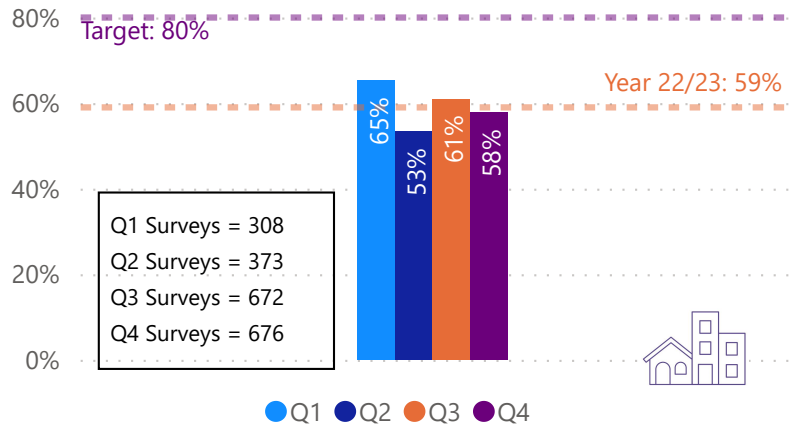
We will offer a range of quality homes

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

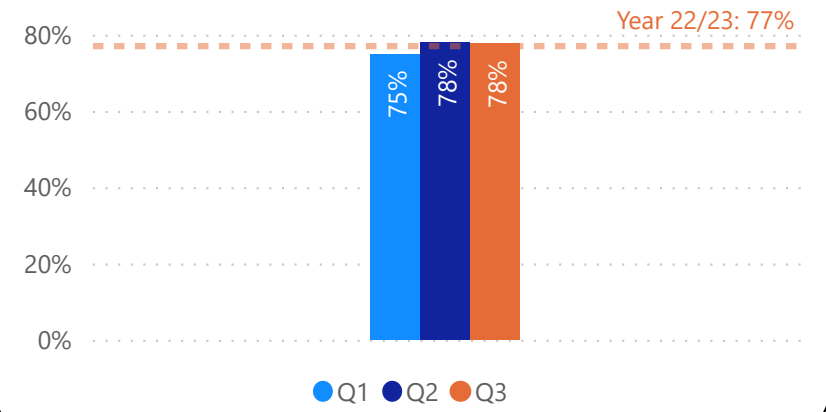
Satisfaction with the repairs service over the last 12 months



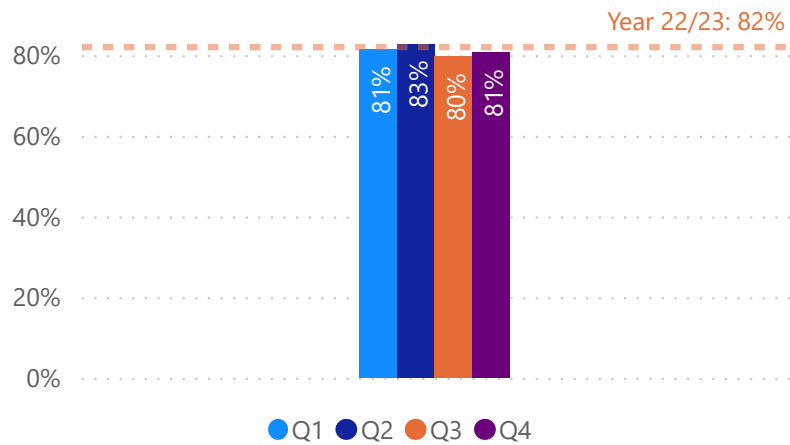
Satisfaction with time taken to complete most recent repair



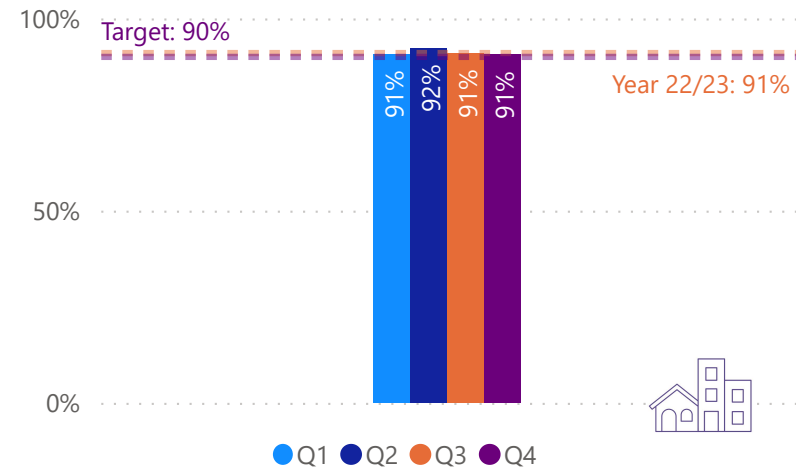
Satisfaction that the repair was done right first time



Satisfaction with the quality of repairs

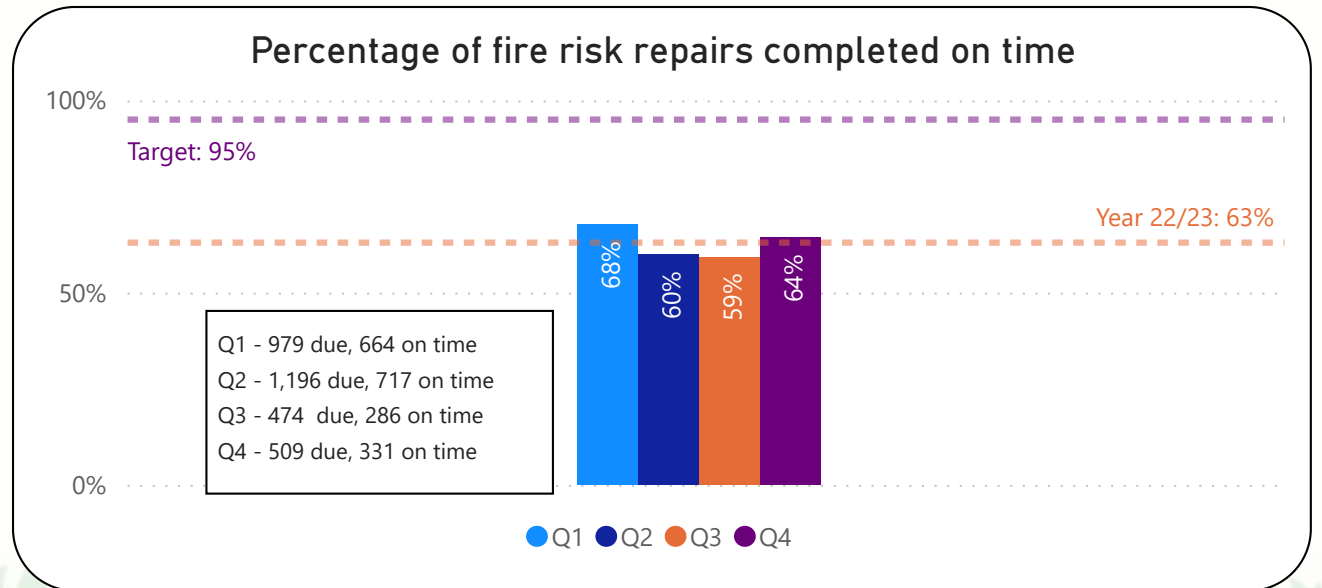
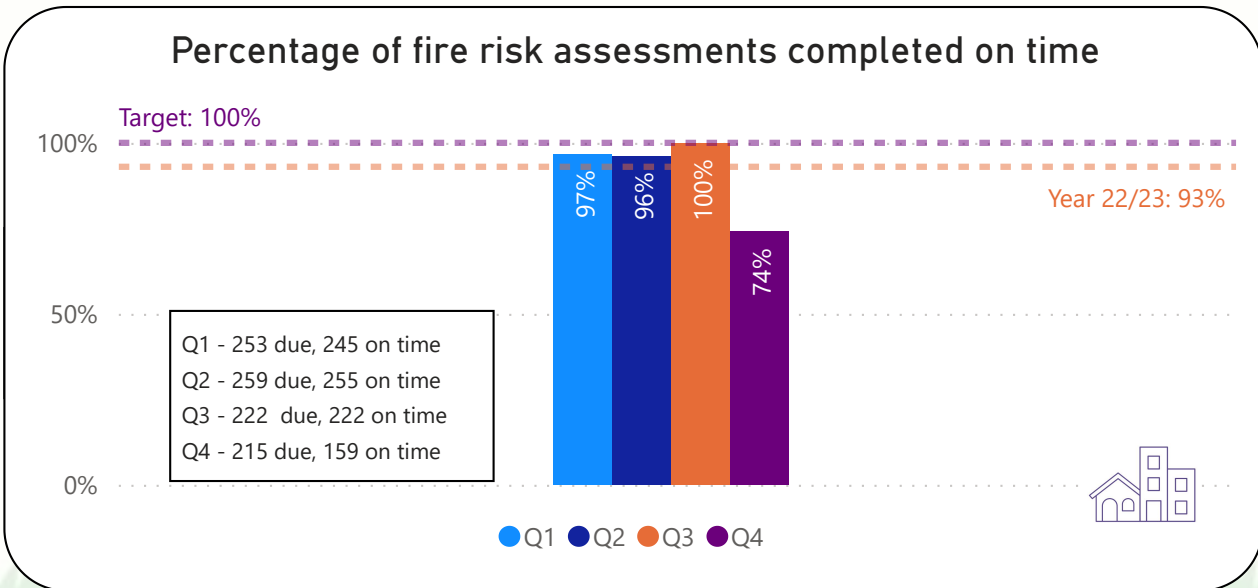
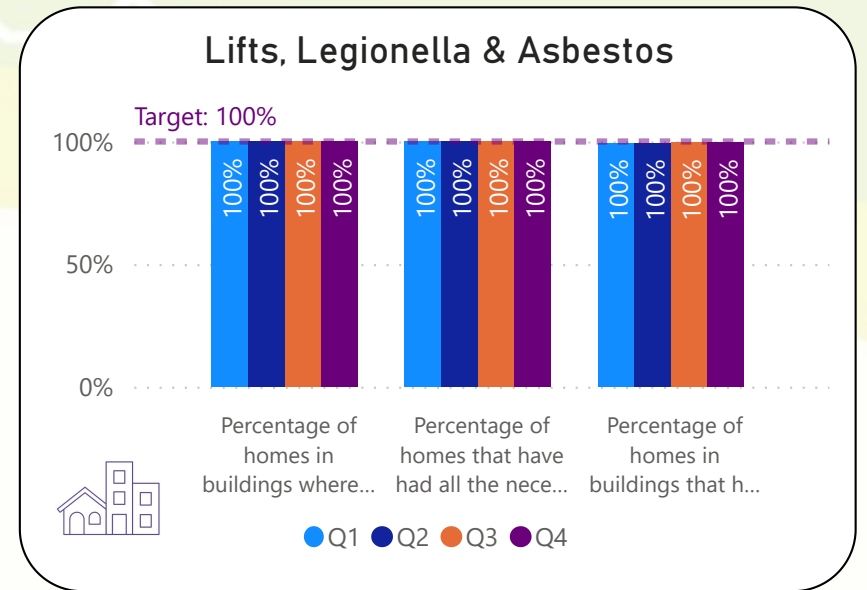
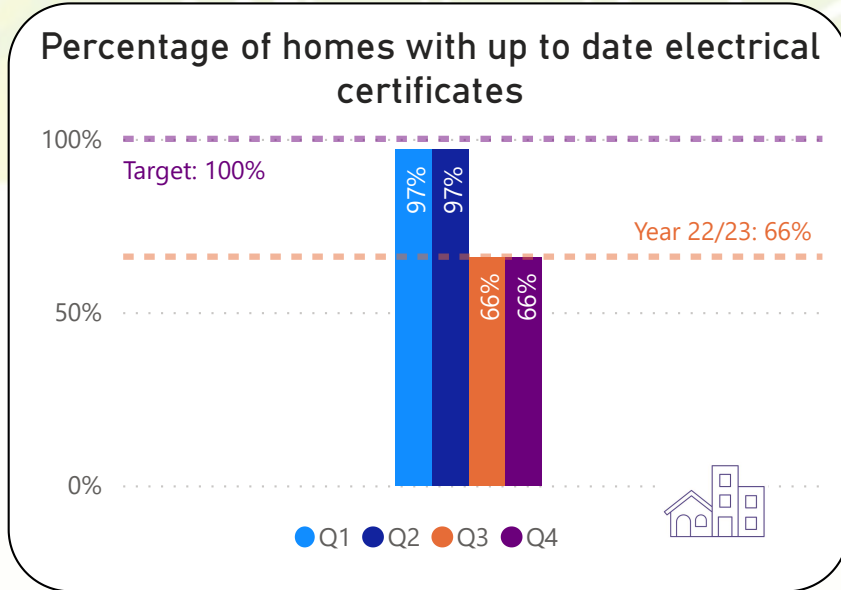
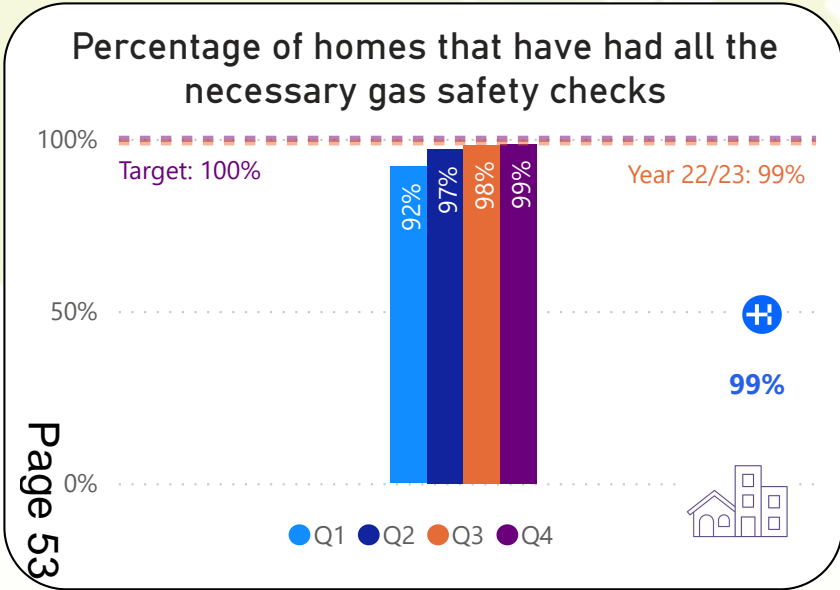


Percentage of repairs completed on time



We will offer a range of quality homes

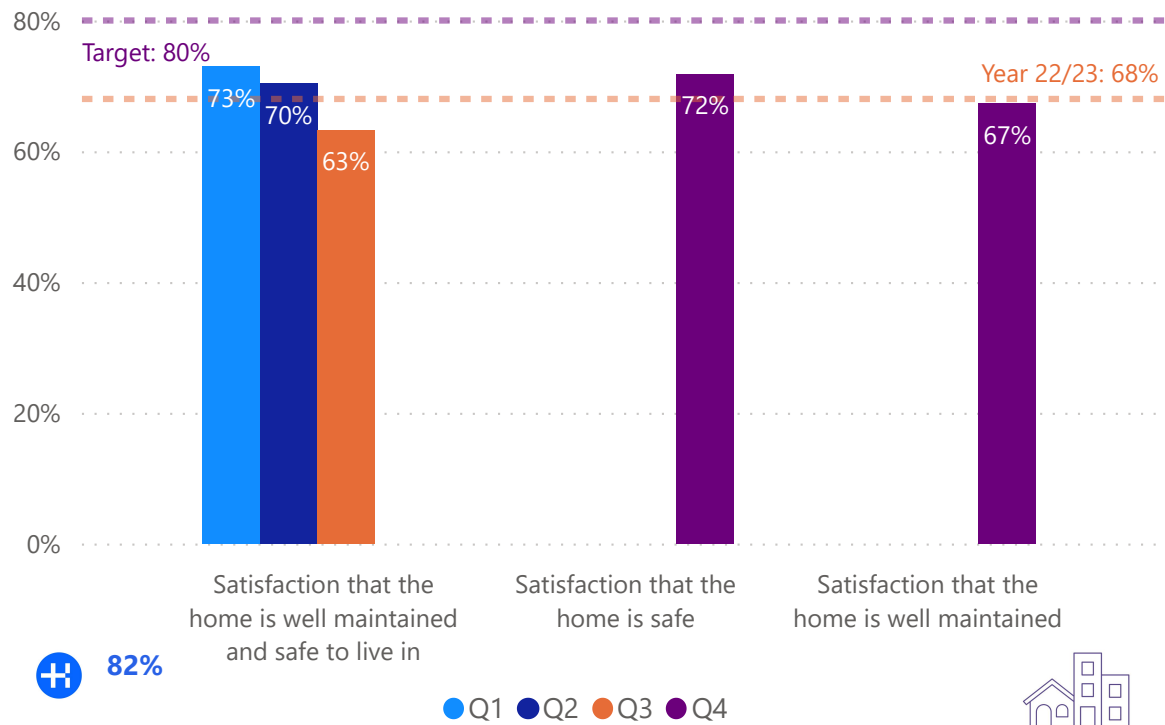
Your home will comply with all health and safety obligations, including electrical, fire and gas safety checks



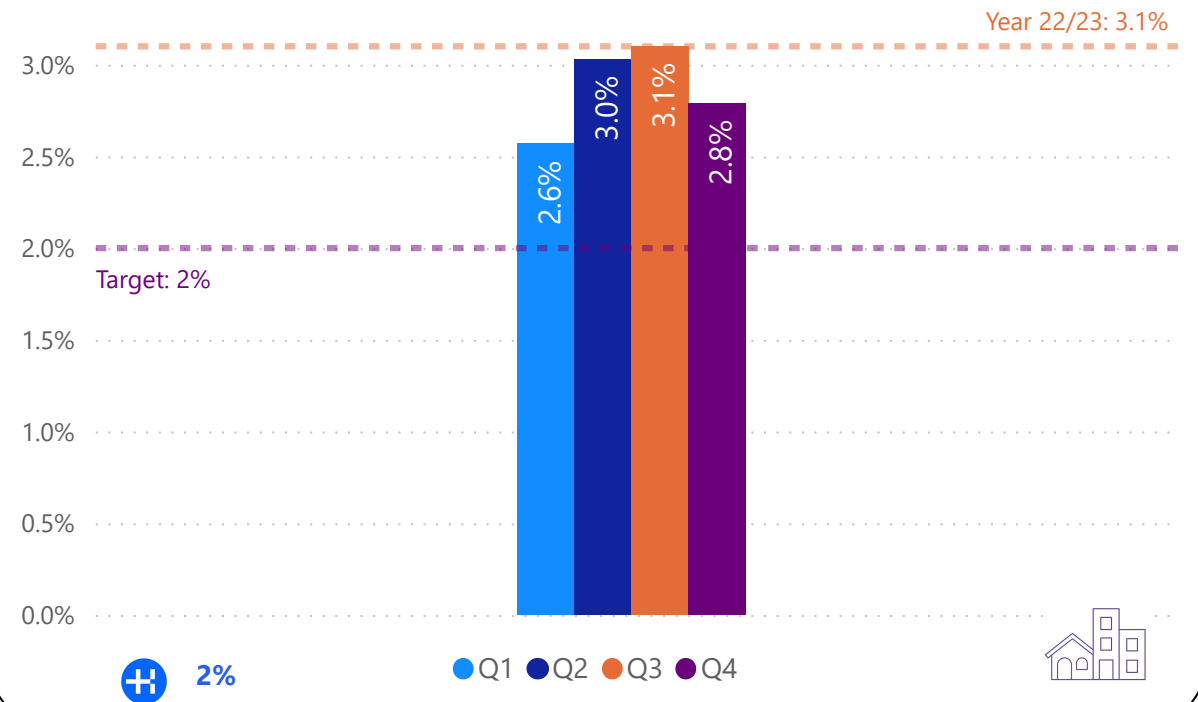
We will offer a range of quality homes

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

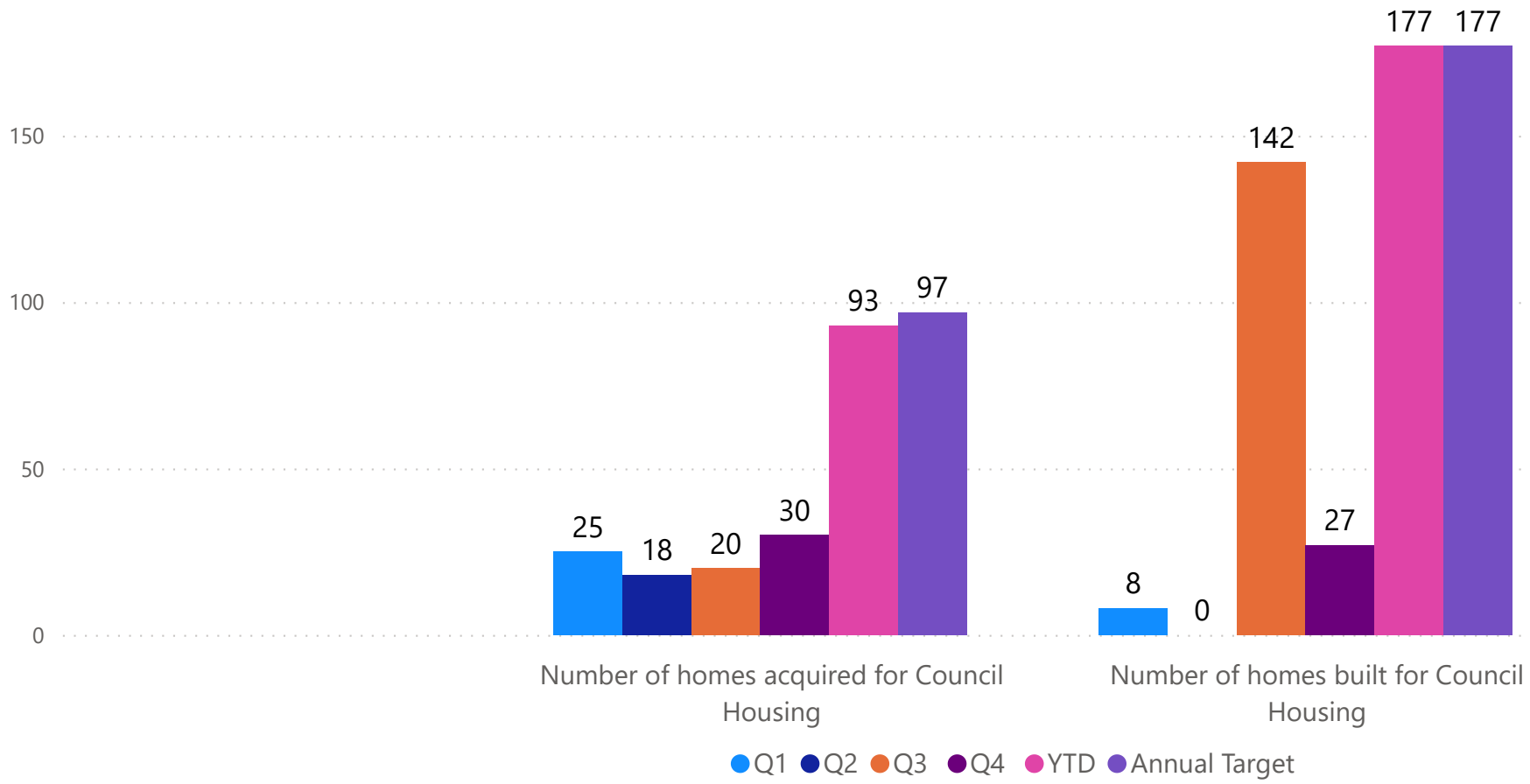


Q1 Surveys = 441
Q2 Surveys = 597
Q3 Surveys = 651
Q4 Surveys = 1080 home is safe,
924 (well maintained),

We will offer a range of quality homes

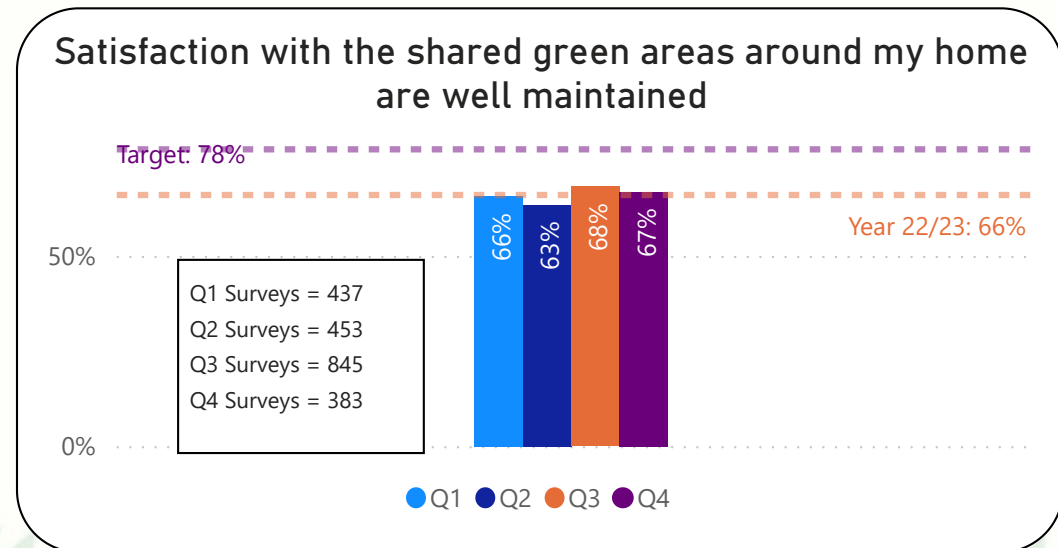
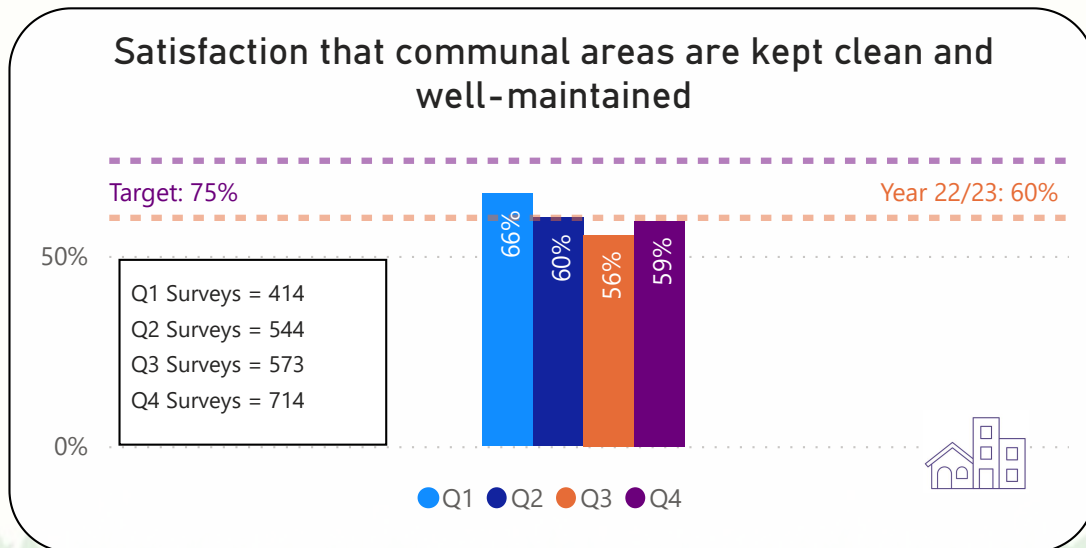
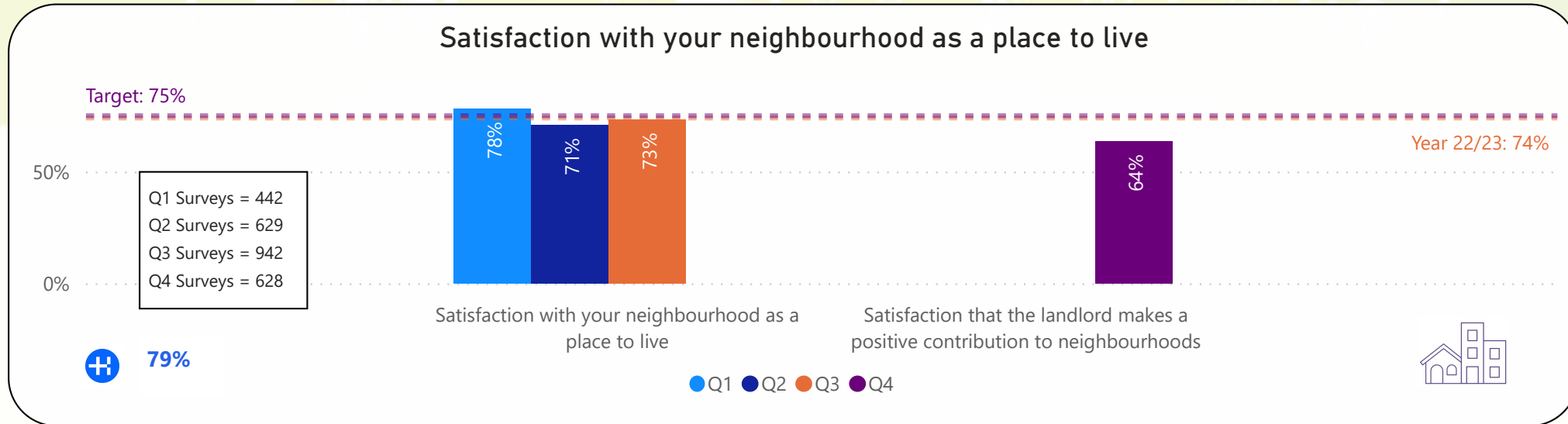
We will increase the supply of new Council housing in the city

Stock increase planned programme 2022/23



We will take care of your neighbourhood

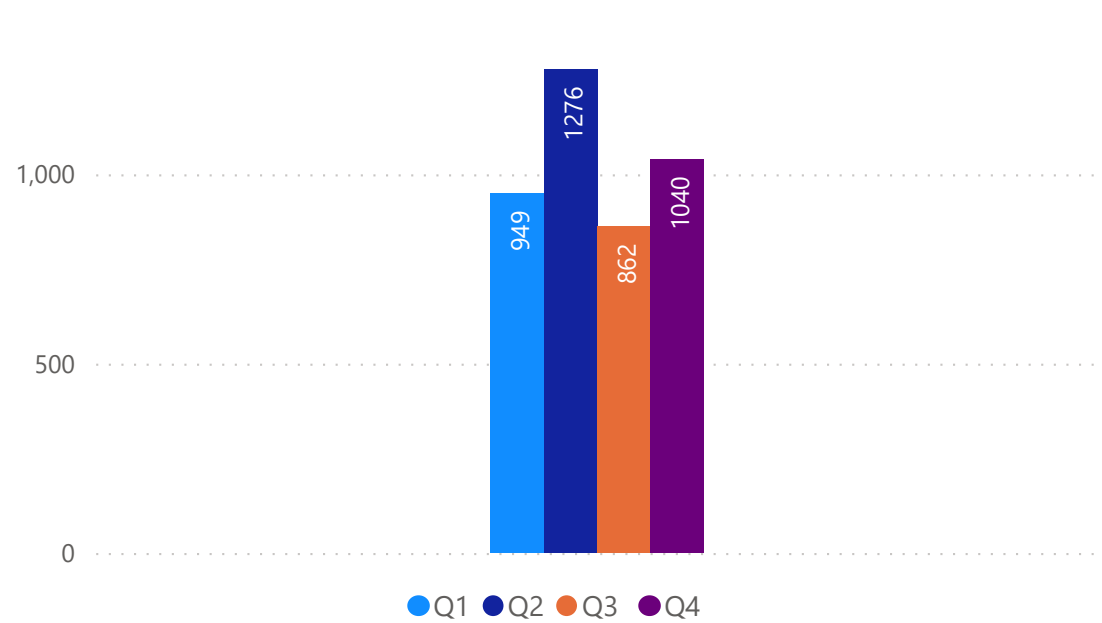
Your estate and communal areas will be clean and tidy and maintained to a good standard



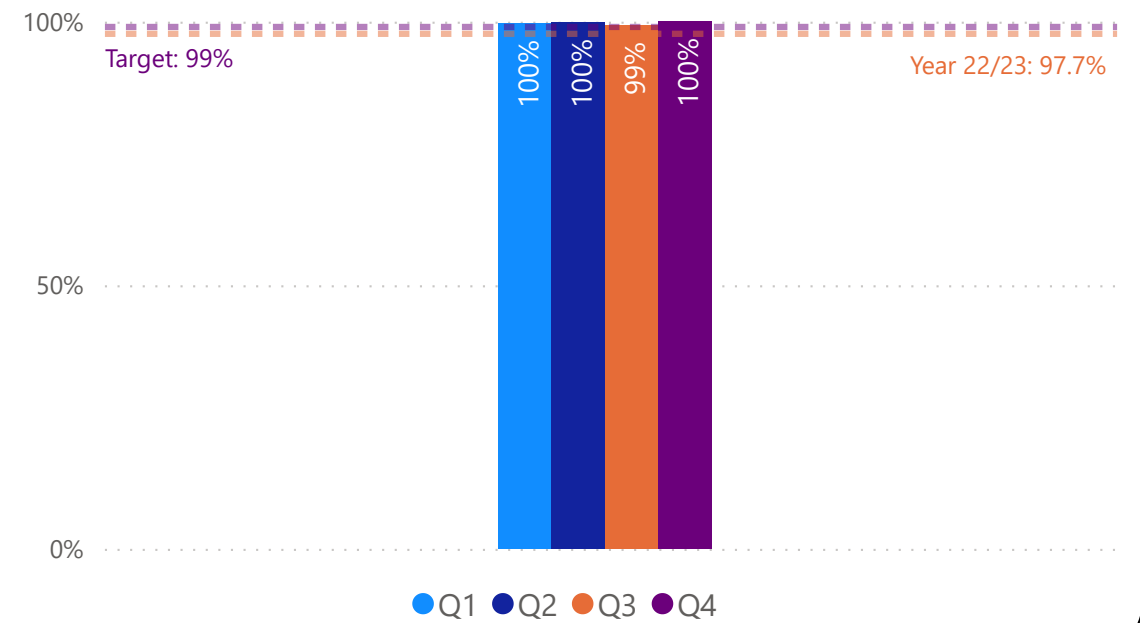
We will take care of your neighbourhood

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

Number of fly-tipping reports



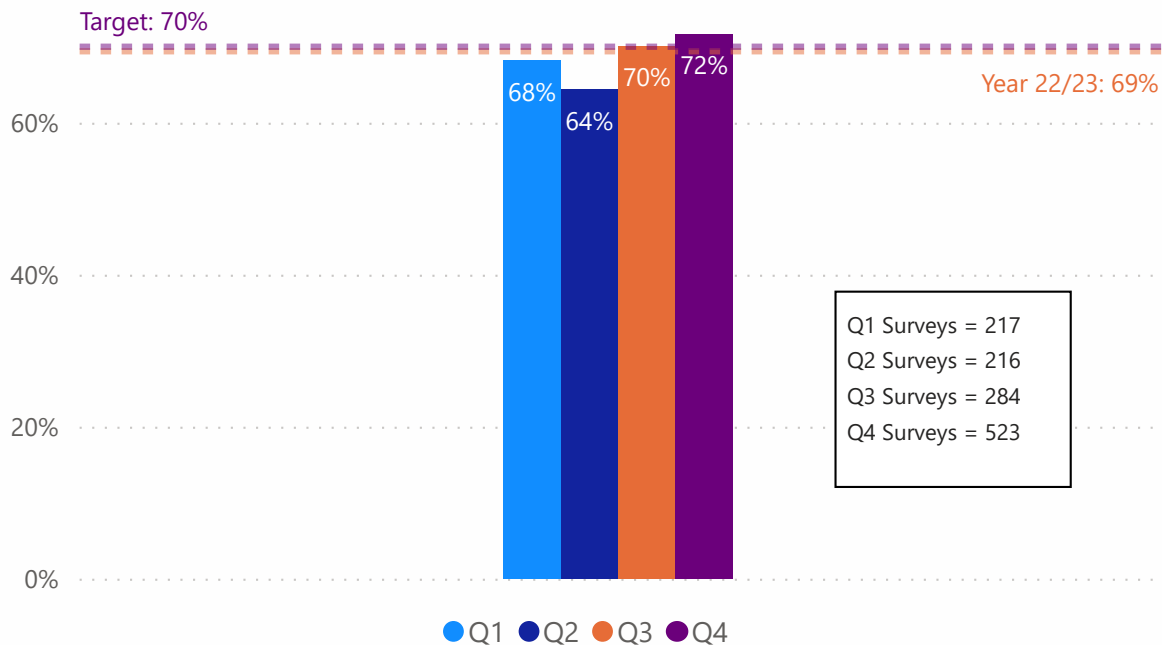
Percentage of fly-tipping removed within 24 hours



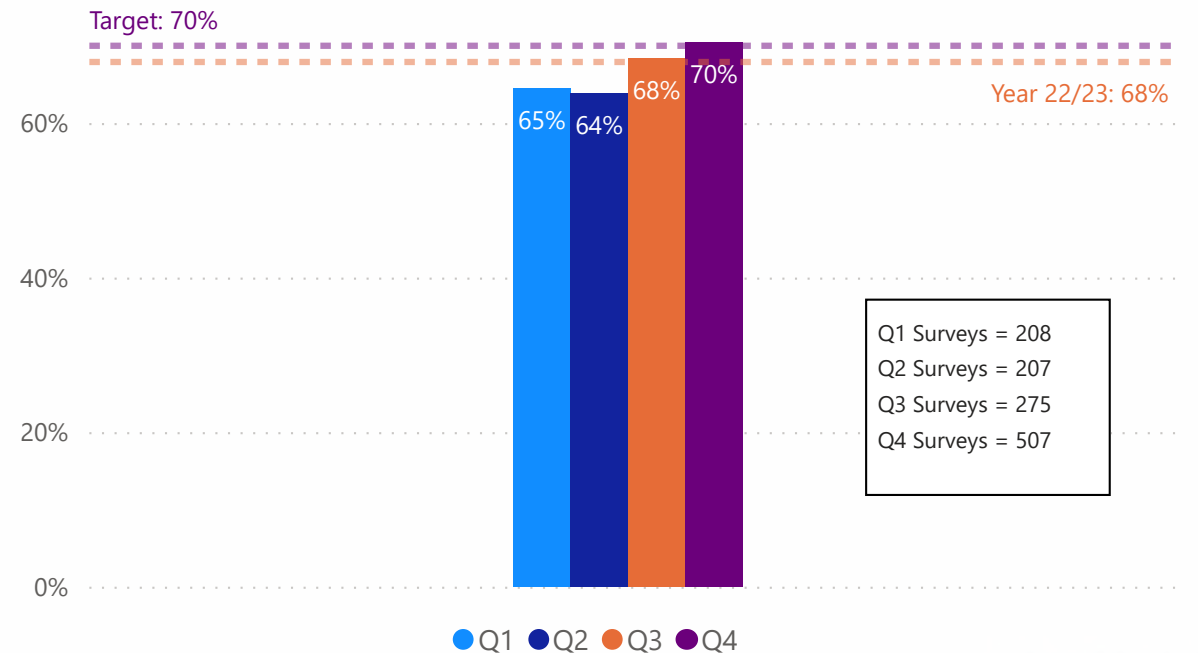
We will take care of your neighbourhood

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

Satisfaction with communal waste management

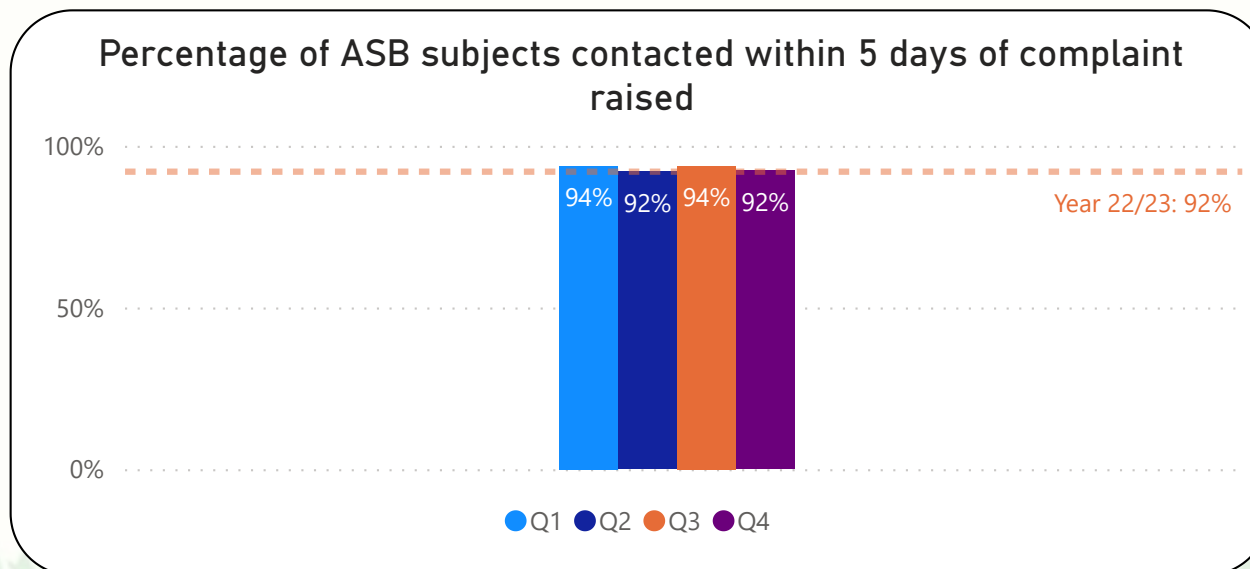
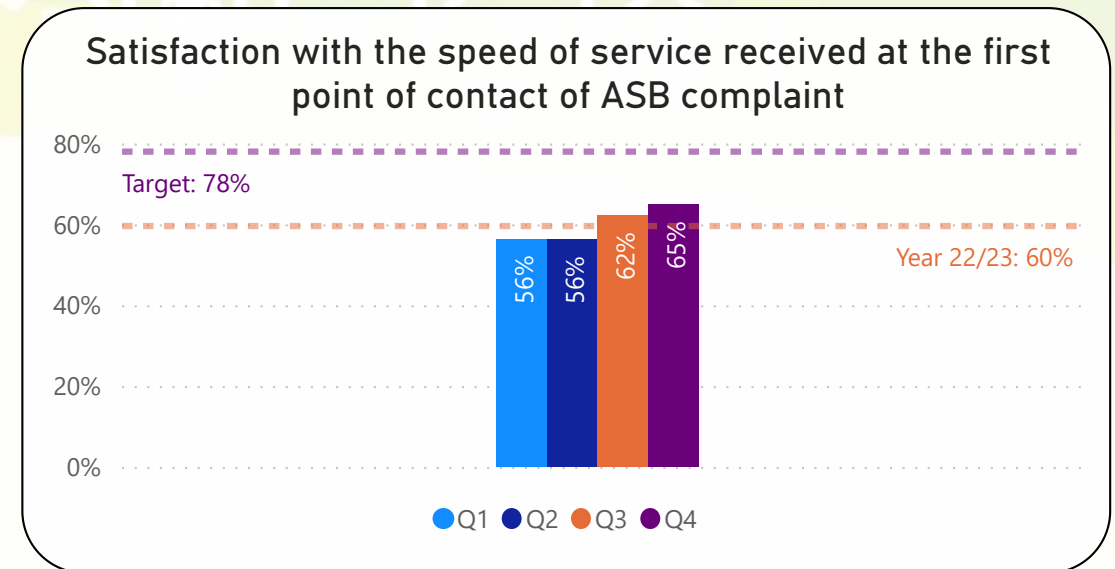
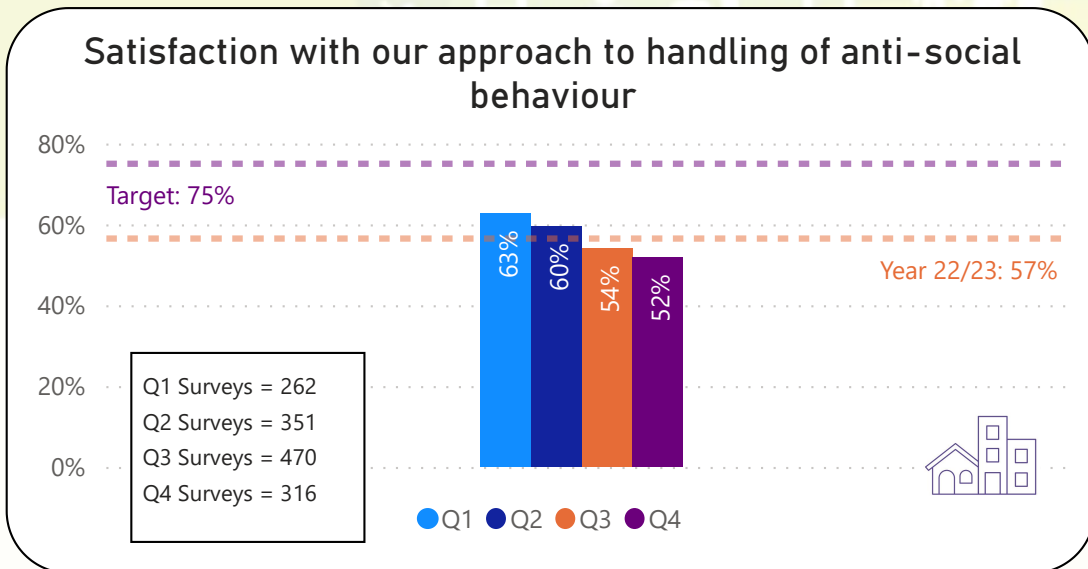


Satisfaction with communal recycling facilities



We will take care of your neighbourhood

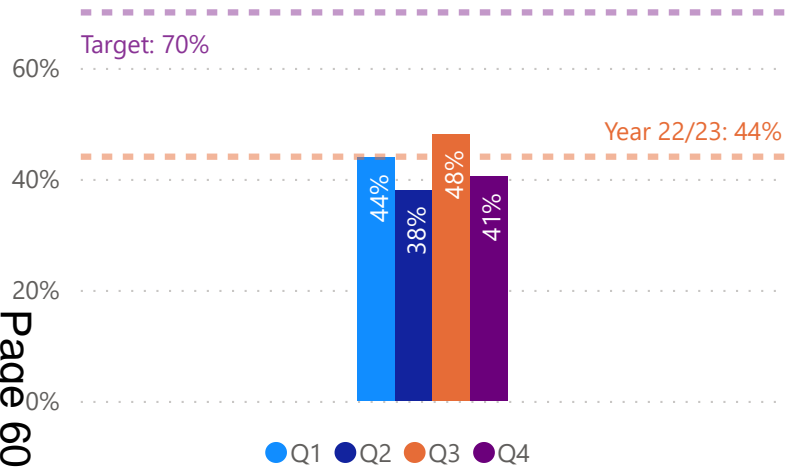
We will deal with breaches of tenancy including neighbour nuisance as quickly as possible, fairly and effectively



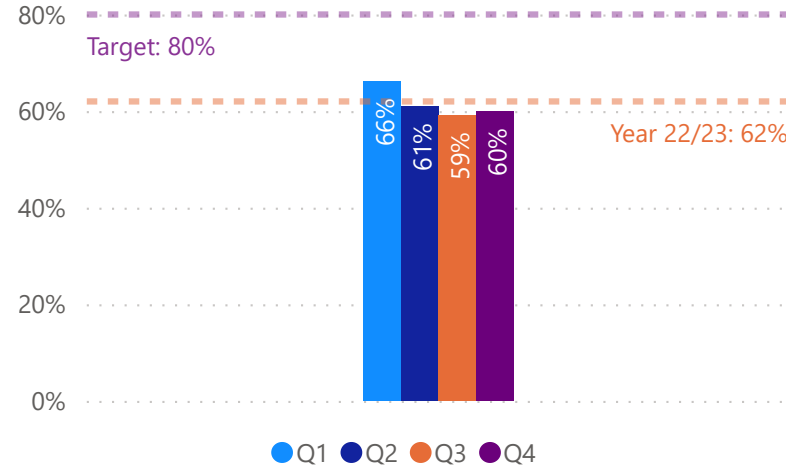
We will provide a good service to you

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

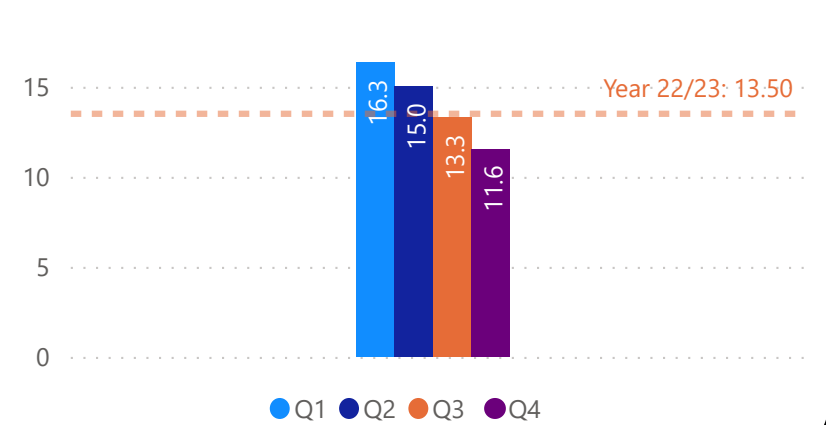
Satisfaction with how easy it is to contact us



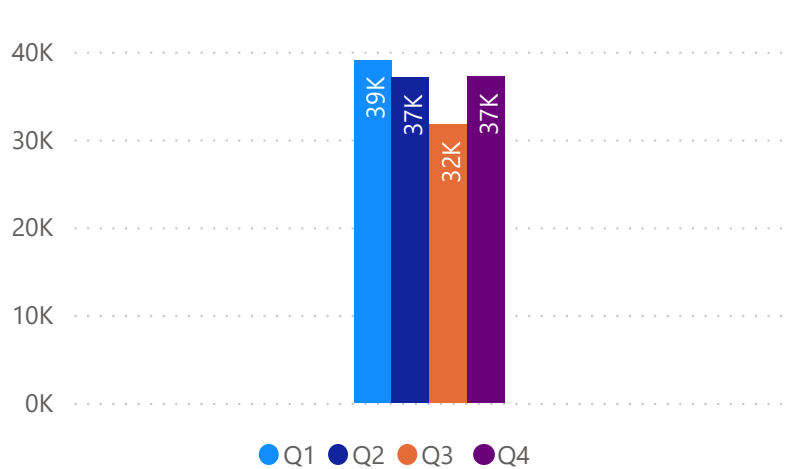
Satisfaction with the contact centre



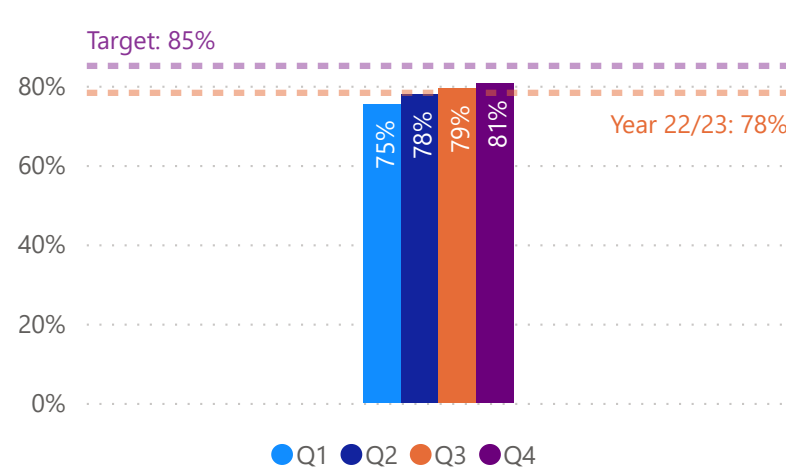
Average contact centre call waiting time for housing (minutes.seconds)



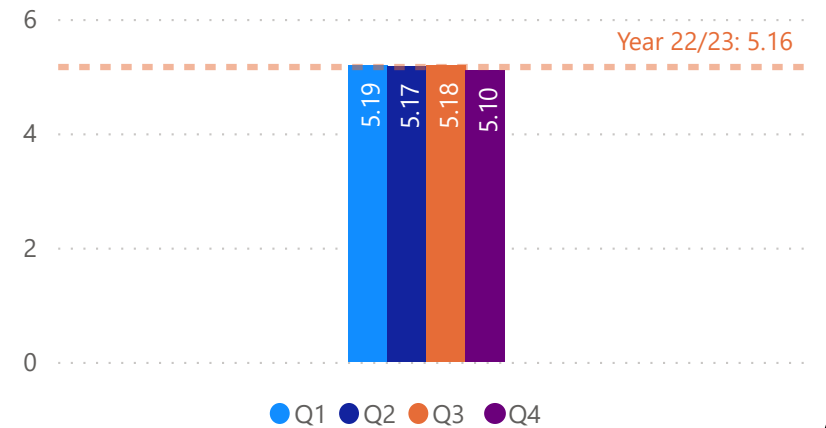
Number of housing calls offered & answered



Percentage of housing calls answered

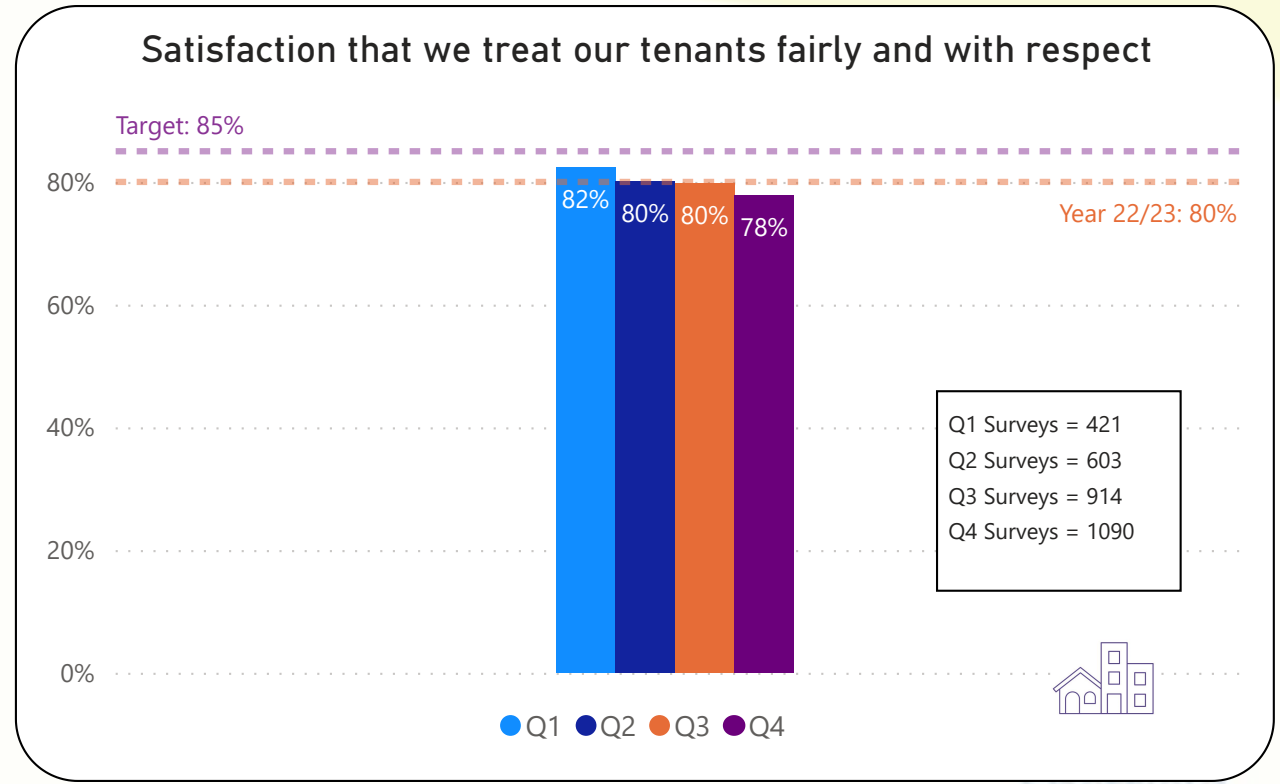
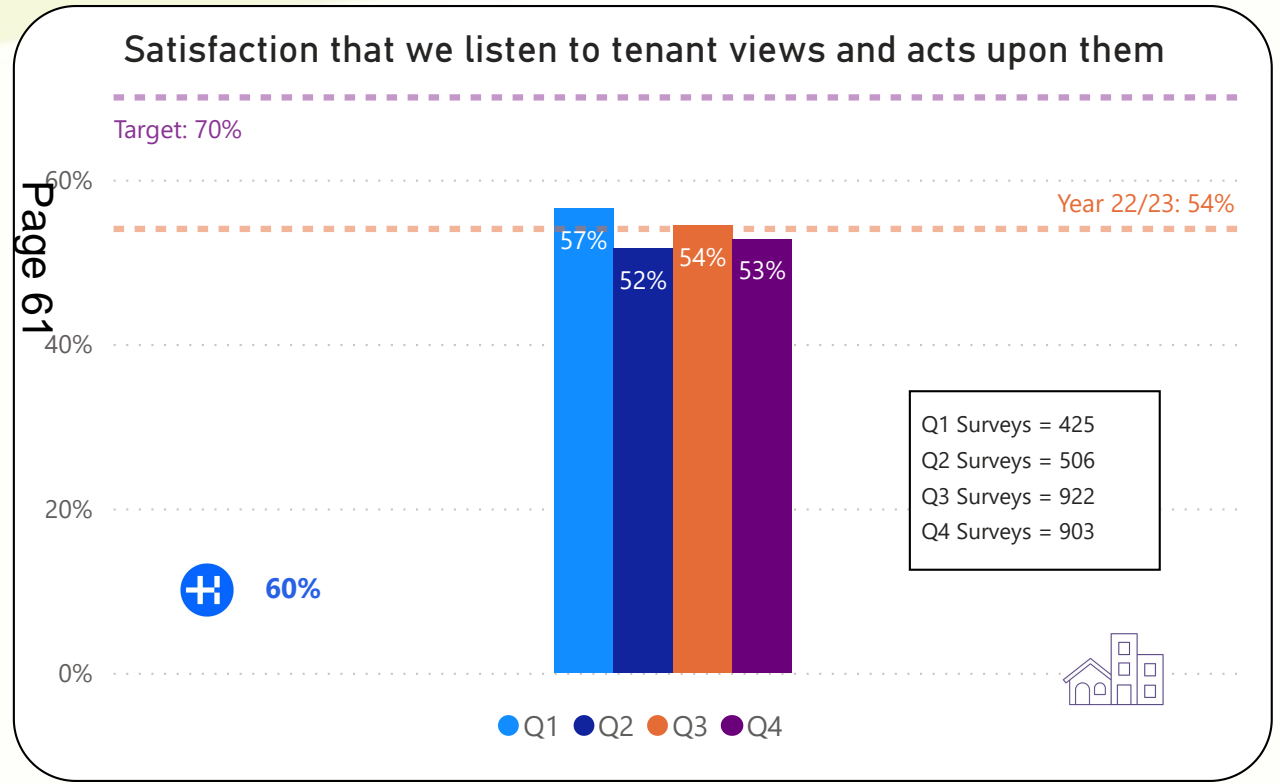


Average housing call handling time (minutes.seconds)



We will provide a good service to you

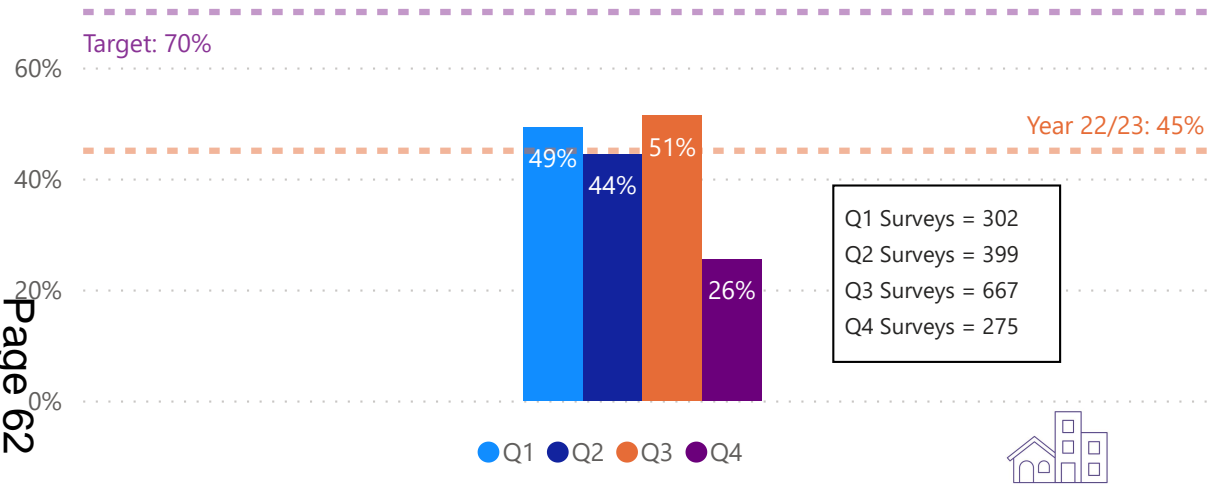
We will be polite and professional and listen to what you say and treat you fairly and with respect



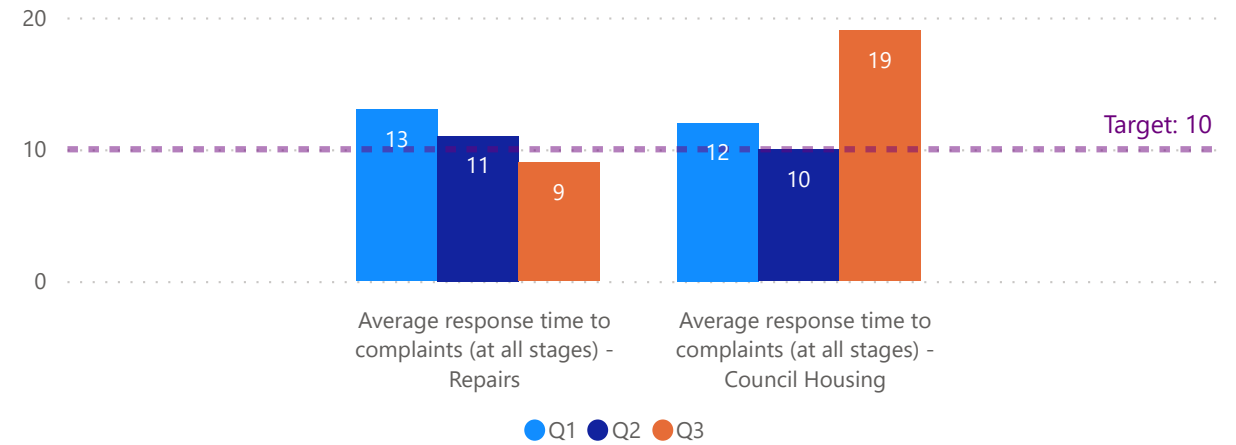
We will provide a good service to you

Your complaints will be dealt with quickly, fairly and effectively

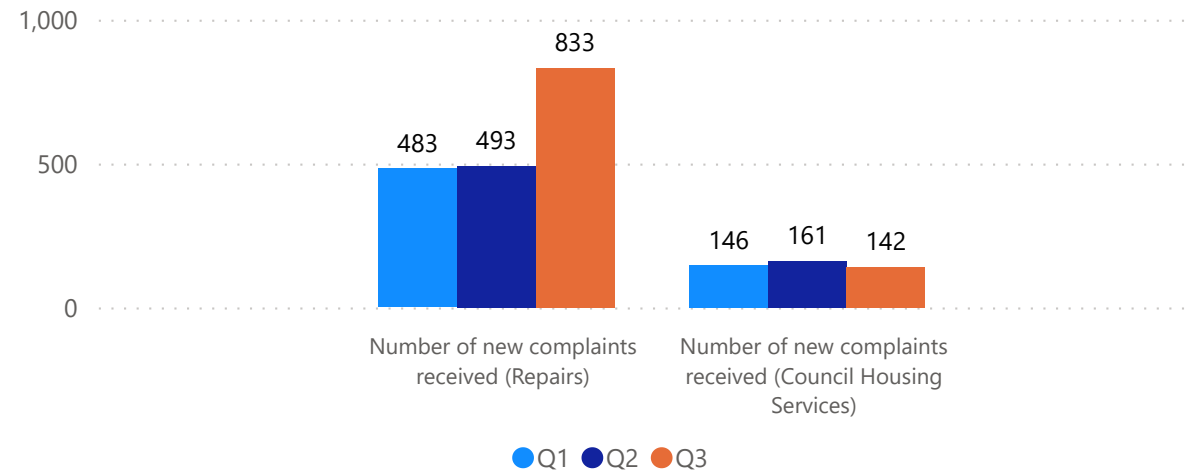
Satisfaction with our handling of complaints



Average response times to complaints at all stages (days)



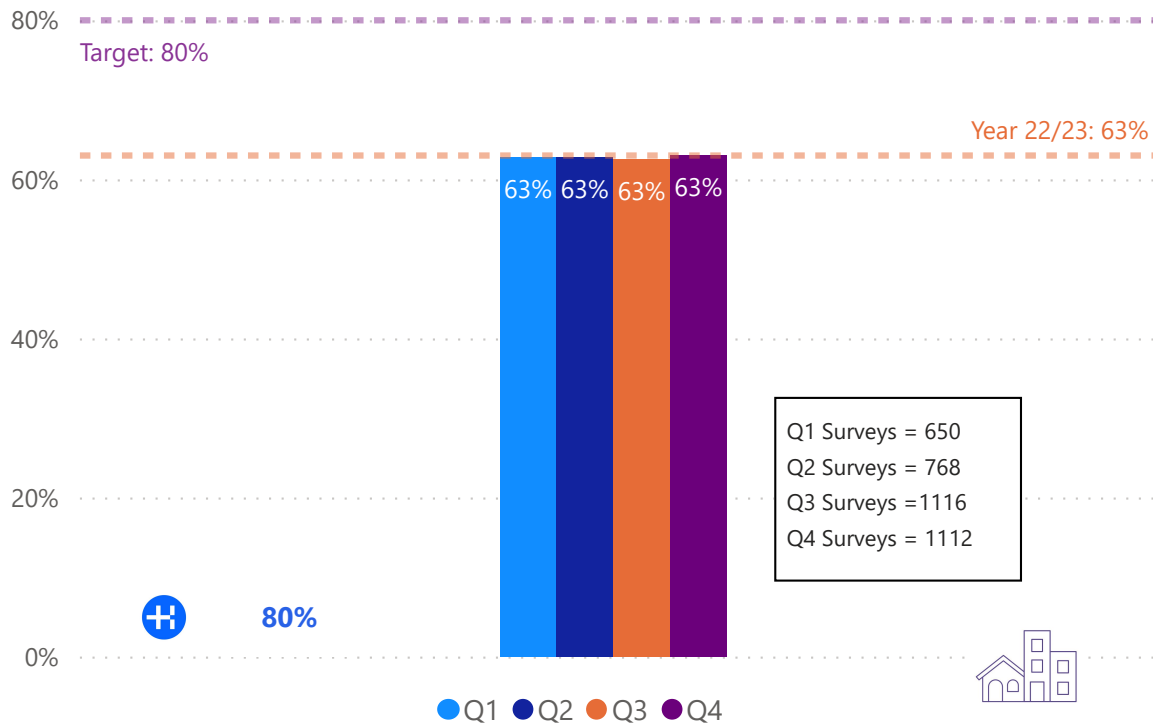
Number of new complaints received



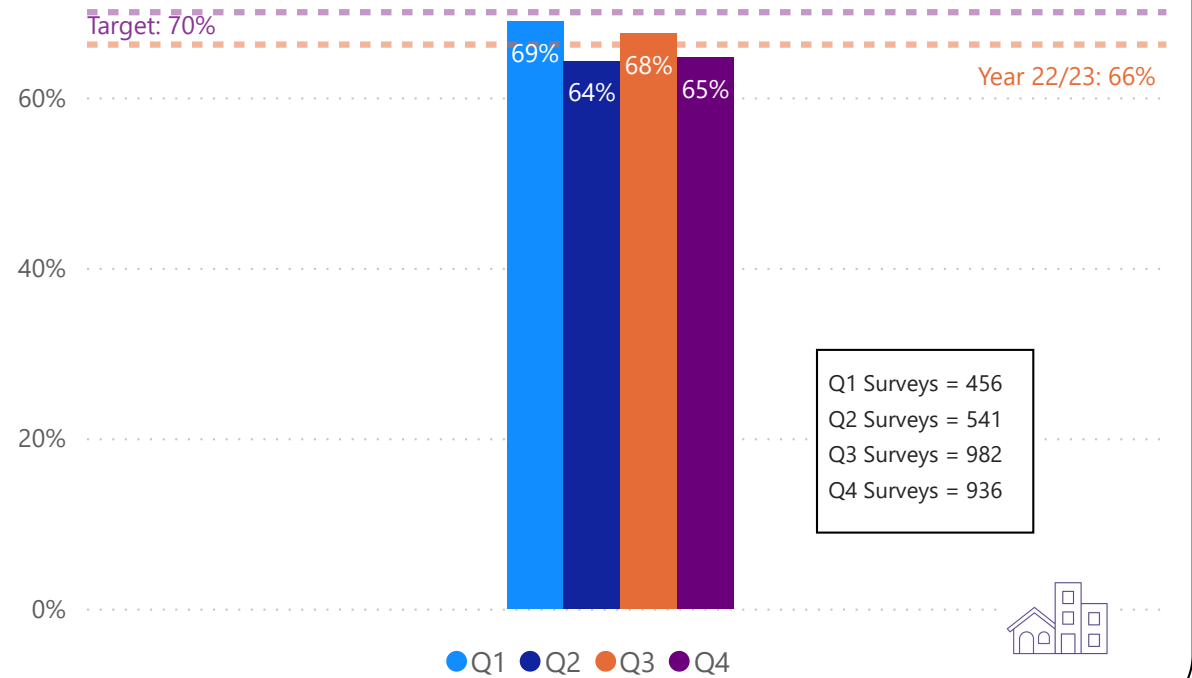
We will provide a good service to you

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

Satisfaction with the overall service

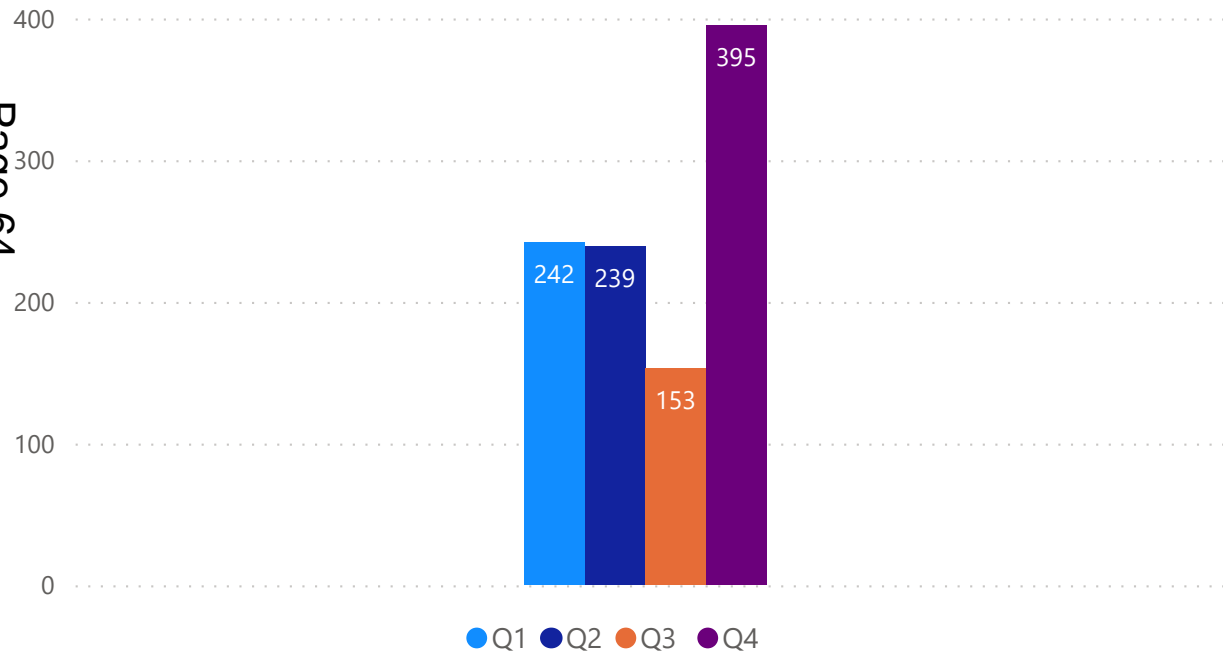


Satisfaction that we keep tenants informed about things that matter to them

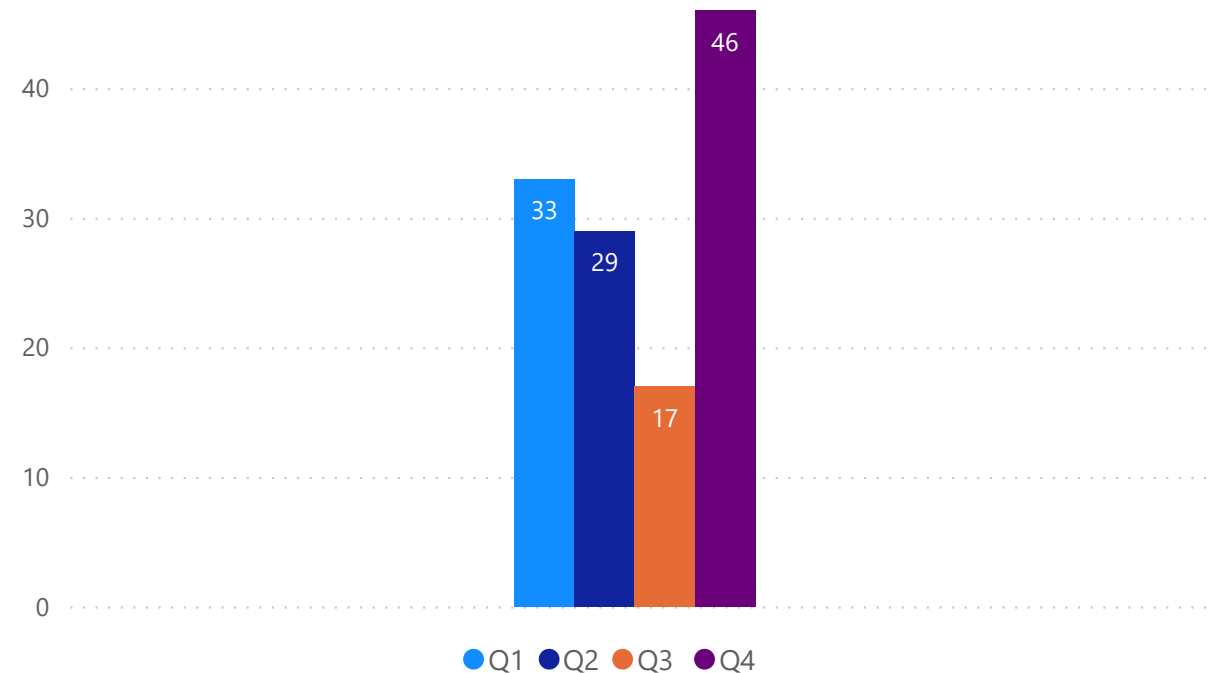


Making private rented homes safer

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

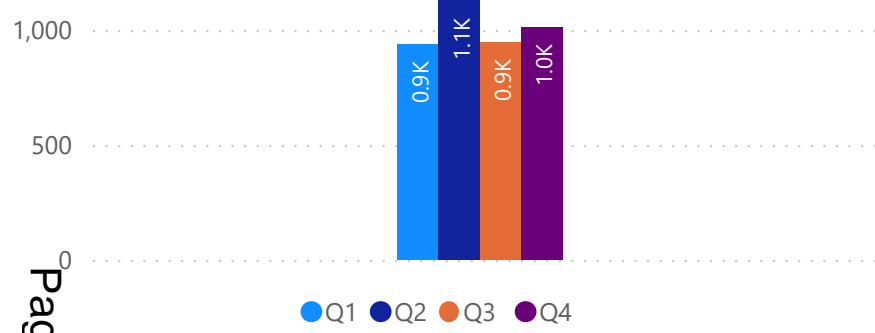


Number of Category 1 / high Category 2 issues relating to fire safety that have been resolved

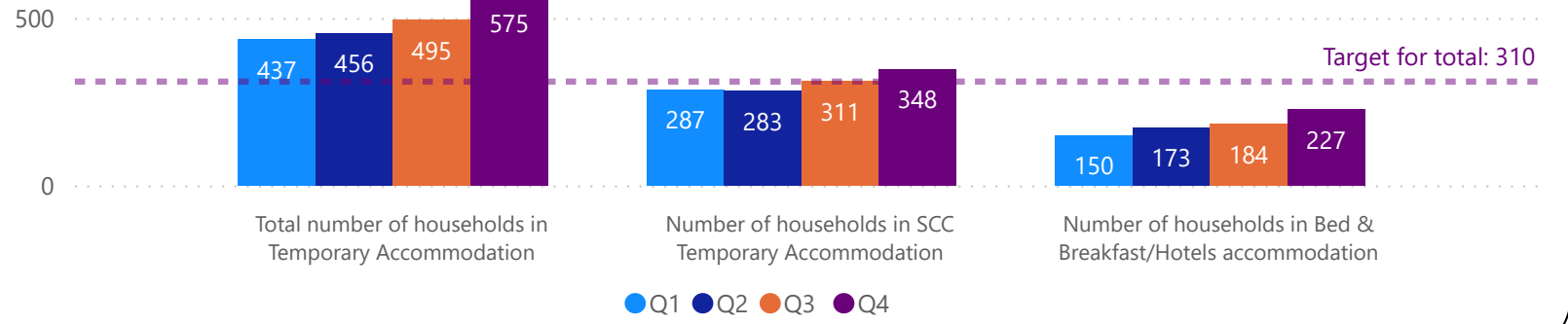


Helping to prevent homelessness

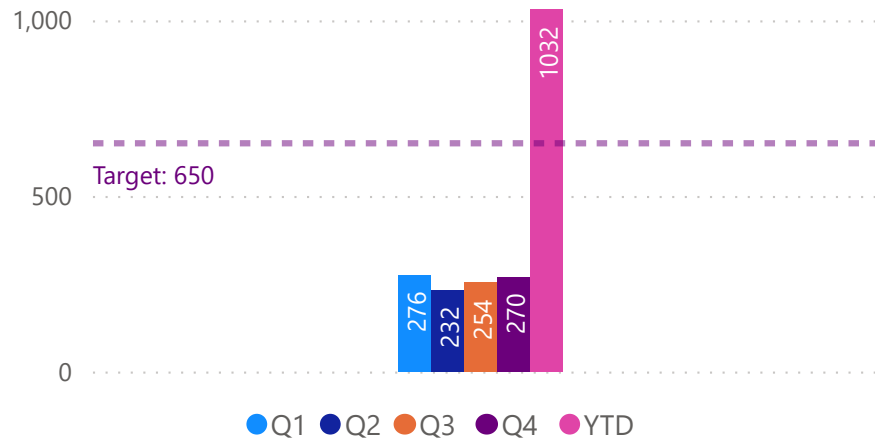
Number of homeless presentations



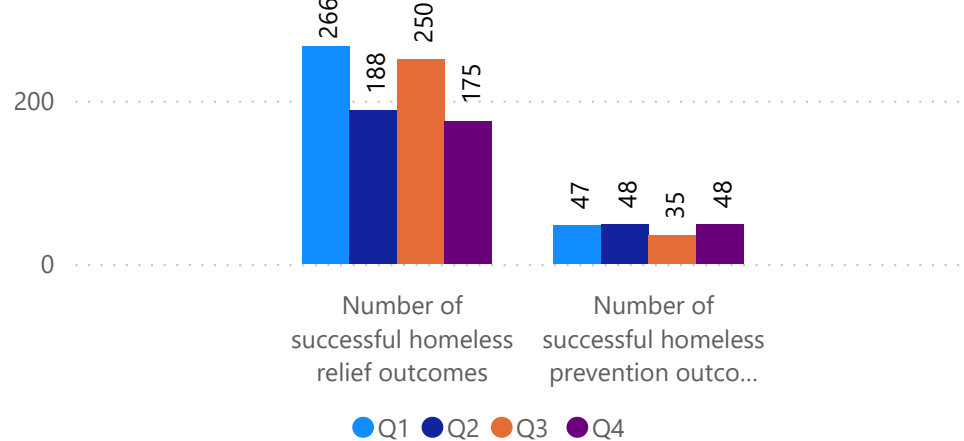
Number of households in SCC Temporary Accommodation



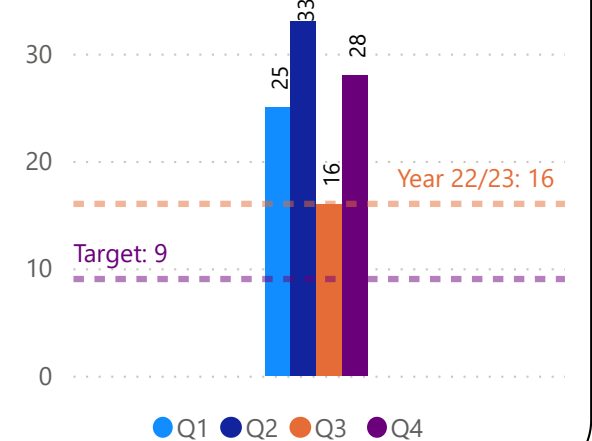
Number of full homelessness duty acceptances



Number of successful homeless relief & prevention outcomes



Number of rough sleepers identified at monthly count



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Report to Policy Committee

Author/Lead Officer of Report:
Tom Smith, Director of Operations
Tel: 0114 2734567

Report of: Executive Director, Neighbourhood Services
Report to: Housing Policy Committee
Date of Decision: 8 June 2023
Subject: Housing Performance Report (Quarter 4) 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 repairs and maintenance performance for a range of services within the remit of the Committee. This report covers the period up to Quarter 4 (January – March) 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.

A more detailed appendix is included with performance against a range of indicators. The report allows the Committee to understand and comment on the performance delivery of repairs and maintenance services to tenants.

Recommendations:

It is recommended that the Housing Policy Committee:

1. Notes the Performance Report update provided for up to Quarter 4 of 2022/2023.
2. Highlights any issues of concern that they may wish to discuss in future performance reports.

Background Papers:

Appendix 1 – Repairs and Maintenance Performance Report Q4 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: Bethany Booth
		Legal: Nadine Wynter
		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 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 EMT member indicated at 2. In addition, any additional forms have been completed and signed off as required at 1.	
	Lead Officer Name: Tom Smith	Job Title: Director of Operational Services
	Date: 30.05.23	

1.	Proposal	
1.1	Housing Committee is responsible for regularly monitoring performance	<p>The Constitution of Sheffield City Council delegates to Housing Policy Committee the responsibility for regular monitoring of data including performance and financial information, and for monitoring the performance of the housing repairs and maintenance service.</p> <p>This report summarises the performance information for the repairs and maintenance service up to the end of quarter four for the 2022/2023 financial year. The report highlights areas of note, providing explanation where possible, to facilitate the Committee in monitoring repairs and maintenance performance.</p>
1.2	The report provides background on the operating context for the repairs service	<p>This report provides an overview of the operating context for the repairs service and the challenges therein.</p>
1.3	The report highlights several key performance areas	<p>Key performance areas</p> <p>This report highlights several key areas for the Committee.</p> <p>The key areas are:</p> <ul style="list-style-type: none"> • Repair volumes • Health and safety compliance • Damp and mould • Disrepair • Right First Time repairs • Void property repairs • Customer experience
1.4	The appendix report includes additional performance information	<p>Additional information on performance of the repairs and maintenance service can be found in the appendix that accompanies this report.</p> <p>This is also shared with the tenant-led Customer Repairs Focus Group. This provides the opportunity for tenants to scrutinise our performance and provide feedback and thoughts.</p>
2.	Background	

2.1 The service is operating within a challenging environment

The repairs service continues to make progress in an extremely challenging environment.

The key areas impacting on the service are:

- i. Global material supply issues and the knock-on delays in completing overdue repairs.
- ii. Increasing costs of materials and pressure on the repairs and maintenance budget.
- iii. Labour market experiencing a boom in the construction industry. This has made it difficult to recruit and led to difficulties with our sub-contractors being able to attract additional resource.
- iv. Ongoing pressure on the service due to repair volumes increasing by over 40% compared to pre-pandemic levels.

2.2 There is a strong performance management culture in the service

The repairs and maintenance service uses a range of key performance indicators to enable it to monitor performance (see Appendix One). These are underpinned by a larger number of operational indicators, used by managers to understand and address performance issues, and drive service improvement.

A major piece of work has been undertaken during 2022-23 to further embed a performance management culture within the repairs and maintenance service. Managers and Team Leaders in the service have clear performance targets and all staff have regular quality conversations planned in with their managers throughout the year. A programme of Management Masterclasses was held to further support and develop managers and team leaders.

2.3 An increase in larger repairs has impacted upon productivity

There has been an increased demand on the repairs service for larger scale repairs. A proportion of these fall within the remit of capital works, however there is a significant amount that do not. These repairs are costly from both a time and financial perspective, and impacts upon our ability to complete routine repairs. The increase in these types of works is mainly attributable to the condition of our stock.

3.	How is the repairs and maintenance service performing?	
3.1	Repair volumes	
3.1.1	The service has experienced sustained volume pressures	<p>The demand for our responsive repairs service has increased by 30-40% compared to pre-pandemic levels.</p> <p>We completed over 103,000 repairs during the year, equating to nearly 2,000 orders each week.</p> <p>We have seen the volume of repairs relating to damp and mould increase in line with national awareness on this issue, and proactive identification and reporting by repairs staff.</p>
3.1.2	Overdue repairs are reducing	<p>Overall the number of overdue repairs is reducing, however there is more to do, and the pace of improvement needs to accelerate during the year ahead.</p> <p>More responsive and planned repairs are being completed on time – we completed over 90% of responsive repairs on time during the last quarter of the year and kept over 94% of appointments.</p> <p>We will continue to drive productivity in the workforce through a focus on right first time and customer excellence.</p>
3.2	Health and Safety Compliance	
3.2.1	Gas safety compliance has improved significantly	<p>There has been a resolute focus on gas compliance throughout the year. The repairs service has deployed additional resource and worked closely with colleagues in housing and legal services to improve compliance from 92% of properties at the end of quarter 1 to 99% at the end of quarter 4.</p> <p>All the properties out of compliance have access issues where we have been unable to get into the property. Focused efforts are in place to reduce the number of non access cases in partnership with housing and legal services.</p>
3.2.2	Fire stopping performance is below target due to access	<p>Performance on completing repairs identified through Fire Risk Assessments remains below target.</p>

and supply issues

Performance has been impacted by ongoing supply chain issues regarding the manufacturing and delivery of fit for purpose, fully accredited fire doors.

In addition the service is working with housing and legal services to resolve an ongoing level of no access cases.

3.3 Damp and Mould

3.3.1 We are working with tenants to tackle damp and mould

Our approach to addressing damp and mould has focussed on encouraging maximum reporting and visibility. This has included training all repairs operatives how to report and identify damp and mould.

We have seen a sharp increase in the volume of damp and mould repairs in quarter four. We have re-directed resources into a dedicated damp and mould team who are responding well to the challenge. We aim to attend and assess reports of damp and mould within a five day target, always with an emphasis on working with the tenant.

3.4 Right First Time

3.4.1 Right First Time is a key indicator for the repairs service

Right First Time is a key indicator for the service, as this drives both customer satisfaction with the repairs service, and greater efficiency.

This measure excludes certain types of repair which we would not be expected to complete on the initial visit; in the case of a broken window, for example, we will need to measure the size of the window pane on our first visit and then return at a later date with the glass cut correctly to size, and in the case of treating mould, this requires three separate visits at regular intervals.

Right First Time performance stands at 82.90% at the end of quarter four, the highest performance throughout the year. As a key indicator for the service, more focus will be placed on achieving improved performance during 2023-2024 - through analysis of incorrect diagnosis of repairs, remedying under performance in relation to parts, materials, and standard of work.

3.5 Disrepair

3.5.1 The service is completing

The council has experienced a steep increase in the number of disrepair claims over the last few years in

more disrepair cases against a backdrop of increased claims

line with the nationwide trend. There are several factors at play; a growth in 'no win, no fee' type work following the changes to personal injury claims and the introduction of the Homes (Fitness for Human Habitation) Act 2018, which came into force in March 2020; an exacerbation of claims former type lawyers canvassing estates for potential cases; and finally the condition of the housing stock and the amount of overdue repairs.

The service is working with housing and legal services to respond to new cases more quickly, including an alternative complaints process to avert cases from following the disrepair route.

The service has prioritised completing the oldest cases first, resulting in a drop in cases completed within time. (N.B. This relates to jobs completed within the council's timescale of 55 days rather than a legal timescale).

The number of disrepair cases completed during the year has increased significantly from 34 in quarter one to 123 in quarter four.

3.6 Void property repairs

3.6.1 Performance on void repairs has remained strong during Quarter 4

The service has worked hard to turn around empty properties as efficiently as possible, completing works to 3,248 properties during 2022-2023.

The average days a void property is with the repairs service has reduced significantly from 80 days in April 2022 to 42 days at the end of quarter four. Performance has further improved in April 2023 to 37 days.

The number of voids with the repairs service reduced considerably as works were completed, from 532 in April 2022 to just 326 at the end of quarter four.

3.7 The Customer Experience

3.7.1 Customer satisfaction scores have been consistent in 2022/23 but performed below target

Customer satisfaction has remained consistent during 2022-2023 with levels around the 80% mark.

The main areas of dissatisfaction lie in the customer experience regarding the contact centre, in particular the waiting times for calls to be answered. Other areas of dissatisfaction relate to back office organisation and communication with tenants relating to appointment

dates. As an illustration of the former point the Q4 customer satisfaction score excluding the contact centre performance is over four percentage points higher at 84.32%.

More encouraging, the responsive repair visit itself and the customer service provided by operatives is highlighted by tenants as a positive experience. Customer satisfaction with gas servicing is also consistently high with the Q4 score at 98.87%.

3.7.2 Customer satisfaction is a priority area for the service

Improving customer satisfaction is an area of particular focus for the service.

The last quarter has seen a more robust investigation process into service failures that are highlighted in satisfaction surveys and includes quality assurance visits to instances of unsatisfactory work and subsequent performance discussions with individuals. These failures are also reported at Senior Management Team level.

The service expects to see an ongoing increase in satisfaction as further improvements to systems and communication around appointments are made. In addition, the service is working closely with the contact centre to identify avoidable contact and joint solutions to improve call handling performance. Central to this is our focus on improving levels of no access, completing a higher number of jobs right first time and re-appointing follow on works to reduce avoidable contact.

The service expects to see a demonstrable improvement by the end of quarter one 2023-24

3.7.3 Customer satisfaction is measured using transactional and perception surveys

This figure is calculated using a transactional survey. The nature of a transactional survey means that the tenant is being asked if they are happy with a service, or transaction, (in this case a repair), when it has been completed.

It is important to note that the satisfaction measure reported in the Housing Performance Report elsewhere on this agenda uses the results from a perception survey. The perception survey asks a sample of tenants about their satisfaction with the repairs service if they had received a repair within the last 12 months.

The perception survey scores are the ones that will be made public by the Regulator of Social Housing.

3.7.4 Contact centre waiting times have increased	<p>Contact centre waiting times increased by an average of six minutes during quarter four to over 27 minutes.</p> <p>We continue to work with the contact centre to reduce avoidable contact, and in particular the amount of chase calls in relation to repairs.</p>
3.7.5 Our online repairs portal has proved popular with tenants	<p>Tenants are using the online repairs portal to report repairs, with up to 1,000 orders being placed each week.</p> <p>We are working on improving the information we provide to tenants on our website and will be involving our Customer Repairs Focus Group in reviewing content and style on an ongoing basis.</p>
4. How does this decision contribute?	
4.1 Repairs and maintenance performance feeds into the broader corporate priorities in several areas	<p>Our Sheffield – Priorities and Delivery Plan 2022-23</p> <p>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 022-23 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.</p>
5. Has there been any consultation?	
5.1 Consultation may be undertaken in response to issues documented in this report	<p>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 regularly report performance to the Customer Repairs Focus Group and to the Housing and Neighbourhoods Advisory Panel (HANAP). We seek tenant input and feedback on our performance reporting, and our targets or performance.</p>
5.2 We will look at other ways we can share performance information	<p>As part of the Housing Engagement Strategy, we will look at other ways we can involve tenants and share our performance information more widely.</p>

6. Risk analysis and implications of the decision		
6.1	No new equality implications but some may arise from our response to highlighted issues	<p>Equality Implications</p> <p>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.</p>
6.2	No new financial implications but some may arise from our response to highlighted issues	<p>Financial and Commercial Implications</p> <p>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.</p>
6.3	No new legal implications but some may arise from our response to highlighted issues	<p>Legal Implications</p> <p>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. Any further legal implications will be considered in any future reports to the Housing Policy Committee.</p>
6.4	No new climate implications but some may arise from our response to highlighted issues	<p>Climate implications</p> <p>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.</p>
6.5	No other new implications but some may arise from our response to highlighted issues	<p>Other Implications</p> <p>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.</p>
7. Alternative options considered		

7.1 No other options were considered The Housing Policy Committee has delegated responsibility for the regular monitoring of data including performance and financial information, and the performance monitoring of Housing Repairs services. Therefore, no alternative options to the production of this report have been considered.

8. Reasons for recommendations

8.1 Housing Policy Committee has delegated authority to monitor performance The Housing Policy Committee has delegated authority to monitor the performance of repairs and maintenance 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

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Appendix One Repairs and Maintenance Performance Q4 2022-2023

	2022/23				Quarterly Trend (RAG)
	Q1	Q2	Q3	Q4	
Gas Safety					
Properties with a valid Gas Safety Certificate (%)	92%	95.80%	98.18%	98.50%	0.32%
Properties with a valid Gas Safety Certificate (exc 'no access') (%)	95%	99.61%	99.59%	99.65%	0.06%
Number of properties awaiting access	3300	1476	630	517	-113
Overdue Jobs					
Number of repairs out of time (overdue)					
Gas Repairs	58	88	74	108	34
Fire Stopping	442	336	425	353	-72
Void Repairs	148	209	117	152	35
Working at Height (WAH)	1397	1424	1601	1156	-445
Responsive Repairs (not Including Fire stopping and WAH)	622	1289	1651	1312	-339
Planned Repairs	3556	2974	2829	2819	-10
Damp Work (also included in planned repairs)	162	156	139	121	-18
Repairs completed on time (%)					
Responsive Repairs	80.89%	81.47%	87.74%	91.05%	3.31%
Planned Repairs	37.20%	38.22%	31.86%	49.49%	17.63%
Disrepair (also Included in the planned figure)	16.22%	9.41%	8.30%	4.10%	-4.20%
Appointments made and kept (%)	90.25%	90.82%	90.76%	94.45%	3.69%
Repairs completed Right First Time (%)	80.63%	78.20%	80.59%	82.90%	2.31%
Damp Work					
Total open Damp work jobs	221	178	149	246	97
Total open Painting Programme Jobs (mould treatment)	149	189	210	381	171
Customer Services					
Average call waiting time to report a repair (minutes)	14	12	21	27	6
Overall satisfaction with the repairs and maintenance service	81.81%	82.81%	79.92%	80.06%	0.14%
Productivity					
Average jobs per day, per operative	5	5	5	5	0
Disrepair cases completed	37	85	120	123	3
Average time taken to complete void property repairs	72	58	39	42	3
Firestopping and Fire Jobs					
% of FRA repairs completed within time (High-rise)	68.23%	85.07%	77.08%	70.38%	-6.70%
% of FRA repairs completed within time (Low Rise)	79.07%	79.43%	58.81%	55.88%	-2.93%
% of FRA repairs completed within time (Sheltered)	74.60%	90.56%	88.02%	93.10%	5.08%

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Report to Policy Committee

Author/Lead Officer of Report: Tony Kirkham,
Interim Director of Finance and Commercial
Services

Tel: +44 114 474 1438

Report of: *Tony Kirkham*
Report to: *Housing Committee*
Date of Decision: *8th June 2023*
Subject: *2022-23 Financial Outturn*

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:-				
<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>				

Purpose of Report:

This report brings the Committee up to date with the Council’s final outturn position for 2022/23 including General Fund revenue position and Housing Revenue Account.

Recommendations:

The Housing Policy Committee is recommended to:

- a) Note the updated information and management actions provided by this report on the 2022/23 Revenue Budget Outturn.

Background Papers:
[2022/23 Revenue Budget](#)

Lead Officer to complete: -	
1	<p>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.</p> <p>Finance: <i>Tony Kirkham, Interim Director of Finance and Commercial Services</i></p> <p>Legal: <i>David Hollis, Assistant Director, Legal and Governance</i></p> <p>Equalities & Consultation: <i>James Henderson, Director of Policy, Performance and Communications</i></p> <p>Climate: n/a</p>
<p><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></p>	
2	<p>SLB member who approved submission: <i>Tony Kirkham</i></p>
3	<p>Committee Chair consulted: <i>Cllr Zahira Naz</i></p>
4	<p>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.</p>
	<p>Lead Officer Name: <i>Tony Kirkham</i> <i>Jane Wilby</i></p> <p>Job Title: <i>Interim Director of Finance and Commercial Services</i> <i>Head of Accounting</i></p>
	<p>Date: 29th May 2023</p>

1. PROPOSAL

1.1 This report provides the final revenue outturn monitoring statement on Sheffield City Council's budget for 2022/23

1.2 Summary

1.2.1 The Council's revenue budget was overspent by £5m as of 31st March 2023.

Full Year £m	Outturn	Budget	Variance
Corporate	(456.6)	(450.5)	(6.1)
City Futures	34.1	34.9	(0.8)
Operational Services	111.4	111.6	(0.2)
People	304.4	294.2	10.2
Policy, Performance Comms	3.6	3.2	0.4
Resources	8.1	6.6	1.5
Total	5.0	(0.0)	5.0

1.2.2 This overspend was due to a combination of agreed Budget Implementation Plans ("BIPs") not being fully implemented and ongoing cost / demand pressures that are partially offset by one-off savings.

Full Year Variance £m	One-off	BIPs	Trend	Total Variance
Corporate	0.0	0.0	(6.1)	(6.1)
City Futures	(0.1)	0.0	(0.7)	(0.8)
Operational Services	(4.8)	2.7	1.9	(0.2)
People	(0.5)	14.8	(4.1)	10.2
Policy, Performance Comms	(0.1)	0.4	0.1	0.4
Resources	(1.0)	1.6	0.9	1.5
Total	(6.5)	19.5	(8.0)	5.0

1.2.3 In 2021/22, the Council set aside £70m of reserves to manage the financial risks associated with delivering a balanced budget position. In 21/22, the council overspent by £19.8m which was drawn from this pool, a further £15m was used to balance the 22/23 budget, final 22/23 outturn £5m leaving a remaining risk allocation of £30m as we move in to 2023/24

M12	£m
Allocated reserves	70.0
21/22 Budget overspend	19.8
22/23 Base budget committed	15.0
22/23 Budget overspend	5.0
Reserves used @ M12	39.8
Remaining reserves	30.2

1.3 Committee Financial Position

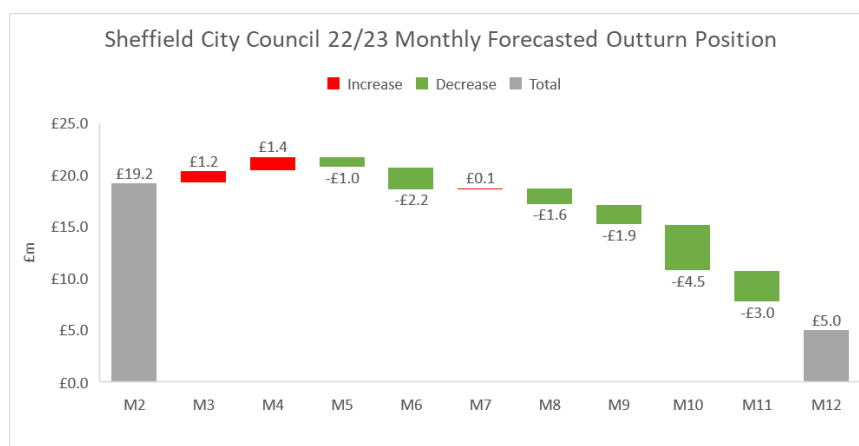
1.3.1 Overall Position - £5.0m overspend

There was a £5.7m overspend in the Adult Health and Social Care Committee and a £5.8m overspend in the Education, Children and Families Committee

Full Year Forecast £m @ Month 12	Outturn	Budget	Variance	M11 Variance	Movement
Adult Health & Social Care	157.1	151.4	5.7	6.8	(1.2)
Education, Children & Families	134.2	128.4	5.8	7.1	(1.3)
Housing	6.2	6.0	0.2	(0.9)	1.1
Transport, Regeneration & Climate	28.4	29.7	(1.2)	(0.9)	(0.3)
Economic Development & Skills	10.7	11.1	(0.4)	(0.1)	(0.2)
Waste & Street Scene	54.7	55.0	(0.3)	(0.4)	0.1
Communities Parks and Leisure	44.2	45.9	(1.7)	(1.6)	(0.1)
Strategy & Resources	(430.5)	(427.5)	(3.0)	(2.1)	(0.9)
Total	5.0	(0.0)	5.0	7.9	(2.9)

The overall outturn position improved previous month's forecast overspend by £2.9m largely due to improvements in income in social care.

The Council's forecast overspend has reduced by £14.2m from the M2 outturn position mainly due to income



Significant improvements have been made in the Council's financial position throughout 22/23. The overspend in Adult Social Care was halved due to additional grant income, mainly from the Government's £500m discharge fund announced in November 2022.

	M2 Outturn	M12 Outturn	Movement
Full Year Variance £m			
Adult Health & Social Care	11.7	5.7	(6.0)
Education, Children & Families	5.6	5.8	0.1
Housing	0.0	0.2	0.2
Transport, Regeneration & Climate	1.2	(1.3)	(2.5)
Economic Development & Skills	(0.1)	(0.4)	(0.3)
Waste & Street Scene	(0.2)	(0.3)	(0.1)
Communities Parks and Leisure	(0.6)	(1.7)	(1.1)
Strategy & Resources	1.5	(3.0)	(4.5)
Total	19.2	5.0	(14.2)

Transport, Regeneration and Climate Committee's improvement of £2.5m was mainly as a result of the mitigation of unachievable savings targets for 22/23.

The Communities, Parks & Leisure Committee's overall improvement was due to the underspend in the Youth Service following a delay in the implementation of the new operating model and recruitment slippage.

Strategy & Resources saw a large recovery in income from interest on investments throughout the year. Cash balances remained strong and so did the bank rate. Careful management and investment of our funds resulted in a strong yield for the Authority.

Most of the overspend was due to shortfalls in Budget Implementation Plans (BIPs) delivery	Variance Analysis @ Month 12	One-off	BIPs	Trend	Total Variance
	Adult Health & Social Care	(0.3)	8.7	(2.7)	5.7
Education, Children & Families	1.0	6.0	(1.2)	5.8	
Housing	1.2	0.0	(1.0)	0.2	
Transport, Regen & Climate	(2.1)	2.1	(1.2)	(1.2)	
Economic Development & Skills	(0.1)	0.0	(0.3)	(0.4)	
Waste & Street Scene	(3.5)	0.4	2.7	(0.3)	
Communities Parks and Leisure	(1.5)	0.0	(0.2)	(1.7)	
Strategy & Resources	(1.3)	2.2	(4.0)	(3.0)	
Total	(6.5)	19.5	(8.0)	5.0	

Whilst the overspend for the Council closed at £5m, we reported that £19.5m of savings targets were not achieved in year. This was mitigated through a range of activities including additional income contributions from grants or reserves or other fees and charges.

£6.5m of one-off savings are mitigating part of the ongoing overspend

Contributions from provisions for energy and waste inflation mitigated the in-year impact of rising baseline costs. In 22/23 we saw a more than 100% increase in energy costs taking general fund energy costs from £2.5m to an annual bill of over £5m.

Year on Year	22/23	23/24
Energy price increase		
Gas	107%	5%
Electricity	111%	30%

Wholesale energy prices have fallen over recent months and the Council has secured energy prices until March 2024. The impact of this has been built into the 23/24 budgeted baseline position at a 30% increase on electricity and 5% on gas.

Balancing the 22/23 budget was only possible with £53m of BIPs, £33m were delivered this year	Budget Savings Delivery £m	Total Savings 22/23	Deliverable in year	FY Variance
	Portfolio			
People		37.7	22.9	14.8
Operational Services		7.1	5.0	2.1
PPC		1.2	0.8	0.4
Resources		6.7	4.5	2.2
Total		52.7	33.2	19.5

1.3.2 Key Committee Overspends:

Adult Health and Social Care overspent by £5.7m The high cost of packages of care put in place during covid has increased our baseline costs into 2022/23. A huge amount of work has been done as part of an investment plan to tackle the underlying issues. Recruitment challenges reduced our ability to deliver targets in full in 2022/23. It is anticipated that 96% of savings will be delivered by 1st April 2024 within current plans, leaving £1.1m to be mitigated during 2023/24.

Education, Children and Families overspent by £5.8m Under-delivery of budget implementation plans in the service are the main cause of overspends; plans to reduce staffing and increase income from Health were not achieved.

Issues with staffing at Aldine House limited the capacity in the setting and affected the income for the service this year by £1.5m. Overspends in children's residential services, placements, short breaks, and direct payments have also been issues for the service's budgets.

The Housing Revenue Account is overspent against budget by £12m A significant issue in the HRA this year is the level of vacant properties within the Council's housing stock. This has led to a reduction in income (£2.7m) in rent plus additional costs for council tax to the HRA (£1.1m) from the empty properties. A backlog of repair jobs has led to gas servicing compliance issues and disrepair claims (£2.4m) for the service.

The housing repairs service overspent against budget by £10m. There has been a significant investment in addressing the backlog of repairs (in particular gas servicing) which have led to costs in excess of budget due to a higher volume of jobs and a higher than anticipated cost of fulfilling the work due to market factors and inflationary uplifts in materials and subcontractor costs.

1.4.4 Housing Committee - General Fund Overspent by £0.2m & Housing Revenue Account overspent by £12.0m at Month 12

The Housing General fund closed at £0.2m overspent against budget.	Full Year Forecast £m @ Month 12	Outturn	Budget	Variance @M12	Variance @M11	Mvmt
Housing General Fund		5.6	5.4	0.2	(0.9)	1.1
Housing Growth		0.7	0.7	(0.0)	(0.0)	(0.0)
Total		6.2	6.0	0.2	(0.9)	1.1

Throughout the year we made changes to the way we handled claims for temporary and supported accommodation. This meant we were able to achieve a higher claim rate before cases were “timed out”. This was the main reason for reported underspend against budget of £0.9m at M11.

However, upon final year-end reconciliation of the Housing Benefit subsidy claim, there was a significant shortfall in the amount we are able to reclaim from Government due to the caps on the expenditure claim. Whilst this has been an issue in previous years, we have accounted for the shortfall within the Resources portfolio and mitigated the deficit as part of the overall Housing Benefit reconciliation. In 22/23 there was a greater increase in the shortfall due to the rising demand for temporary and supported accommodation and an increase in the cost of placements in the current market. Due to the nature of the shortfall, it has been reported in the Housing General Fund account in 22/23 rather than in the Housing Benefit accounts.

The Department for Work & Pensions (DWP) reimburses local authorities for paying Housing Benefit claims and sets Housing Benefit policy. This issue is a national one with an estimated cost to Local Authorities in 21/22 of £110m for supported accommodation. Current legislation leaves Local Authorities with limited means of controlling the problem. The National Audit Office have very recently completed an investigation into this issue: [Investigation into supported housing - National Audit Office \(NAO\) report](#). The Housing Solutions service will continue to raise awareness and lobby Government for a resolution to this as well as developing solutions to mitigate the impact at a local level. Expenditure will be monitored tightly in 2023/24 to fully account for the extent of the issue throughout the year.

The Housing Revenue Account is overspent by £12m against budget at M12	Full Year Forecast £m @ Month 12	Outturn	Budget	Variance @M12	Variance @M11	Mvmt
Net Income – Dwellings	(149.9)	(152.6)		2.8	3.0	(0.2)
Other income	(7.2)	(6.5)		(0.7)	(0.2)	(0.5)
Repairs & Maintenance	51.4	41.4		10.0	9.4	0.6
Depreciation	24.7	24.7		0.0	0.0	0.0
Tenant Services	52.0	54.4		(2.4)	(2.6)	0.2
-Council Tax	2.0	0.9		1.1	1.2	(0.1)
-Disrepairs	4.6	2.6		2.0	2.4	(0.4)
Interest on borrowing	13.0	13.6		(0.7)	(0.1)	(0.6)
Contribution to Capital Programme	9.4	21.4		(12.0)	(13.1)	1.1
Total	0.0	0.0		0.0	(0.0)	0.0

The HRA position improved by £1.1m from M11 to M12. This was due to an accounting adjustment to the bad debt provision, additional interest income on investments, lower HRA borrowing costs and employee underspends. Some of these favourable movements were offset by increasing overspends in the Housing Repairs and Maintenance service.

Vacant properties resulted in a £2.8m loss of rent and £1.1m extra Council Tax cost.

Loss of rent was £2.8m for the year. This was largely related to the speed of turnaround of repairs on vacant properties. The HRA plan had assumed voids at around 1.5% but whilst plans are in place to improve the position going forward the current rate is around 3.4%.

In addition, the extra Council Tax costs of vacant properties was £1.1m for the year.

The Housing Repairs Service overspent by £10m

There were significant overspends on employees, sub-contractors, and material costs in dealing with additional responsive repairs within Voids, Repairs and Gas servicing.

A huge investment has been made in addressing non-compliance gas servicing moving shifting compliance rates to 98% from 87%. Addressing this backlog has incurred additional costs in the service alongside inflated materials and subcontractor costs.

The completion time for repairs to void properties has improved from 80 to 35 days, with the number of properties awaiting work reducing from 532 to less than 350 in the same period. The overall time taken to relet empty properties has reduced by almost 20% over the past 9 months.

The number of responsive repairs completed within target time has increased from 80% to over during the year and to 88%. The average waiting time for a responsive repair is now 12 days.

Disrepair claims were £2.4m above budget.

There were £2.4m extra costs for legal fees from an increasing volume of disrepair claims.

Vacant posts in Tenant Services contributed £2.4m underspend. Tenant Services underspend is largely as a result of vacancies in Neighbourhood Services and the Investment and repairs service of £1.7m including £0.6m Fire Safety, £0.3m Housing Employability Team.

Community heating account overspent by £0.2m	Full Year Forecast £m @ Month 12	Outturn	Budget	Variance
	Income	(3.9)	(3.3)	(0.6)
	Expenditure	3.6	3.2	0.4
	Total	(0.3)	(0.1)	(0.2)

Overspends in the HRA impact the capital programme The final outturn position results in a reduced contribution to the future programme. Savings in revenue budgets in 2023/24 must be delivered to ensure the long-term capital programme remains affordable.

2. HOW DOES THIS DECISION CONTRIBUTE?

- 2.1 The recommendations in this report are that the Housing Policy Committee notes the Council's Revenue Outturn position and their 2022/23 outturn and takes action on overspends in budgets in preparation for the 2023/24.

3. HAS THERE BEEN ANY CONSULTATION?

- 3.1 There has been no consultation on this report.

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 individual Committees will use equality impact analyses as a basis for the development of their budget proposals in due course.

4.2 Financial and Commercial Implications

- 4.2.1 The primary purpose of this report is to provide Members with information on the City Council's revenue outturn position for 2022/23.

4.3 Legal Implications

- 4.3.1 Under section 25 of the Local Government Act 2003, the Chief Finance Officer of an authority is required to report on the following matters:

- the robustness of the estimates made for the purposes of determining its budget requirement for the forthcoming year; and
- the adequacy of the proposed financial reserves.

- 4.3.2 There is also a requirement for the authority to have regard to the report of the Chief Finance Officer when making decisions on its budget requirement and level of financial reserves.

- 4.3.3 By the law, the Council must set and deliver a balanced budget, which is a financial plan based on sound assumptions which shows how income will equal spend over the short- and medium-term. This can take into account deliverable cost savings and/or local income growth strategies as well as useable reserves. However, a budget will not be balanced where it reduces reserves to unacceptably low levels and regard must be had to any report of the Chief Finance Officer on the required level of reserves under section 25 of the Local Government Act 2003, which sets obligations of adequacy on controlled reserves.

4.4 Climate Implications

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

- 4.4 Other Implications
- 4.4.1 No direct implication

5. ALTERNATIVE OPTIONS CONSIDERED

- 5.1 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.

6. REASONS FOR RECOMMENDATIONS

- 6.1 To record formally changes to the Revenue Budget.

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Housing Policy Committee Introduction

Janet Sharpe, Director of Housing
Housing & Neighbourhood Services
Tom Smith, Director of Operational Services

June 2023

Sheffield City Council

Sheffield
City Council



Introducing the Housing Service

- Focused on improving the management, maintenance, investment, support & regulation of housing to increase the standards & supply of affordable homes in Sheffield.
- Responding to the challenges of inflation & budgetary pressures & focused on recovery and resilience to tackle the social & economic challenges facing residents.
- Have defined our core themes & have identified the future challenges that will require our intervention, working closely with our partners, tenants and residents in Sheffield.

- Largest social housing landlord in the city with around 38,000 homes & 2,900 leasehold properties to manage & maintain
- We are responsible for over 30 Sheltered housing schemes and a range of supported housing accommodation
- Responsible for the prevention and management of Homeless and Rough Sleeping in city
- Working closely with other services, statutory partners, tenants and landlords
- £162 million annual 'rent roll'
- An approved 5 year £600m Housing Investment Programme (capital), £100 million annual capital investment programme and around £50m on delivering tenants repairs
- Regulation of over 60,000 Private Rented Homes, huge challenges in quality

Our roles and responsibilities:

- Regulation of around 200 high-rise/high risk buildings in city, majority in private sector and some still with ACM
- Director SCC duty-holder of fire safety for residential accommodation
- Member of Govt LA Housing Working Groups & Govt expert engagement work
- National Pilot for Residents Charter & Engagement in high rise homes
- Lead on development of city Housing Strategy and city champion for increasing Suitable Affordable Housing
- We still have a significant SCC Council Housing Stock Increase Programme
- Coordinated approach for securing significant sums of money from Homes England and SYMCA to support city Strategic ambitions for Housing and to improve Neighbourhood standards
- Supporting tenants through rising living costs to navigate financial challenge and maintain sustainable tenancies
- Accreditation of ISO 45001 & compliance for ISO 14001 for the service for many years

Our roles and responsibilities:

We work in partnership across the Council to deliver services to tenants & residents

Housing Revenue Account
Business Plan funding and
strategic direction for:

- Delivery of **council housing repairs** and improvements - through colleagues in **Repairs and Maintenance**
- Delivery of the council housing **Stock Increase Programme (SIP)** through colleagues in **City Futures**





Our Vision:
**Decent
homes,
Safe
spaces,
Inclusive,
Well
Managed**

Our 2023 Focus

Page 99

- ❖ Improve the Repairs Service
- ❖ Tackle damp and mould
- ❖ Manage disrepair
- ❖ Improve vacant rent loss
- ❖ Develop Asset Management Strategy

- ❖ Improve customer satisfaction
- ❖ Supportive income collection
- ❖ Sustainable business planning
- ❖ Deliver PSR Phase 1

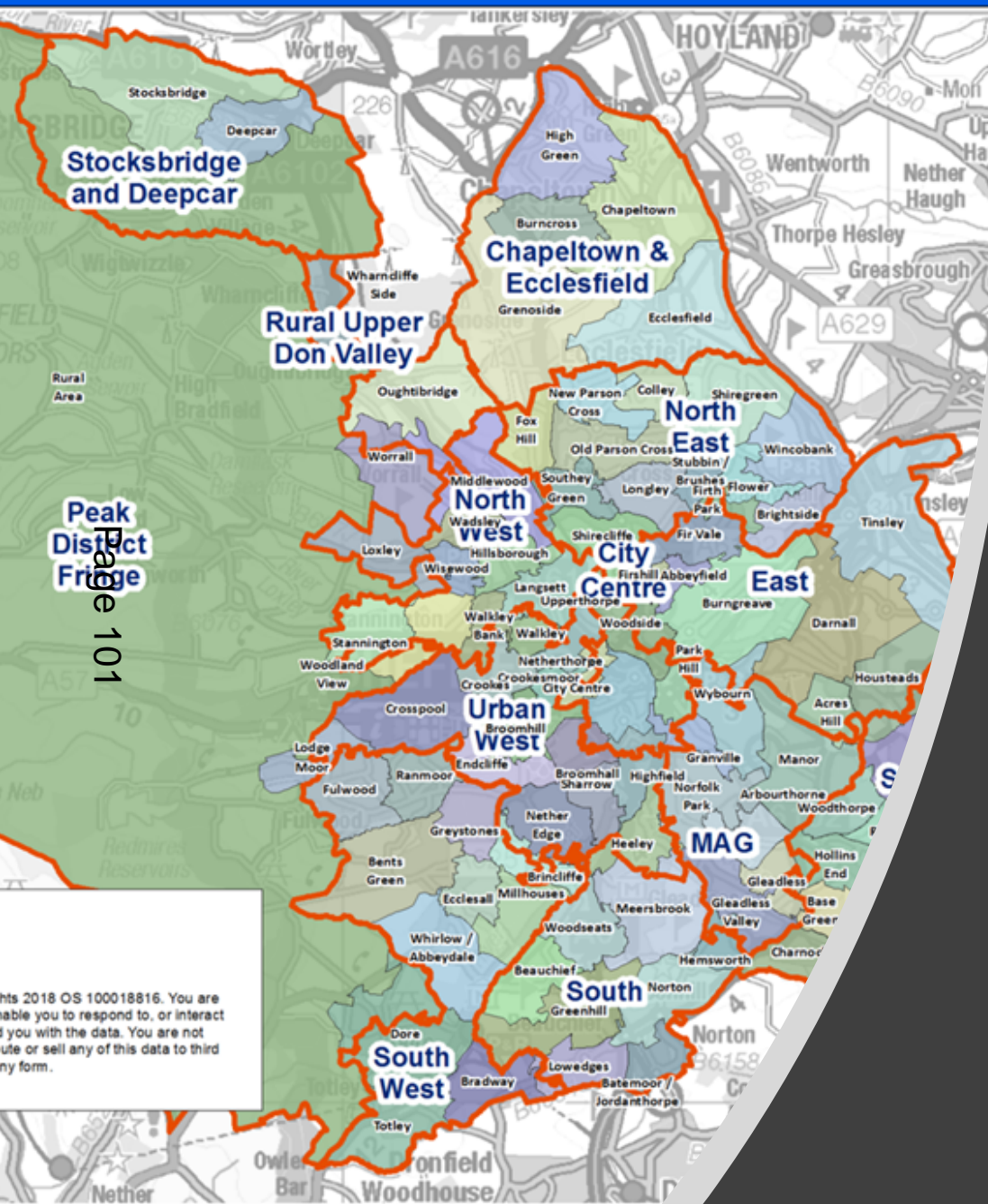
- ❖ Health and safety compliance
- ❖ Fire and building safety
- ❖ Challenge ASB
- ❖ Homelessness prevention

- ❖ Respond to complaints
- ❖ Inclusion and respect
- ❖ Easy access
- ❖ Involve and welcome challenge
- ❖ Deliver a new Housing Strategy
- ❖ Reshape our workforce

Housing Revenue Account

- The financial account of the Council as a landlord
- Reviewed annually to reflect the Council's ambitions for the year ahead – approved by Full Council
- Budget of £168 million in 2023/2024
- Significant budgetary pressures due to increase in interest and inflation rates; and increase in repairs and maintenance cost and demand increases.
- Pressures will impact on affordability of HRA Business Plan over next 30/40 years.
- Required to identify £23 million worth of savings for 2023/2024 to balance the budget
- Identified savings have included a 7% rent increase for tenants, improving our vacant rent loss, and selling high value sundry properties
- Stock Increase Programme will continue to be under review due to increasing construction costs





Our Strategic Approach

Provide more housing and a balanced range of homes

Improve the quality of the private rented sector where concentrations of poor housing exist

Support our aging population to live independently, including vulnerable homeowners

Through a range of strategies:

Housing, Older Persons Housing, Affordable Housing, Supported Housing, Student Housing, Private Sector Quality, Homeless Prevention & Housing Revenue Account (HRA)

Investment & Growth

Status:

- Council Housing stock increase programme – 2,310 new homes for social housing by 2028/9 – exploring options for more
- Working with City Futures to increase the supply of affordable homes with partners and review stock increase programme
- 5-Year Housing Investment Programme - £600m - Includes significant work on existing Council housing stock
- £50m spent each year on day-to-day repairs
- Funded plan to improve homes that do not meet EPC C and developing options for funding/roadmap to achieve net zero
- SCC shared ownership model being offered for the first time in 2023

Activities:

- Buying on-site, off-plan & properties from private sector
- Damp and Mould Task force set up to focus on damp and mould issues in both social and private rented homes. Chaired by Director of Housing, bringing together internal and external partners.
- Focus on H&S compliance in line with Regulator expectations
- Greater focus on implementing capital programme improvement works by LAC areas and expanding 'Edward Street' approach further
- Developing a Net Zero Road map for all tenures
- Developing a renewed Asset Management Strategy for 2023/2024 with a focus on ensuring our homes are safe
- Delivering year on year improvements to existing tenants' homes – roofs, kitchens, communal areas, fire safety etc.



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A new generation of council housing

Our housing will offer choice, be good quality and affordable and will contribute to Sheffield being a more inclusive city

Our homes will have good energy performance, be more affordable to heat and increasingly use technology to reduce residential carbon emissions

Housing investment will support the city's economy, help connect people to work and opportunities and help people to live healthy independent lives

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Neighbourhood & Tenancy Enforcement

Status:

- Largest landlord in city – around 38,000 homes
- Provide essential local support to tenants through Neighbourhood ‘patch’ Officers
- Estate services and block cleaning delivered locally
- Neighbourhood teams supported by key central services
- Work from 12 offices across the city
- £162m annual rent roll with significant pressures from COVID19, cost-of-living crisis, and Universal Credit
- Rent recovery strategy to support and enforce
- Specialist support for management of tenancy breaches

Activities:

- Refreshing tenancy management approach to balance support, engagement, sustaining tenancies, tackling local issues & costs
- Reviewing current housing management areas and alignment with LACs
- Lead role in Place Systems Review to deliver our services in ways that meet customer needs – new IT system in Place by Dec 23
- Reviewing approach to Estate Management, Waste, Tenancy Enforcement and customer access points
- New Customer Engagement Strategy, more digital; supporting, widening voice beyond, 40+ Tenant & Resident Associations in City

Status:

- Responsible for housing strategy and policy
- Management of Choice-Based in Sheffield
- 22,121 on register; 9,552 placed at least one bid in the last 12 months; average 4,390 bids placed weekly. Average 74 bids per property; for 70 re-lets per week.
- Last official headcount of rough sleepers stood at 28, daily count often in single digits.
- Around 300 homeless households presented to SCC HNS per month. 500 homeless households in TA of which around 230 are in emergency & hotel accommodation at any one time.
- Directly provide temporary accommodation and manage the housing support pathway to supported accommodation of 800 beds.
- 31 Sheltered Schemes, 1200 older residents, 70% between ages of 70 and 107 with 24/7 services
- Significant shortage and choice of housing for older people
- Management of Local Assistance Scheme & aligned with wider SCC housing and Cost of Living support available
- Launched shared home ownership scheme in 2022
- Operational management of refugee services including Ukraine, UKRS, Afghan etc and, on site management of 2 x Gypsy & Traveller Sites

Activities:

- Delivery of Homelessness Prevention and OPIL strategies
- Prevention at the heart of reducing homelessness and improving health and wellbeing – multi agency approach
- Housing First Model launched in 2021
- Floating support service for tenants launched in 2022
- Review of gypsy and traveller service
- Review of accommodation-based support services – both directly delivered and commissioned
- Review of Allocations Policy
- Additional accommodation support Care Leavers, L&D and mental health.

New specialist accommodation:

Page 06
A greater range of homes to help meet the significant shortfall of specialist accommodation

Our first new Independent Living Housing scheme opened in Parsons Cross in 2022.

We are also exploring options for further Older Persons Independent Living Schemes in other parts of the City.

Our new learning disabilities accommodation has been completed and opened in 2021.



Private Sector Housing

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Status:

- Over 60,000 private-rented homes in the City, fastest growing sector
- Approx. 3,000 Houses in Multiple Occupation
- Private sector stock condition survey estimates a minimum of £1 billion to tackle Category One hazards and poor standards
- Some specific areas of poor housing and focused attention– Page Hall; Abbeydale; Sharrow & Burngreave
- Cold and inefficient homes across the city
- Around 22,000 student accommodation places regulated via 'SNUG'
- Fire safety inspections and regulation of private sector high rise

Activities:

- Lead in successful enforcement, civil penalties and prohibiting homes uninhabitable
- Active management of Selective Licensing schemes
- Selective licensing completed 2019 in Page Hall, on site with selective licensing in London Road/Abbeydale area
- Damp and Mould Task force set up to focus on damp and mould issues in both social and private rented homes. Chaired by Director of Housing, bringing together internal and external partners.
- Targeted fire safe inspections to across all property types in the private rented sector
- Dedicated approach with statutory partners to address High Rise and High-Risk buildings and Leaseholder support to address impact of decades of de-regulation

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Our challenges moving forward

- Significant budgetary pressures to manage whilst also delivering on priorities over the next few years
- Sheffield has gaps in it's current housing offer
- Levels of homelessness are rising
- Quality of homes varies significantly across homes, neighbourhoods and sectors
- Increasing cost of living and fuel poverty across City households
- Tackling issues highlighted by Race Equality Commission – responding to findings, focusing on diversity in workforce profile
- Affordable housing shortfall of over 900 per year and increasing reliance on PRS to meet housing demand
- Right to Buy losses and continuing stock increase to replace lost stock & RP supply but not at same pace
- Condition and quality of private homes requiring significant investment and tighter enforcement
- Sustainability of the HRA BP to improve the quality of homes and range of services required
- Climate change compliance – seeking sufficient Govt funding to improve homes (all sectors)
- Whole raft of national policy changes coming through that will require resources and investment

New regulatory context

Strengthening tenant voice

- **Introduction of Tenant Satisfaction Measures** - show how satisfied tenants are with the services they receive from us
- Make our performance more visible to tenants and open to question

Strengthening regulation

- **Increased Regulator inspection powers** – routine inspections of landlords – ensuring their ability to meet new standards
- **Increased enforcement powers** – when things go wrong regulator has ability to take swift and effective action
- **New Regulator for Fire and Building Safety** (Building Safety Regulator) with a focus on overseeing safety and improving building standards

Consumer standards themes



Safety



Quality



Neighbourhood



Transparency



Engagement and accountability



Tenancy



Despite recent challenges, we are:

Investing to improve quality in existing homes as priority

£600m+ invested in Housing Capital Programme over next 5 years

Investing additional £50m in fire safety

Building/buying new homes to increase affordable homes in the city

Contributing to climate change ambitions - aiming to become net-zero

Proactively managing our neighbourhoods, supporting our tenants & providing front line services

Improving customer access as part of the Council's plans for better customer services

Working closely with new Committee structure and Local Area Committee's



And supporting the next generation of staff...

Currently have around 120 apprentices within Housing and Neighbourhoods and Repairs and Maintenance

Many become permanent members of staff after working to gaining an NVQ qualification over 2-years

Plan to increase the number of apprentices per year going forward

Also offer opportunities for graduates with several roles available each year and higher apprentice placements each year

All capital contracting requires apprenticeships & local employment opportunities

Contributing to changing the diversity and shape of the service that better reflect our communities

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Report to Policy Committee

Author/Lead Officer of Report: Georgina Parkin

Tel:

Report of: *Ajman Ali – Executive Director of Operational Services*

Report to: *Housing Policy Committee*

Date of Decision: *8 June 2023*

Subject: *The creation of a Task and Finish Group to oversee work to develop the new Housing Strategy*

Has an Equality Impact Assessment (EIA) been undertaken?	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
<i>Not applicable at this stage. An EIA will be developed for the Housing Strategy</i>				
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"/>
<i>Not applicable at the stage. A CIA will be undertaken for the Housing Strategy</i>				
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:-				
<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>				

Purpose of Report:

This report seeks approval to reconstitute and reappoint the Task and Finish Group overseeing work to develop a new Housing Strategy. Membership will be drawn from the Housing Policy Committee

The Terms of Reference of the Group is appended to this report.

**Recommendations:
That the Housing Policy Committee**

Reconstitute and reappoint a Task and Finish Group to oversee work to develop a new Housing Strategy and report on progress against the work programme.

Background Papers:

Terms of reference for Task and Finish Group

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>N/A at this stage</i>
		Legal: <i>N/A at this stage</i>
		Equalities & Consultation: <i>N/A at this stage</i>
		Climate: <i>N/A at this stage</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 of 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: Georgina Parkin	Job Title: Service Manager – Strategic Housing and Regeneration
	Date: <i>May 2023</i>	

1. PROPOSAL

1.1 The Council's published Housing Strategy 2013 – 2023 is due to run out. We are not required by Government to have a housing strategy, but a strategy document sets out people's housing needs and what the Council intends to do to address them. It helps partners understand the Council's priorities and helps them align their plans and funding. A new Housing Strategy will:

- Identify any mismatch between supply and demand
- Provide an overview of housing related issues in Sheffield
- Identify issues regarding housing conditions
- Set out the vision and overarching objectives for the provision of housing and housing services across the city including the focus on housing equalities and the key role Housing has a to play in meeting zero carbon targets by 2030.
- Make links and places the strategy within the context of national, regional and city policies and objectives.
- Set out the key objectives for the Council and its partners
- Establish priorities for action and spending priorities
- Develop an action plan and set out policy direction to deliver the Housing Strategy

The breadth of policy and investment issues which will be set out in the new housing strategy is significant. It is important that appropriate time is set aside for members of the Housing Policy Committee to consider housing context and options and advise officers of future priorities to develop the new Housing Strategy.

A decision was taken at the 10 November Housing Committee to appoint a time limited Task and Finish Group to oversee the development of the new housing strategy. A Terms of Reference was approved as part of this decision. These are appended to this report.

The Terms of Reference proposed 6 meetings would take place to focus on key policy issues which officers require advice on, and which Councillors requested. Before the elections in May 2023, the Group held 5 meetings. A summary of the meetings was produced. Meeting topics included:

- 1) Equalities
- 2) Supported Housing
- 3) Access to Rented Housing
- 4) Private Rented Sector
- 5) Decarbonisation

Following the elections in May 2023, the political make-up of the council is the same. However, the membership of the Housing Policy Committee has had some changes. It is therefore proposed that the Task and Finish Group is reconstituted to address unfinished or new areas in relation to developing a new Housing Strategy in line with the approved Terms of Reference.

In summary the Group functions include:

- The Group will have oversight of key housing issues and give advice to officers who are developing the Housing Strategy
- Raise awareness and share information about policies, strategies and, plans related to housing
- Feedback to the Housing Policy Committee about policy advice given to officers to shape the development of the housing strategy

The Council is also developing City Goals and has developed other significant interdependent strategies. The Task and Finish Group should also ensure the new Housing Strategy is in accordance and contributes to these.

The Housing Strategy will be developed over the summer and autumn with the final Strategy drafted in time for a decision at Housing Policy Committee in March 2024.

2. HOW DOES THIS DECISION CONTRIBUTE ?

- 2.1 Having a new Housing Strategy will directly contribute creating better communities and neighbourhoods and the Council's commitment to achieving net zero by 2030. Equalities, decarbonisation and supporting the most vulnerable communities are at the heart of the policy issues the Task and Finish Group will be considering. The Group will enable key policy issues to be debated by members from across the political parties. This will ensure collective agreement on issues which need to be addressed by the Housing Strategy. This will result in a more rounded and effective Strategy, benefitting the Council, its residents and partners. Political endorsement at an early stage will also provide traction for the Strategy development.

3. HAS THERE BEEN ANY CONSULTATION?

- 3.1 The Council is not required to consult on this proposal.

The Strategic Leadership Board have been briefed on the development of the Housing Strategy and recommended that the Housing Committee set up a Task and Finish Group to oversee this work.

The Housing Policy Committee approved the establishment of the Task and Finish Group on 10 November 2022.

4. RISK ANALYSIS AND IMPLICATIONS OF THE DECISION

4.1 Equality Implications

- 4.1.1 The Task and Finish Group will have Member representation from the 3 largest political parties, ensuring that advice is reflective of the political makeup of the Council.

The meeting programme will include a session dedicated to equalities. This will help make sure that equalities issues are embedded within the policy advice provided by the Task and Finish Group. An EIA will be completed for the Housing Strategy.

4.2 Financial and Commercial Implications

- 4.2.1 There are no direct financial and commercial implications because of creating a Task and Finish Group. However, the group will consider the financial implications of policy advice provided.

4.3 Legal Implications

- 4.3.1 Policy committees may appoint Task groups to assist in the performance of their duties. Only one Task group may be appointed at one time by each policy committee.

4.4 Climate Implications

- 4.4.1 There are no direct climate implications as a result of creating a Task and Finish Group. However, climate implications will be a key area of policy the Group will consider. A CIA will be completed for the Housing Strategy

4.4 Other Implications

- 4.4.1 Once this task group completes its work and ends, it is open to the Housing Policy Committee to appoint a new Task group for the Committee's remaining annual work plan.

5. ALTERNATIVE OPTIONS CONSIDERED

- 5.1 An alternative would be to deliver a series of knowledge briefings for the Housing Policy Committee. This was rejected as it would not enable constructive debate and advice to be provided to officers.

6. REASONS FOR RECOMMENDATIONS

- 6.1 The Task and Finish Group will bring together a small, focused group of members to examine key housing policy issues and provide clear advice to officers developing the strategy. Cross party representation will mean that political agreement is reached at an early stage of the process allowing the strategy to progress. This has been a significant barrier to the Strategy's development in the past.

The group will feedback advice given, and progress on the work programme to the Housing Policy Committee, so the Committee can make informed decisions on the Housing Strategy.