



**HOUSING, PLANNING AND REGENERATION, AND REGULATORY SERVICES
SCRUTINY COMMITTEE**

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To: Councillors S. Bradshaw, Brennan, Capleton, Grimley (Chair), Needham, Ranson (Vice-Chair) and Gerrard (For attention)

All other members of the Council
(For information)

You are requested to attend the meeting of the Housing, Planning and Regeneration, and Regulatory Services Scrutiny Committee to be held in Preston Room - Woodgate Chambers on Tuesday, 10th December 2019 at 6.00 pm for the following business.

Chief Executive

Southfields
Loughborough

2nd December 2019

AGENDA

1. APOLOGIES
2. MINUTES OF THE PREVIOUS MEETING 4 - 9
To approve the minutes of the previous meeting.
3. DISCLOSURES OF PECUNIARY AND PERSONAL INTERESTS

4. DECLARATIONS - THE PARTY WHIP

No declarations of the existence of the Party Whip were made.

5. QUESTIONS UNDER SCRUTINY COMMITTEE PROCEDURE 11.16

No questions were submitted.

6. WORK PROGRAMME

10 - 13

A report of the Head of Strategic Support enabling the Committee to review and agree the Scrutiny Work Programme.

7. QUARTERLY PERFORMANCE MONITORING REPORT

14 - 33

A report of the Strategic Director providing performance monitoring information and results for the second quarter of 2019-20 in respect of the Corporate Plan objectives and key performance indicators, including anti-social behaviour and housing repairs complaints.

8. FIVE YEAR HOUSING LAND SUPPLY UPDATE

34 - 36

A report of the Head of Planning and Regeneration to provide the Committee with an update to the Committee on the status of the Council's five-year Housing Land Supply.

9. UPDATE ON THE HOUSING, EMPTY HOMES AND HOMELESSNESS STRATEGIES ACTION PLAN

37 - 55

A report of the Head of Strategic and Private Sector Housing to provide the Committee with an update on the Council's Housing, Empty Homes and Homelessness Strategies Action Plan.

SCRUTINY QUESTIONS

What topics to choose?

- What difference will scrutiny make?
- Is this an area of concern – public/performance/risk register?
- Is this a corporate priority?
- Could scrutiny lead to improvements?
- What are the alternatives to pre-decision scrutiny?

Pre-decision scrutiny

- What is Cabinet being asked to agree?
- Why?
- How does this relate to the overall objective? Which is ...?
- What risks have been identified and how are they being addressed?
- What are the financial implications?
- What other options have been considered?
- Who has been consulted and what were the results?
- Will the decision Cabinet is being asked to take affect other policies, practices etc.?

Basic Questions

- Why are you/we doing this?
- Why are you/we doing it in this way?
- How do you/we know you are making a difference?
- How are priorities and targets set?
- How do you/we compare?
- What examples of good practice exist elsewhere?

HOUSING, PLANNING AND REGENERATION, AND REGULATORY SERVICES SCRUTINY COMMITTEE 3RD SEPTEMBER 2019

PRESENT: The Chair (Councillor Grimley)
The Vice Chair (Councillor Ranson)
Councillors S. Bradshaw, Brennan, Capleton,
Needham and Rattray

Councillor Mercer (Cabinet Lead Member for
Housing) and Rollings (Cabinet Lead Member for
Transformation)

Strategic Director of Housing, Planning,
Regeneration and Regulatory Services
Head of Landlord Services
Head of Planning and Regeneration
Sustainability Officer
Democratic Services Officer (NC)

APOLOGIES: none

The Chair stated that the meeting would be recorded and the sound recording subsequently made available via the Council's website. He also advised that, under the Openness of Local Government Bodies Regulations 2014, other people may film, record, tweet or blog from this meeting, and the use of any such images or sound recordings was not under the Council's control.

7. MINUTES OF THE PREVIOUS MEETING

The minutes of the meeting held on 2nd July 2019 were confirmed as a true record.

8. DISCLOSURES OF PECUNIARY AND PERSONAL INTERESTS

Councillor Grimley declared a personal interest in item 10 as in his professional life he had used building control services at Charnwood Borough Council in the past.

9. DECLARATIONS - THE PARTY WHIP

No declarations of the existence of the Party Whip were made.

10. QUESTIONS UNDER SCRUTINY COMMITTEE PROCEDURE 11.16

No questions had been submitted.

11. WORK PROGRAMME

Two reports including a supplementary report of the Head of Strategic Support were submitted to enable the Committee review and agree its work programme (item 6 on the agenda filed with these minutes).

The Strategic Director of Housing, Planning, Regeneration and Regulatory Services, the Head of Planning and Regeneration, the Head of Landlord Services and the Democratic Services Officer assisted the Committee with its consideration of the two reports.

The following points were raised:

- the Housing Capital Programme figures would be finalised at the same time as the draft budget in January/February so for the Committee to review this topic at its December meeting the figures would be unconfirmed and of limited detail. If the Committee waited until its March meeting to scrutinise the Programme it would be too late to shape the report before it was submitted to Cabinet at its meeting later in March 2020.
- the Local Development Scheme was published once a year setting out the key milestones for the preparation of the Local Plan. The Scheme's milestones would be reviewed by the Project Board and were usually confirmed in January / February and then proposed for agreement by the Cabinet at its meeting held in March 2020. It would therefore be difficult for the Committee to schedule any meaningful scrutiny of this topic before its submission to the Cabinet.
- there was an expectation upon Scrutiny Councillors to be proactive in researching topics to determine if they would benefit from scrutiny. Informal meetings could be scheduled to scrutinise topics in between formal committee meetings, and additional formal meetings could also be scheduled to enable the Committee to fulfil the role asked of it by the Scrutiny Commission. Concerns were raised about how to document any recommendations made at these types of meetings.
- if the Committee wished to receive a briefing about topics, before proposals were submitted to Cabinet, there was a potential for information to be provided that was not fully developed and which could change during the period after the briefing and before the report was submitted to the Cabinet.

RESOLVED

1. that a report detailing high level figures of the Housing Capital Programme be scheduled to the Committee's meeting to be held on 10th December 2019;
2. that the Scrutiny Commission be asked to consider scrutinising the Local Development Scheme as part of its pre-decision scrutiny before the Cabinet meeting in March 2020;
3. that Committee requests that the Scrutiny Commission provides clarity and further guidance with respect to how it can fulfil its role of pre-decision scrutiny at an earlier stage;
4. that an update is provided to the Committee at each of its meetings regarding the quarterly figures for the 5 year Housing Land Supply;
5. that the information provided by the Head of Planning and Regeneration to the Corporate Services Scrutiny Committee after its meeting on 25th June 2019

with respect to its concerns about the new planning service structure be also circulated to members of the Housing Planning Regeneration and Regulatory Services Scrutiny Committee;

6. that the current position with the Committee's Work Programme be noted

Reasons

1. To enable the Committee to fulfil the request by Scrutiny Commission to complete pre-decision scrutiny on topics at an earlier stage.
2. The Committee considered that it would be difficult for it to meaningfully scrutinise this topic prior to its submission to the Cabinet but was of the opinion that the importance of the subject matter indicated that it would be advantageous for the topic to be scrutinised.
3. The Committee were concerned that its current meeting schedule, the report schedule of the Cabinet and its current remit did not fit with the request of the Scrutiny Commission to complete pre-decision scrutiny at an earlier stage and sought further guidance.
4. The Committee wished to closely monitor if the Council's Housing Land Supply falls below 5.5 years.
5. The Committee wished to receive the information previously circulated to the Corporate Services Scrutiny Committee.
6. To enable the Council's new scrutiny arrangements to operate efficiently and effectively.

12. 2019-20 QUARTER 1 PERFORMANCE MONITORING REPORT AND 2018-19 ANNUAL REPORT

A report of the Strategic Director providing performance information for the first quarter of 2019 -20 in respect of the Corporate Plan Objectives and Key Performance Indicators and the Annual Report for 2018-19 was submitted (item 7 on the agenda filed with these minutes).

At the invitation of the Committee the Cabinet Lead Member for Housing and Head of Landlord Services attended to assist the Committee with the consideration of the Key Performance Indicator KI6 - % rent collected (including arrears brought forward) and explained that the target had been missed by 0.01%.

In response to questions the Cabinet Lead Member for Housing and the Head of Landlord Services stated that:

- the Council was experiencing an increase in rent arrears after the introduction of Universal Credit (UC) in line with other local authorities and this had been built into the team plan. Whilst tenants were changing over to UC rent arrears

- was expected to continue to rise, but once the majority of tenants had moved to UC, it was expected that the increase in rent arrears would stabilise.
- if a tenant accrued 8 weeks rent arrears the Council could apply to the Department of Work and Pensions to have the rent paid direct to the Council as the landlord.
 - the Clockwise Credit Union provided tenants with ways in which to manage rent arrears. The Council had significant success in the region for setting up Clockwise accounts with its tenants. A new scheme was also in progress where direct debits could be set up on any date; currently the Council could only set direct debits up on set dates.
 - The number of staff in the team had been increased to manage the workload and the installation of new software was planned to identify high priority cases. This had been proven to increase efficiency in other local authorities and was likely to deliver savings for the Council.

There were no questions regarding the Annual Report 2018-19.

RESOLVED

1. that the performance results, associated commentary and the explanations provided by noted;
2. that the Annual Report 2018-19 be noted.

Reasons

1&2 the Committee was satisfied with the information in the report.

13. DELIVERY OF THE CLIMATE CHANGE STRATEGY

A report of the Head of Planning and Regeneration updating the Committee on the progress in implementing the Council's Climate Change Strategy was submitted (item 8 on the agenda filed with these minutes).

The Cabinet Lead Member for Transformation, the Head of Planning and Regeneration and the Sustainability Officer attended to assist the Committee with its consideration of the item and stated that in response to the approval of a notice of motion at full Council on 24th June 2019 the Climate Change strategy was undergoing a review.

In response to questions from the Committee it was noted that:

- the action not met related to engaging with schools to promote environmental programmes. As the County Council and Government provided guidance to schools as part of the national curriculum a decision had been made to not include this action in the future Climate Change Strategy Action Plan although it was noted that some schools were not part of the County Council's education system.
- it was believed that schools had not chosen to participate in the Council's 'Enviro Detective' programme during the monitoring year, due to changes in the

national curriculum making it difficult to fit the programme in, and that schools were also already looking at a number of climate change issues themselves.

Members discussed ways in which the Council could promote environmental programmes to schools within the Borough.

RESOLVED

1. that the Council seeks feedback from local schools as to why they had not signed up to be part of the Council's 'Enviro-Detective' programme;
2. that the contents of the report be noted;
3. that scrutiny of the Climate Change Strategy is added to its work programme and scheduled for the Committee's meeting in September 2020.

Reasons

1. The Committee wished to confirm with schools the reasons why they were not signing up to the Council's environmental programmes, and as it considered educating the next generation was important, the Council should ensure it supported this aim as much as practicable.
2. The Committee were satisfied with contents of the report.
3. To accord with the Committee's request that this matter is scrutinised in a year's time.

14. EXEMPT INFORMATION

RESOLVED that members of the public be excluded from the meeting during the consideration of the following item on the grounds that it would involve the likely disclosure of exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972 and it was considered that the public interest in maintaining the exemption outweighed the public interest in disclosing the information.

The Democratic Services Officer stopped the sound recording of the meeting.

15. BUILDING CONTROL ALTERNATIVE SERVICE DELIVERY PROJECT

Considered an exempt report of the Head of Planning and Regeneration regarding the status of the Building Control Alternative Service Delivery Project (item 10 on the agenda filed with these minutes).

The Cabinet Lead Member for Planning, Reinvestment and Tourism Strategy and the Head of Planning and Regeneration attended to assist the Committee with its consideration of the report.

RESOLVED that the Scrutiny Commission be informed that the Committee supported the approach taken to explore alternative service delivery models.

Reason

The Committee were satisfied with the contents of the report.

NOTES:

1. No reference may be made to these minutes at the Council meeting on 4th November 2019 unless notice to that effect is given to the Democratic Services Manager by five members of the Council by noon on the fifth working day following publication of these minutes.
2. These minutes are subject to confirmation as a correct record at the next meeting of the Housing, Planning and Regeneration, and Regulatory Services Scrutiny Committee.

HOUSING, PLANNING, REGENERATION, AND REGULATORY SERVICES SCRUTINY COMMITTEE 10TH DECEMBER 2019

Report of the Head of Strategic Support

ITEM 06 SCRUTINY WORK PROGRAMME

Purpose of the Report

To enable the Committee to review and agree the scrutiny work programme.

Actions Requested

1. To review and amend the scrutiny work programme to ensure that it is fit for purpose and that any items which no longer warrant scrutiny are removed and any items requiring scrutiny are added (see Appendix 1).
2. To note the removal of Housing Capital Programme (high level figures) from the Work Programme:

Reasons

1. To enable the Council's new scrutiny arrangements to operate efficiently and effectively.
2. To enable the Committee to fulfil the decision by the Scrutiny Commission that pre-decision scrutiny items set out in the Directorate based Committee work programmes be removed from its work programme (minute 46.1 2019-20 refers)

Policy Justification and Previous Decisions

The Corporate Plan commits the Council to review and improve its approach to the delivery of services to ensure it is constantly working to achieve a better service, providing better value for money and enhancing the performance and commitment to service delivery.

This Committee can identify and schedule items for its own work programme without needing the approval of the Scrutiny Commission if those items fall within its area of responsibility. If the committee identifies a topic for scrutiny that is outside its area of responsibility, it can make a recommendation to the Scrutiny Commission that it is added to the work programme of the relevant scrutiny committee, or that a scrutiny panel be established.

Implementation Timetable including Future Decisions and Scrutiny

Issues identified by the Committee within its own remit will be reflected in an updated work programme. Issues identified for scrutiny outside of the Committee's remit will be recommended to the Scrutiny Commission.

Appendices

Appendix 1: Scrutiny Work Programme (Housing Planning Regeneration and Regulatory Scrutiny Committee)

Background Papers: None

Officer to Contact: Nadia Ansari
Democratic Services Officer
01509 634502
nadia.ansari@charnwood.gov.uk

Housing, Planning and Regeneration, and Regulatory Services Scrutiny Committee Work Programme

| Responsible Body | Meeting Date | Issue | Scope of Item / Terms of Reference | Reason for Scrutiny | Invitees / Officers | Progress / Notes / Action Requested |
|------------------|--|--|---|---|-----------------------------|---|
| HPRRS | 3rd March 2019 (standing item at every | Work Programme | To consider items for future meetings | To allow the Committee to identify items for which scrutiny is required. | N. Conway/ Lead Officer | |
| HPRRS | 3rd March 2019 (standing item at every meeting) | Five Year Housing Land Supply - update | To provide an update to the Committee on the status of the five year Housing Land Supply irrespective of whether it drops below 5.5 years | To ensure that, when necessary, the figures are scrutinised on a regular basis and any actions can be identified if required. | Lead Member / R. Bennett | Agreed by SMB on 24 October 2018 (min 25.3) in response to a recommendation by the Five-Year Housing Land Supply Scrutiny Panel. Agreed by HPRR on 03 September 2019 to receive regular updates. |

| Responsible Body | Meeting Date | Issue | Scope of Item / Terms of Reference | Reason for Scrutiny | Invitees / Officers | Progress / Notes / Action Requested |
|------------------|--------------------------------|--|--|--|---|---|
| HPRRS | 03 March 2020 (annual item) | Full Performance Information (Quarter 3 Report) | Monitoring of Performance Indicator information and Corporate Plan Objectives and Initiatives. To also include reports on any anti-social or housing repairs complaints. | To ensure targets and objectives are being met. To identify areas where performance might be improved. | Relevant Lead Members & Heads of Service / A. Ward & H. Gretton | Item amended by SC at its meeting on 3 rd June 2019. Quarter 3 Report considered at the same time annually. |
| HPRRS | July 2020 (annual item) | Full Performance Information (Quarter 4 Report – Year End) | Monitoring of Performance Indicator information and Corporate Plan Objectives and Initiatives. To also include reports on any anti-social or housing repairs complaints. | To ensure targets and objectives are being met. To identify areas where performance might be improved. | Relevant Lead Members & Heads of Service / A. Ward & H. Gretton | Item amended by SC at its meeting on 3 rd June 2019. Quarter 4 Report considered at the same time annually. |
| HPRRS | Sep 2020 (annual item) | Full Performance Information (Quarter 1 Report) | Monitoring of Performance Indicator information and Corporate Plan Objectives and Initiatives. To also include reports on any anti-social or housing repairs complaints. | To ensure targets and objectives are being met. To identify areas where performance might be improved. | Relevant Lead Members & Heads of Service / A. Ward & H. Gretton | Item amended by SC at its meeting on 3 rd June 2019. Quarter 1 Report considered at the same time annually. |

Housing, Planning and Regeneration, and Regulatory Services Scrutiny Committee Work Programme

| | | | | | | |
|-------|---|-------------------------------|--|---|---------------------------------------|---|
| HPRRS | Sep 2020 (annual item) | Climate Local Action Plan | Monitoring of the Climate Change Strategy Action Plan. | Monitoring of progress on Action Plan. | Lead Member/ M. French / C. Clarke | Amended by SC at its meeting on 3 rd June 2019: report to be reviewed by the Committee and possibly deleted after its meeting if no longer relevant. |
| HPRRS | To be scheduled as required (ongoing item) | Five Year Housing Land Supply | If the Council's housing land supply falls below 5.5 years, a quarterly report to be provided and the Lead Member to attend to explain what actions are in place to return the five-year housing supply to a satisfactory level. | To ensure that, when necessary, the figures are scrutinised on a regular basis and any actions can be identified if required. | Lead Member / R. Bennett | Agreed by SMB on 24 October 2018 (min 25.3) in response to a recommendation by the Five-Year Housing Land Supply Scrutiny Panel. |

HOUSING, PLANNING, REGENERATION & REGULATORY SCRUTINY COMMITTEE 10TH DECEMBER 2019

Report of the Director of Housing, Planning, Regeneration & Regulatory Services Lead Member: Various

ITEM 07 2019-20 QUARTER 2 PERFORMANCE MONITORING REPORT

Purpose of Report

To provide performance monitoring information and results for the second quarter of 2019-20, in respect of the Corporate Plan Objectives and Key Performance Indicators for the Housing, Planning, Regeneration & Regulatory Services Directorate.

Action Requested

The Committee is requested to note the performance results; associated commentary and the explanations provided.

Reason

To ensure that targets and objectives are being met, and to identify areas where performance might be improved.

Policy Context

Quarterly reporting of performance is a key element of monitoring progress towards delivering the Council's Corporate Objectives and Initiatives as set out in the Corporate Plan and Annual Business Plan.

Background

The Committee receives performance reports on a quarterly basis to allow it to monitor progress against achieving the agreed targets which support the delivery of the Council's objectives as set out in the Corporate Plan (2016-2020). As part of the scrutiny arrangements it is envisaged that the Committee will be forward and outward looking and review performance through investigating how performance can be improved, for example by visiting Council's where performance exceeds that of Charnwood.

The attached report presents detailed performance results for quarter two of 2019-20, of the fourth and final year of the Corporate Plan (2016-2020) for the Housing, Planning, Regeneration & Regulatory Services Directorate. It provides explanations and commentary in respect of poor performance or non- achievement of targets and details of remedial actions being taken where appropriate. The report focuses on detailed information and dashboard reporting in order to provide the Committee with the information required to sufficiently scrutinise performance.

Options Available with Reasons

The Committee has the option to use the performance information to suggest new items for the scrutiny work programme of the Scrutiny Commission.

Financial and Legal Implications

None directly arising from this report.

Risk Management

The risks associated with the options available and proposed actions to mitigate those risks are set out in the table below.

| Risk Identified | Likelihood | Impact | Risk Management Actions Planned |
|--|-------------------|---------------|---|
| Failure to maintain a rigorous and embedded performance management framework could adversely impact on the achievement of the outcomes and objectives set out in the Council's Corporate Plan. | Low | High | Quarterly performance monitoring, including reporting to the Senior Management Team, and to this Panel. |

Background Papers: None

Officer(s) to contact: Eileen Mallon
Director of Housing, Planning, Regeneration & Regulatory Services
(01509 634662)
eileen.mallon@charnwood.gov.uk

Suzanne Kinder
Corporate Improvement and Policy Officer
(01509 634504)
suzanne.kinder@charnwood.gov.uk

Charnwood Borough Council

Housing, Planning & Regeneration and Regulatory Services Directorate

Corporate Performance Report

Quarter 2: 2019-2020



Corporate Plan (2016-2020) Priorities



Creating a Strong and Lasting Economy

“A strong growing and diverse economy is good for every business, community and household.”

New businesses, new homes and improved infrastructure will be key features in the next four years, with a range of affordable homes, new schools, shops and leisure facilities being planned to accommodate growth. We will support our rural communities, maintaining the characteristics that make them special, whilst encouraging the rural economy through small business investment and tourism opportunities. We will embrace innovation and technology so that Charnwood can compete on a worldwide platform at the highest level. We will maintain our commitment to our environment, celebrating its significance to both our heritage and future.



Every Resident Matters

“Every resident is important to us. Our vision is to make sure that Charnwood is a great place to live for families by creating a safe, secure & caring environment.”

We want everyone to feel valued, have a sense of belonging, share in our successes and enjoy life. We will provide opportunities to participate in social, leisure and cultural activities and in community life. We will also look after the more vulnerable members of our community and give support to those who need it most, especially older people and those less able to cope. We will nurture our young people and celebrate our rich cultural mix. We will welcome new communities so that we can all celebrate and enjoy our diverse culture.



Delivering Excellent Services

“We will maintain our focus on meeting our customers’ and residents’ needs.”

We will provide high quality, affordable and responsive services and improve online access to them. We are always seeking to improve the services that we deliver, by providing strong community leadership, being well governed, accountable, open and transparent. We will maintain the financial stability of the Council whilst continuing to seek ways to deliver better services as efficiently as possible.

Performance Overview

Quarterly reporting of performance is a key element of monitoring progress towards delivering the Council's Corporate Objectives and Initiatives as set out in the Corporate Plan (2016-2020) and Annual Business Plan (2019-2020). This report presents detailed performance results for the Quarter 2 of 2019-2020, in respect of the Corporate Plan Objectives and Key Performance Indicators for the **Housing, Planning & Regeneration and Regulatory Services Directorate**. It provides explanations and commentary in respect of poor performance, or non-achievement of targets, and details of remedial actions being taken where appropriate.

Corporate Performance Objectives: Quarter 2 2019-2020

Overall, at Quarter 2 there are **53** activities in the Annual Business Plan (2019-2020) which address the objectives outlined in the Corporate Plan. There is **1** objective reported as red, **14** objectives graded as amber in status this quarter and **37** are assessed as green. In addition, **1** objective has been completed this quarter.

Housing, Planning & Regeneration and Regulatory Services Directorate Performance Objectives: Quarter 2 2019-2020

At Quarter 2 there are **19** activities which are assigned to and are the responsibility of the **Housing, Planning & Regeneration and Regulatory Services Directorate**. There are **6** objectives graded as amber in status this quarter and **13** are assessed as green.

Corporate Performance Indicators: Quarter 2 2019-2020

Corporate performance against the Business Plan Indicators at Quarter 2 includes **2** indicators assessed as amber, **12** are green and **12** have not yet started (as they are scheduled for reporting in future quarters).

Performance against the Key Indicators associated with the Corporate Plan at Quarter 2 includes **1** assessed as red, **3** indicators rated at amber, **8** indicators are green and **5** have not yet started (as they are scheduled for reporting in future quarters).

Housing, Planning & Regeneration and Regulatory Services Directorate Indicators: Quarter 2 2019-2020

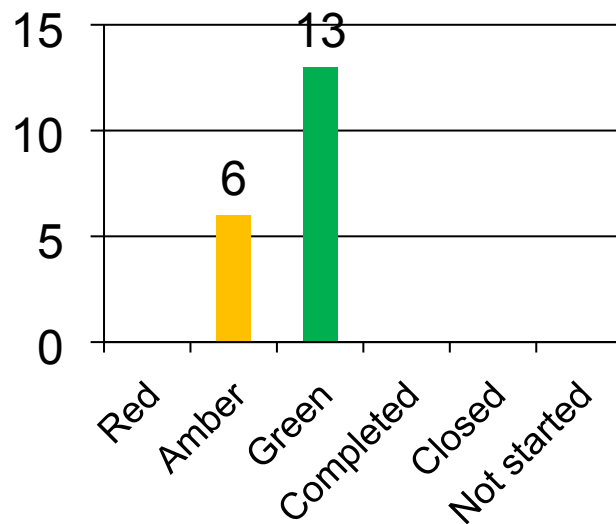
At Quarter 2 there are 5 Business Plan Indicators which are assigned to and are the responsibility of the **Housing, Planning & Regeneration and Regulatory Services Directorate**. At Quarter 2 **1** is assessed as green, **1** indicator rated at amber, and **3** have not yet started (as they are scheduled for reporting in future quarters).

Directorate performance against the Council's Key Indicators, at Quarter 2, includes **1** indicator assessed as amber, **6** indicators graded as green, and **4** have not yet started (as they are scheduled for reporting in future quarters).

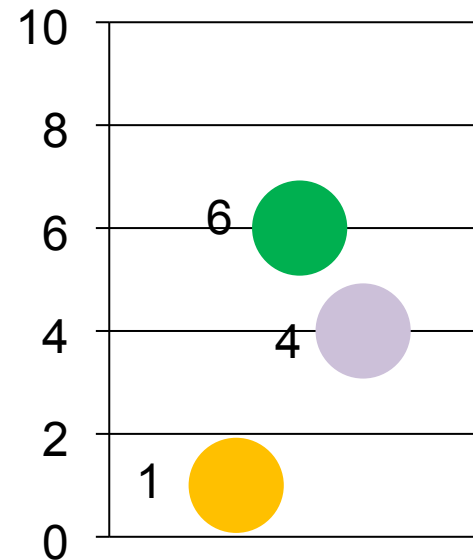
Housing, Planning and Regeneration and Regulatory Services Directorate Dashboard

Quarter 2: 2019-2020

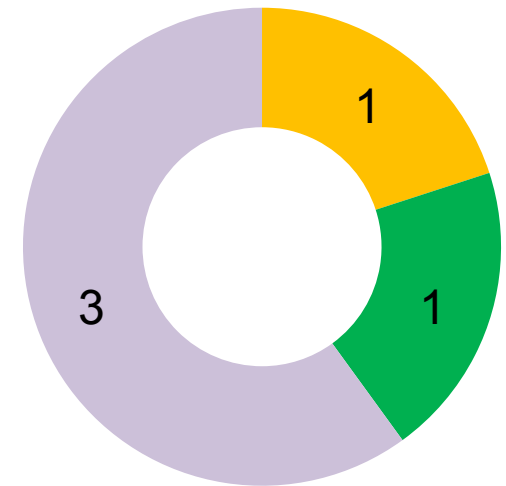
Business Plan Objectives



Key Performance Indicators



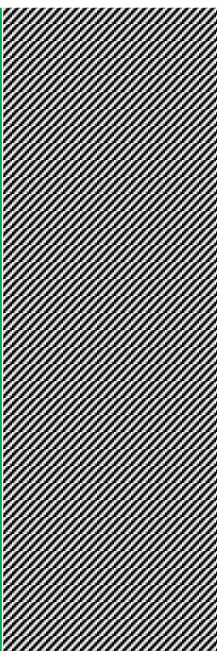
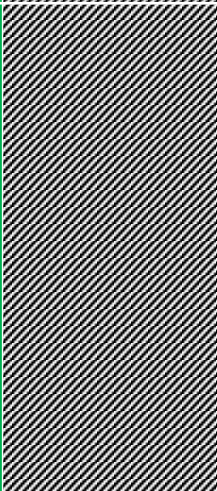
Business Plan Indicators

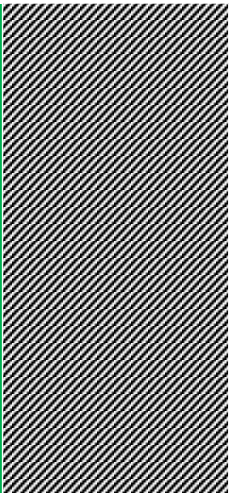
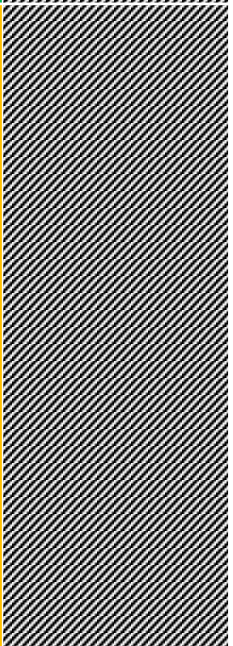


Creating a Strong and Lasting Economy

| Corporate Plan Outcome (2016-2020) | Business Plan Action (2019-2020) | Measurable Success Criteria | Progress | RAG | Linked Indicators |
|--|---|---|---|-----|-------------------|
| SLE1 - PR (1) - Encourage new jobs to the Borough through promoting the delivery of the Science Park and Enterprise Zone and encouraging new businesses to towns and villages. | Further inward investment opportunities to the Borough sought by employing the INCharnwood brand as a promotional tool. | <p>A) Business event promoting the INCharnwood brand held with a minimum of 100 businesses in attendance.</p> <p>B) Promotional video showcasing Charnwood to investors released by December 2019. Complete at Q1.</p> | <p>We continue to respond to investor enquiries and work closely with Loughborough Science & Enterprise Park, and Charnwood Campus, to court investors to the Enterprise Zone.</p> <p>There has been liaison with the LLEP regarding investment planning for the Loughborough Enterprise Zone sites. A planning application has been received which proposes development to the west of the University's portion of the Enterprise Zone's science park.</p> <p>Additionally, approval has been given by the Leicester Business Festival to hold 2 events using the INCharnwood brand.</p> <p>A) Planning has continued throughout Quarter 2, with LATi, to develop a major promotional event, due to be held in February 2020.</p> <p>B) Complete at Quarter 1.</p> | G | |

| | | | | | |
|---|--|--|--|----------|------------|
| SLE1 - PR (2) - Encourage new jobs to the Borough through promoting the delivery of the Science Park and Enterprise Zone and encouraging new businesses to towns and villages. | Establish the governance mechanism and investment plan for the delivery of the Charnwood Campus and Loughborough University Science and Enterprise Park as part of the Loughborough and Leicester Enterprise Zone. | Agreement in place with the Councils delivery partners, being Leicester City Council and the Leicester and Leicestershire Enterprise Partnership by December 2019. | Discussions are on-going with Leicester and Leicestershire Strategic Enterprise Partnership, Leicester City Council and Leicestershire County Council about the governance structure. To progress further in Quarter 3. | A | |
| SLE2 - PR (1) - Ensure that a growth in homes and infrastructure benefits residents through improved community facilities, affordable housing and superfast broadband. | Draft local plan completed for consultation, to guide the provision of homes and jobs across the Borough. | Draft local plan published for consultation by December 2019. | The draft local plan is to be submitted to Cabinet on 17th October 2019, for approval prior to consultation. A six-week public consultation is planned for November and December 2019. | G | |
| SLE2 - PR (2) - Ensure that a growth in homes and infrastructure benefits residents through improved community facilities, affordable housing and superfast broadband. | Establish a Housing Delivery Company to provide a vehicle for investment in land and property. | Housing Delivery Company fully established by September 2019. | The establishment of a Housing Delivery Company was paused, in order to allow approval of the Investment Strategy at Cabinet (September 2019), as this identified the capital funding of £10m to provide additional new homes. We are now looking at the best way to deliver this, which will depend upon the business case for either market or affordable homes. | A | |
| SLE2 - HOU - Ensure that a growth in homes and infrastructure benefits residents through improved community facilities, affordable housing and superfast broadband. | Bring Empty Homes back into use through housing advice/ assistance and partnership grants. | 50 Empty Homes brought back into use as a result of action by the Council. | <p>In Quarter 2, 11 empty homes have been returned into use as a direct result of advice and assistance from the Council's Empty Homes Officer.</p> <p>A total of 16 empty homes brought back into use, to date.</p> | A | BP3 |

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|--|--|---|--|-----------------|--|
| <p>SLE3 - PR (1) - Take action to protect the environment for future generations and ensure a clean borough for all to enjoy.</p> | <p>Implement the actions in the Carbon Management Plan to achieve the carbon reduction target by 2020.</p> | <p>15% reduction in CO2 emissions by 2020 (from a baseline of 2,133 tCO2 in 2012/13).</p> | <p>Carbon Management Plan projects have delivered sustained reductions in carbon emissions. In 2017/18 the Council's carbon footprint was 1,436 tCO2e, 32% decrease in emissions.</p> <p>The Carbon Management Plan 2020 is due to be closed, due to the completion of actions. Urban Foresight have been appointed to support the Council to produce a 10-year Carbon Management Plan, setting out the actions and milestones required to deliver carbon neutrality by 2030. Plan scheduled to be launched in March 2020.</p> | <p>G</p> |  |
| <p>SLE3 - PR (2) - Take action to protect the environment for future generations and ensure a clean borough for all to enjoy.</p> | <p>Promote high quality design in new developments to raise design standards.</p> | <p>A) Design Guide published by April 2020.</p> <p>B) Charnwood Design Awards held by March 2020.</p> | <p>A) A Design Supplementary Planning Document was published for consultation on 30th September 2019. The six-week public consultation ends on 11th November 2019.</p> <p>B) Nominations have been invited and shortlisting is complete. The judging panel is due to meet on 23rd October 2019 and the Charnwood Design Awards will take place on 28th November 2019.</p> | <p>G</p> |  |

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| <p>SLE3 - RS - Take action to protect the environment for future generations and ensure a clean borough for all to enjoy.</p> | <p>Review the Charnwood Borough Council Dog Control Public Spaces Protection Order 2017 to retain the existing controls and extend controls, if appropriate.</p> | <p>Review completed by December 2019 and Order in place for a further 3-year period.</p> | <p>July Cabinet on 4th July approved Notice of Intention for the proposed extension and variation of the Dog Control PSPO. Formal consultation period now completed. Delegated Decision, in consultation with Lead Member for Regulatory Services, to be finalised in Quarter 3 and the PSPO to be implemented by January 2020.</p> | <p>G</p> |  |
| <p>SLE4 - PR (1) - Promote the Borough to increase tourism and support initiatives to help our towns and villages to thrive. Develop new and revitalised Town Centre Masterplans for Loughborough and Shepshed.</p> | <p>Establish a scheme of capital works to extend and improve the Shepshed public realm.</p> | <p>Shepshed scheme approved for implementation by December 2019.</p> | <p>There have been delays with this action as there was an unexpected need to commission consultants to undertake design work as this service is no longer available from Leicestershire County Council. This will require time to undertake a tendering process to appoint appropriate consultants.</p> <p>However, throughout Quarter 2 initial preparatory work has been undertaken ready to submit a bid (subject to Cabinet approval in October '19) for funding for £600,000 from the Business Rates Pool administered by the LLEP.</p> | <p>A</p> |  |

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| <p>SLE4 - PR (2) - Promote the Borough to increase tourism and support initiatives to help our towns and villages to thrive. Develop new and revitalised Town Centre Masterplans for Loughborough and Shepshed.</p> | <p>Establish a scheme of capital works to extend and improve the Bedford Square/Wards End public realm.</p> | <p>Bedford Square/Wards End scheme approved for implementation by December 2019.</p> | <p>Currently behind timescales as there was an unexpected need to commission consultants to undertake design work as this service is no longer available from Leicestershire County Council. This required time to undertake a tendering process to appoint appropriate consultants.</p> <p>A Project Consultant was identified on 30th September 2019. Additionally, a Project Executive Team has been established and has met twice in this quarter, whilst the Loughborough Town Team has established a Task and Finish group to assist in the progression of the project. A bid has been submitted to the LLEP for further revenue funding for the project.</p> | <p>A</p> |
| <p>SLE4 - RS (1) - Promote the Borough to increase tourism and support initiatives to help our towns and villages to thrive. Develop new and revitalised Town Centre Masterplans for Loughborough and Shepshed.</p> | <p>Complete improvements to Browns Lane, Southfields Office, Syston and Woodhouse Eaves car parks to maintain the long-term viability of the car parks and increase customer car parking facilities across the Borough.</p> | <p>4 car parks resurfaced and repaired in line with the Council's Capital Programme.</p> | <p>Throughout Quarter 2, Internal meetings and site visits have taken place with Property Services to develop scope of works.</p> <p>A survey of car parks was completed, to prioritise work. An internal meeting with Property Services took place to agree a potential programme of works. The tender process proposed to commence in Quarter 3.</p> | <p>G</p> |

SLE4 - RS (2) - Promote the Borough to increase tourism and support initiatives to help our towns and villages to thrive. Develop new and revitalised Town Centre Masterplans for Loughborough and Shepshed.

Complete phase 1 of the Beehive Lane car park improvements and refurbishment scheme to maintain the long-term viability of the car park and encourage increased customer car parking in Loughborough.

Installation of new car park railings on the top floor of Beehive Lane car park completed by March 2020.

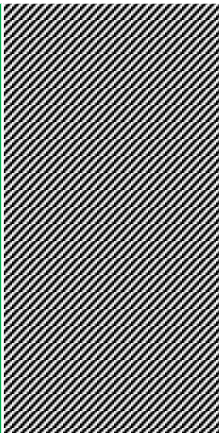
Potential contractors identified through the ESPO framework contract, with initial site meetings undertaken in Quarter 2. New procurement tender process proposed to be undertaken by Property Services in Quarter 3, subject to minor amendments to planning permission.

A

Every Resident Matters

| | | | | | Linked Indicators | |
|---|--|--|--|---|-------------------|----|
| ERM1 - LS - Keep our residents safe through implementing a new community safety plan, combatting ASB and investing in emergency planning, food safety and safeguarding. | Undertake the 2019/20 programme of works to install 21 new communal door entry systems in order to provide enhanced security for tenants. | 21 new communal door entry systems installed. | Work is in progress in installing 17 communal door entry systems. On target for completion by the close of Quarter 4. | G | BP16 | NS |
| ERM1 - RS (1) - Keep our residents safe through implementing a new community safety plan, combatting ASB and investing in emergency planning, food safety and safeguarding. | Review the Hackney Carriage and Private Hire Licensing Policy to continue to ensure the safety/ protection of those using Taxis and Private Hire Vehicles within Charnwood. | Final Policy agreed and published by March 2020. | Draft Licensing policy and report prepared, in consultation with Legal Services, for Licensing Committee on 22.10.19. Amendments made in proposed policy to Enforcement and Convictions scheme in line with national Guidance. | G | | |
| ERM1 - RS (2) - Keep our residents safe through implementing a new community safety plan, combatting ASB and investing in emergency planning, food safety and safeguarding. | Create and undertake an inspection programme for all new Animal Activity Licences issued under the Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018, to ensure that all premises comply with the minimum legal standards. | <p>A) 100% of planned inspections are completed during the year.</p> <p>B) 80% of Licences held achieve a level of 3 Stars or above as determined under the Animals Activity Star Rating System.</p> | <p>A) 1 planned inspection of Hiring of Horses establishment due was completed in Quarter 2.</p> <p>B) 95% (60 out of 63) of all Licences held achieve a level of 3 stars or above.</p> | G | BP10 | NS |

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| <p>ERM2 - LS (1) - Make Charnwood an attractive place for all through investment in our housing stock, funding community groups, and providing a range of diverse opportunities and events.</p> | <p>Invest in our housing stock through the delivery of (an estimated total of) 537 kitchens, bathrooms and heating installations to provide high quality homes for Council tenants.</p> | <p>A) 108 kitchens, 239 bathrooms, and 190 heating installations.</p> <p>B) KI5: 0% non-decent council general needs homes.</p> | <p>A) To date, delivery totals:</p> <p><u>Bathroom and level access shower replacements:</u> 189 have started (158 are handed over, 15 are completed awaiting hand over, and 16 are in progress).</p> <p><u>Heating:</u> 140 have started (128 are handed over and 12 are completed awaiting handover).</p> <p><u>Kitchens:</u> 15 have started (6 are completed awaiting handover, 9 and are in progress).</p> <p>B) Not scheduled to report until Quarter 4.</p> | <p>G</p> | <p>KI5</p> | <p>NS</p> |
| <p>ERM2 - LS (2) - Make Charnwood an attractive place for all through investment in our housing stock, funding community groups, and providing a range of diverse opportunities and events.</p> | <p>Refurbish 10 communal areas on the Bell Foundry estate to provide an enhanced environment for tenants, residents and visitors.</p> | <p>Completion of works, with 10 communal areas refurbished.</p> | <p>6 blocks at Freehold Street and 4 blocks on Russell Street have been identified. Costing has been completed and start dates are to be confirmed with our contractor.</p> | <p>G</p> | <p>BP19</p> | <p>NS</p> |

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|---|---|--|--|-----------------|---|
| <p>ERM2 - HOU (1) - Make Charnwood an attractive place for all through investment in our housing stock, funding community groups, and providing a range of diverse opportunities and events.</p> | <p>Deploy available resources from the Right to Buy Receipts to acquire additional properties to meet the housing needs of households on the housing register</p> | <p>Purchase between 10 and 12 properties in 2019-2020 to meet the housing needs of the Borough.</p> | <p>Sales have been completed on 2 properties (a 3-bed house and 3 bed bungalow), with a further 9 being progressed (a 2-bed ground floor flat, a 2-bed bungalow, 6 properties of 2 bed houses, and a 4-bed house.</p> <p>To date £1,945,324 of the budget for 2019/2020 has been spent or committed leaving a balance of £851,676.</p> | <p>G</p> |  |
| <p>ERM2 - HOU (2) - Make Charnwood an attractive place for all through investment in our housing stock, funding community groups, and providing a range of diverse opportunities and events.</p> | <p>Provide suitable temporary accommodation (excluding bed & breakfast) within Charnwood that meets the needs of homeless applicants.</p> | <p>50% of suitable temporary accommodation (excluding bed & breakfast) meeting the needs of homeless applicants.</p> | <p>86% of temporary accommodation placements provided by Charnwood Borough Council, to homeless households (as at 30th September 2019), were in the Councils housing stock and deemed to be suitable.</p> | <p>G</p> | <p>BP21</p> <p>G</p> |

Business Plan Indicators

The Business Plan indicators below are those which Charnwood Borough Council directly impacts:

| Indicator | Quarter 1 | Quarter 2 | Target | Commentary |
|---|-----------|-----------|--------|--|
| BP3 - Number of Empty Homes brought back into use (Cumulative Target) | | 16 Homes | A | 20 Homes 16 of 50 Homes delivered to date. See SLE2 HOU for further information. Tolerance set at 15 Homes. |
| BP10 - Percentage of planned inspection for Animal Activity Licenses | | | NS | Annual Target- to be reported in Quarter 4. See ERM1 RS2 for further information. |
| BP16 - Number of communal door entry systems installed | | | NS | Annual Target- to be reported in Quarter 4. 17 of 21 doors currently being progressed. See ERM1 LS for further information. |
| BP19 - Number of communal areas refurbished on Bell Foundry Estate | | | NS | Annual Target- to be reported in Quarter 4. See ERM2 - LS (2) for further information. |
| BP21 - Percentage of suitable temporary accommodation for homeless applicants | | 86% | G | 50% Achieved 86% (against a 50% target) at Quarter 2. See ERM2 - HOU (2) for further information. |

Key Corporate Indicators

The key indicators below are those which Charnwood Borough Council directly impacts:

| Indicator | Quarter 1 | Quarter 2 | | Target | Commentary |
|--|-----------|-----------|----|--------|---|
| KI3 - Percentage of food establishments that achieve level 3 (broadly compliant) within the Charnwood Food Hygiene Rating System | 97.70% | 97.70% | G | 92.00% | 1447 (97.7%) out of a total of 1481 registered food businesses have been rated at level 3 and above at the end of Quarter 2. |
| KI5 - Percentage non-decent council general needs homes | | | NS | | Annual Target- to be reported in Quarter 4. |
| KI6 - % rent collected (including arrears brought forward) <i>(Cumulative Target)</i> | 90.09% | 93.90% | G | 92.01% | Exceeded Quarter 2 target by 1.89%. |
| KI11 - Percentage rent loss from void properties <i>(Proxy Target)</i> | 2.15% | 2.30% | A | 2.20% | <p>Rent loss of £260,763 against available rent of £113,308.68. The rent loss breakdown equates to £131,365 for General Needs and £129,398 for Sheltered Housing accommodation.</p> <p>Void turnaround times have been impacted by 6 properties which were having major works completed for a combined total of 861 days. The Voids Working Groups continue to meet regularly to discuss processes and individual properties. In addition to this the Senior Allocations and Lettings Officer meets with the Senior Repairs Officer to discuss the weekly voids and prioritise the properties to be completed.</p> <p>The Sheltered Housing Review is underway to consider the options to reduce long term voids within the Sheltered Schemes.</p> <p><i>Tolerance set at 2.40%</i></p> |

The key indicators below are those which Charnwood Borough Council indirectly impacts:

| Indicator | Quarter 1 | Quarter 2 | | Target | Commentary |
|--|---------------|--------------|----|--------------|--|
| KI1 - Net additional homes provided (Cumulative Target) | 226 Homes | 586 Homes | G | 410 Homes | Very high quarter 2 figure due to the completion of Loughborough University's latest on campus student accommodation scheme which counts towards Charnwood's housing supply. Target for Quarter 4 is expected to be reached with over 1000 dwellings currently under construction. |
| KI2 - Number of affordable homes delivered (gross) (Cumulative Target) | 45 Homes | 91 Homes | G | 88 Homes | Exceeded target for the Quarter. With over 200 affordable dwellings currently under construction it is expected that the target will be reached in Quarter 4. |
| KI13 - Percentage of Major Planning applications determined in 13 week or agreed timescale | | | NS | | Annual Target- to be reported in Quarter 4. 95% achieved at Quarter 2. |
| KI14 - Percentage of Minor Planning applications determined within 8 weeks or agreed timescale | | | NS | | Annual Target- to be reported in Quarter 4. 97% achieved at Quarter 2. |
| KI15 - Percentage of Other Planning applications determined within 8 weeks or agreed timescale | | | NS | | Annual Target- to be reported in Quarter 4. 98% achieved at Quarter 2. |
| KI16 - Number of years housing Supply | 6.41 Years | | G | 5 Years | Annual Target- to be reported in Quarter 1. At Quarter 1 2019/20 the 6.41 years Housing Supply was 6.41, therefore exceeding target. |
| KI17 - Direction of travel to 5-year housing supply | ↑ | ↑ | G | | Attainment of KI16 will be maintained over the remaining quarters. |

HOUSING, PLANNING AND REGENERATION AND REGULATORY SERVICES SCRUTINY COMMITTEE

10TH DECEMBER 2019

Report of the Head of Planning and Regeneration

ITEM 8 FIVE YEAR HOUSING LAND SUPPLY UPDATE

Purpose of the Report

To provide an update on the Council's housing land supply to enable Housing, Planning and Regeneration and Regulatory Services Scrutiny Committee to determine whether further scrutiny is required.

Briefing Summary

| | |
|-------------------------------|---|
| Title | Five Year Housing Land Supply Update |
| Aims/Objectives | To oversee the council's 5-year supply of housing land. |
| Background | <p>The Council is required to publish an annual statement setting out its assessment of 5 years housing supply covering the period from 1st April – 31st March.</p> <p>The housing land supply is measured against the Council's current housing requirement which is set out in the Charnwood Local Plan Core Strategy and is 820 homes per year.</p> <p>The Council's current housing land supply is 6.41 years as of 1st April 2019.</p> |
| Required outcomes | To ensure that, when necessary, the housing supply figures are scrutinised on a regular basis and any actions can be identified if required. |
| Measures to evaluate outcomes | <p>The following information is used to measure land supply:</p> <ul style="list-style-type: none">○ planning permissions granted in monitoring year○ completions in monitoring year○ intelligence from housing developers about anticipated build out rates for housing sites |

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| Implications for customers | <p>The implications for local communities of less than 5 years of housing land supply is the Council having less control over planning decisions for housing proposals.</p> <p>The National Planning Policy Framework indicates that the “presumption in favour of sustainable development” is engaged where an authority cannot demonstrate a 5 year supply of housing land and this means decision makers should grant planning permission for proposals unless “any adverse impacts of doing so would significantly and demonstrably outweigh the benefits, when assessed against the policies in this Framework taken as a whole”.</p> |
| Alternative options | N/A |
| Emerging issues | <p>The Council has been successful in demonstrating a 5 year supply at a number of planning appeals since the 2015/16 monitoring year.</p> <p>The Council’s robust position on housing supply has resulted in fewer speculative housing proposal being granted planning permission in the current monitoring year.</p> <p>It is currently anticipated that the Council will be able to demonstrate a 5 year supply as of 1st April 2020. This is, however, based on incomplete evidence on completions, permissions and up-to-date intelligence from housing developers.</p> |
| Timetable/Future events | The five year supply update will be undertaken in April 2020 and published in May 2020 to provide certainty for planning decisions. |
| Cost and staff requirements | N/A |

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| Risks | <p>Paragraph 73 of the National Planning Policy Framework requires housing supply to be calculated from housing requirement in plans that are less than 5 years old. Where plans are more than 5 years old, housing supply should be calculated using the Government's Local Housing Need Figure.</p> <p>Five year supply is currently calculated against the Core Strategy housing requirement of 820 homes a year. The Core Strategy was adopted on 9th November 2015. The Local Housing Need figure for Charnwood is currently 1,082 homes per year and this will therefore have implications for five year supply.</p> <p>The Council is preparing a new Charnwood Local Plan to plan for the increased housing need in the Borough up to 2036.</p> |
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Background Papers:

None

Officers to contact:

Richard Bennett
Head of Planning and Regeneration
01509 63 4763
richard.bennett@charnwood.gov.uk

Clare Clarke
Group Leader, Plans Policy and Place making
01509 634767
clare.clarke@charnwood.gov.uk

HPRRS SCRUTINY – 10TH DECEMBER 2019

Report of the Head of Strategic and Private Sector Housing Cabinet Lead Member: Councillor Mercer

ITEM 9 HOUSING, HOMELESSNESS AND EMPTY HOMES STRATEGIES UPDATE

Purpose of Report

The purpose of the report is to provide an update on the delivery of the Housing, Homelessness and Empty Homes Strategies and the continued actions to deliver the objectives.

Recommendation

To note the update of the Housing, Homelessness and Empty Homes Strategies and comment on the future actions to deliver the priorities.

Reason

To ensure that the Housing, Homelessness and Empty Homes Strategies, which provide a clear framework to deliver the Council's value of 'Creating a Strong and Lasting Community', meets its obligations in respect of the strategic housing needs of the Borough.

Policy Context and Justification

The Housing, Homelessness and Empty Homes Strategies are designed to help deliver the Council's priorities identified in the Corporate Plan.

Background

Housing Strategy 2015-2020

The Housing Strategy 2015-2020 sets out how housing will contribute towards achieving the Council's strategic goals. The Strategy concentrates on 3 key objectives:

- Increasing the Supply of Suitable Housing
- Reducing the Barriers to Housing
- Prioritising Services to Enable People to Stay in their Own Homes

The current Housing Strategy for Charnwood was adopted in April 2015. Since then, there have been significant changes to the housing landscape; in particular, the introduction of the Housing and Planning Act 2016, the Homelessness Reduction Act 2017, and more recently, the publication of the Housing White Paper, 'Fixing our broken housing market'.

The Housing Strategy progress report (see Appendix 1) provides an overview of our current priorities, our achievements and the challenges that lie ahead for housing including setting out our actions planned up unto April 2020.

The Housing Strategy is currently under review and the proposed objectives for the new Strategy are:

Priority 1: Place - Delivering housing that meets the needs of the current and future residents of the Borough

- Maximise the delivery of affordable housing supply for those in housing need
- Acquiring existing housing to meet housing need
- Working with rural communities to provide a range of housing tenures to enable local residents to access local housing

Priority 2: People – Ensuring that residents are able to access and sustain housing appropriate for their needs

- Providing adaptations to enable residents to remain living independently
- Providing specialist accommodation, extra care housing for the elderly and supported housing for young adults
- Helping increase household income and reduce costs and access to benefits

Priority 3: Quality – Ensuring that residents have access to excellent services

- Improving management and condition of properties in the public and private sector
- Bringing empty homes back into use
- Regenerating estates by working with residents to provide mixed communities which promote social inclusion and places to be proud to live

Homelessness Strategy 2018-2020

The Homelessness Strategy 2018-2020 concentrates on the delivery of 5 key objectives:

- Strong and effective partnership working
- Early targeted advice and intervention to prevent the loss of accommodation
- Effective action to relieve homelessness
- Support to sustain tenancies and prevent repeat homelessness
- Protect and increase local housing options

The current Homelessness Strategy 2018-2020 for Charnwood was adopted in March 2018. The Homelessness Strategy progress report (see Appendix 2) provides an overview of our current priorities and our achievements.

The Homelessness Strategy 2018-2020 has been reviewed and renamed the Homelessness and Rough Sleepers Prevention Strategy, a report is being taken to Cabinet on the 16th December 2019 to approve a new 3 year strategy.

The new strategy has 6 key objectives which include the 5 above and a new 1 for Support for Rough Sleepers.

Empty Homes Strategy 2017-2020

The Empty Homes Strategy 2017-2022 concentrates on the delivery of 4 key objectives:

- Encourage empty home owners to bring empty homes back into use.
- Bring problematic empty homes back into use through enforcement action.
- Devise and explore new and innovative solutions to reduce the impact of empty homes on local communities and bring them back into use.
- Develop a co-ordinated approach to help identify and tackle empty homes.

The current Empty Homes Strategy 2017-2022 for Charnwood was adopted in July 2017.

The Empty Homes Strategy progress report (see Appendix 3) provides an overview the current priorities and achievements.

Background Papers:

Officer to contact: Alison Simmons
Head of Strategic and Private Sector Housing
01509 634708
alison.simmons@charnwood.gov.uk

housing strategy progress report 2018-2019

| | ACTION | PROGRESS UPDATE AND OUTCOMES | DELIVER BY |
|----|--|--|------------|
| 1. | Explore the alternative delivery models to increase the numbers of affordable homes other than through planning gain | <p>Cabinet considered options for establishing a Housing Company wholly owned by the Council including an outline business case. A £20,000 budget was approved to establish the Company, project management and specialist legal and financial advice.</p> <p>A review of the Housing Revenue Account (HRA) 64 garage sites and 6 parking sites has been undertaken, which considers sites with the potential for delivering new affordable housing. This has identified 7 sites with the potential to build approximately 26 new affordable homes.</p> | March 2020 |
| 2. | To adopt a flexible approach to securing affordable housing which meets the housing needs for our residents and promotes new housing sites across the Borough to support housing growth | <p>Sites are considered on an individual basis to secure the appropriate affordable housing to meet housing need.</p> <p>During 2018-2019 this resulted in:</p> <ul style="list-style-type: none"> • 47 planning applications being reviewed, securing the future building of 44 new affordable dwellings • 10 sites reviewed and pre application affordable housing advice provided • 1 wheelchair accessible new bungalow secured for social rent to be gifted to the Council in 2020-2021 • 18 completed discounted homes for sale to those households not able to afford to buy at full market price • 192 affordable homes completed • 11 properties acquired to meet affordable housing need | March 2020 |
| 3. | Develop and publish a Housing Acquisition Policy to secure affordable housing on Section 106 sites where there is no Registered Provider interest and acquire existing properties including ex | During 2017-2018, the process for acquiring properties for sale on the open market was piloted. This resulted in the Council acquiring 2 properties and the development of a Housing Acquisition Policy, approved by Cabinet in May 2018, reviewed and updated June 2019. | March 2020 |



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| | council properties sold through Right to Buy to meet housing need, as well as preventing homelessness to vulnerable households in mortgage arrears | <p>For 2018-2019 Cabinet approved a budget of £1,953,000.</p> <p>11 properties were acquired:</p> <ul style="list-style-type: none"> • 1 x 1 bed bungalow • 1 x 2 bed bungalow • 3 x 2 bed houses • 4 x 3 bed houses • 1 x 4 bed house • 1 x 5 bed house | |
| 4. | Improve access to the Private Rented Sector | A new Social Lettings Coordinator post was created and Social Lettings Service (CBC Lettings) established. New Tenant Finder and Tenancy Management Services for Private Sector Landlords have been developed. Funding received from the MHCLG Rapid Rehousing Fund is being utilised to expand the CBC Lettings Service across Leicestershire and Rutland. | March 2020 |
| 5. | Promote Mutual Exchange to make the best use of existing stock | <p>Mutual Exchanges are discussed with tenants who apply to transfer or who are under occupying properties impacted by the under occupier charge.</p> <p>During 2018-2019, 80 Mutual Exchange applications were received, of which 38 resulted in a successful move.</p> <p>The scheme is promoted through the Council's website and information regarding Mutual Exchanges was available at the Tenants Networking event on the 26th September 2019.</p> | Continuous |
| 6. | Deliver the Rough Sleeper Transition Project to provide support and improve access to accommodation for this group | <p>The Rough Sleeper Transition Project has delivered some positive outcomes in 2017-2018 as set out below.</p> <ul style="list-style-type: none"> • 38 individuals at imminent risk of sleeping rough worked with, of which 13 prevented from sleeping rough, 26 rough sleepers worked with, of which 17 accommodated • 42 individuals provided with emergency accommodation under the No Second Night Out scheme, for a combined of total 381 nights. | March 2019 |



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| | | Although this Project is now completed, the Council continues to work with The Bridge East Midlands and Falcon Support Services to support rough sleepers in the Borough. | |
| 7. | Review housing need at a Parish level in rural areas to support the delivery of homes for local residents | <p>During 2018-2019, the Leicestershire Partnership Agreement with Midland Rural Housing was reviewed with a focus on increasing awareness of the need for affordable housing in rural communities and the impact of a lack of local affordable homes may have on the sustainability of local communities.</p> <p>During 2018-2019:</p> <ul style="list-style-type: none"> • 3 rural housing awareness events were organised across the Borough but cancelled due to lack of interest from the Parish Councils • 1 Borough wide briefing event was held in March with Parish Councillors and Ward Members • Consulted on and launched a new Rural Housing Guide • Officers attended Parish Council meetings for Woodhouse and Woodhouse Eaves | March 2020 |
| 8. | Review services to meet the requirement of the Homelessness Reduction Act 2017 | <p>The Housing Options Service has been reviewed and changes made to ensure that the Council is able to fulfil the new duties under the Homelessness Reduction Act 2017 enacted from the 3rd April 2018, including:</p> <ul style="list-style-type: none"> • Multiple training courses relating to the Act arranged for the Housing Options Team • Working Group including Housing Options Officers reviewed relevant aspects of service • Change to roles within the Housing Options Team, to increase focus on prevention and relief activities • Review of partnership working arrangements with key partners The Bridge, Citizens Advice Bureau and other Homelessness Strategy Steering Group members | Complete |



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|----|--|--|------------|
| | | <ul style="list-style-type: none"> • Development of procedure flowcharts, Personalised Housing Plan and letter templates for the Service • The Homelessness Strategy reviewed to take into account new duties under the Homelessness Reduction Act 2017. Following consultation with Partners and Policy Scrutiny Group and a new Homelessness Strategy was approved by Cabinet in March 2018 • Joint working opportunities explored through the County and City Homeless Delivery Group <p>Since the introduction of the New Homelessness Reduction Act the Council has seen an increase in the demand for services.</p> <p>During 2018-2019</p> <ul style="list-style-type: none"> • 525 Homelessness applications accepted • At the end of March 2019, there were 63 households in temporary accommodation. • Supported 469 customers who appear to be at risk of homelessness within 56 days • Increase in the use of temporary accommodation | |
| 9. | Work in partnership with the Leicestershire Councils to implement the Lightbulb Service Model across the Borough deliver an integrated model for housing support | <p>In February 2019, Cabinet agreed to continue to participate in the Lightbulb Service Model for the next 3 years, 2019-2020 to 2021-2022, with the potential for a further extension until 2023-2024, following a review.</p> <p>During 2018-2019</p> <ul style="list-style-type: none"> • 633 new Housing MOTs were completed. • 171 Disabled Facility Grant (DFG) referrals were made resulting in 94 formal DFG applications. • 103 DFGs were certified complete. <p>Comparison reports contained within the review of the Lightbulb Business case concluded that the Council were the first and only Council within Leicestershire to meet the overall delivery target time of 20 weeks since go live.</p> | March 2022 |



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| | | A waiting list snapshot at the end of 2018-2019 shows that the waiting list has reduced from 172 to 103. | |
| 10. | Continue to work with The Bridge to provide services to households at risk of losing their home | The Council continues to work closely with The Bridge to provide services for households who are at risk of homelessness. | Continuous |



homelessness strategy progress report 2018-2020

| | ACTION | PROGRESS UPDATE AND OUTCOMES | DELIVER BY |
|----------|---|---|-------------|
| 1 | Objective 1: | | |
| 1.1 | Work with Partners to develop and deliver effective advice, prevention and homelessness services within Charnwood | The Homelessness Strategy Steering Group continues to work together to identify local challenges or gaps in service provision and potential solutions. The Group has an independent chair, elected annually by the members of the Group. Membership of the Group is reviewed annually, to ensure that partners who deliver relevant services within Charnwood are invited to attend. | In progress |
| 1.2 | Work with Partners to ensure efficient referral mechanisms are in place | <p>The Homelessness Strategy Steering Group was provided with information in relation to the Homelessness Reduction Act and related changes to the Housing Options Service duties and procedures.</p> <p>An online referral mechanism is in place for all partners (including those who are under a Duty to Refer as from October 2018) to refer individuals who are homeless or at risk of becoming homeless to the Housing Options Team.</p> <p>Referral processes and forms for services provided by The Bridge East Midlands and Falcon Support Services. Single referral forms have been developed for all support /advice services provided by The Bridge East Midlands and for all accommodation schemes provided by Falcon Support Services, in order to speed up referrals made in relation to homeless applicants.</p> <p>The Leicestershire Homeless Delivery Group is developing Countywide protocols and pathways for groups who are risk of becoming homeless (see item 2.2), which include referral processes. Charnwood led on the development of the</p> | In progress |



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| | | protocols and pathways for 16 and 17 year olds and Care Leavers, which have been agreed and are due to be introduced in 2020. | |
| 1.3 | Explore options for the joint development and delivery of prevention services within Charnwood | Service Level Agreements /Contracts for commissioned prevention services provided by The Bridge, Falcon Support Services and Charnwood Citizens Advice Bureau have been reviewed/renewed to ensure continued effective joint working to prevent homelessness. | In progress |
| 1.4 | Explore options for joint working between Housing Authorities and partners across Leicester, Leicestershire and Rutland | <p>The Leicestershire Homeless Delivery Group is developing Countywide protocols and pathways for groups who are particularly at risk of becoming homeless (see item 2.2). Charnwood led on the development of the protocols and pathways for 16 and 17 year olds and Care Leavers, which have been agreed and are due to be introduced in 2020.</p> <p>The Leicestershire Homeless Delivery Group has submitted a number of joint bids for funding to enable the provision of services across Leicestershire and Rutland. These include the MHCLG Rapid Rehousing Fund and MHCLG Private Sector Access Fund. Additional bids to the MHCLG Rough Sleeping Initiative Fund, MHCLG Cold Weather Fund, MHCLG Move On Fund and MHCLG Rapid Rehousing Fund are being developed.</p> <p>The Leicestershire Homeless Delivery Group utilised funding from a successful bid to the MHCLG Homelessness Prevention Trailblazer Fund to develop the MyHOME Homelessness Prevention mobile application and website for customers across Leicester, Leicestershire and Rutland, which was launched in October 2019.</p> <p>The Leicestershire Homeless Delivery Group utilised funding from the MHCLG Rapid Rehousing Fund to provide Supported Lettings and Social Lettings services across Leicestershire and Rutland, Charnwood are leading on the</p> | In progress |



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| | | <p>development and delivery of the Social Lettings service.</p> <p>The Leicestershire Homeless Delivery Group utilised funding from a successful bid to the MHCLG Rough Sleeper Fund to develop a Rough Sleeper Database to enable support to be provided to Rough Sleepers across Leicester, Leicestershire and Rutland. The database is being trialled by The Bridge and is due to launch in 2020.</p> | |
| 2 | Objective 2: | | |
| 2.1 | Ensure effective homelessness prevention advice is available for all households within Charnwood | <p>The Housing Options Team are available to provide advice on homelessness prevention to all households who are homeless or at risk of becoming homeless. Personalised Housing Plans are developed for homeless applicants who are at risk of homelessness, which include written information and advice on the prevention of homelessness.</p> <p>Information and advice on the prevention of homelessness is available on the Council's website. This includes general advice on housing options, targeted advice for groups who are particularly at risk of homelessness in Charnwood (see 2.2) and information about local advice and prevention services. This information and advice will be reviewed regularly to ensure it continues to be effective and reflect local need/service provision.</p> <p>The MyHOME Homelessness Prevention mobile application and website, which includes information and advice on the prevention of homelessness, was launched in October 2019. The Council continues to provide funding to the Bridge East Midlands and Charnwood Citizen's Advice Bureau to support the provision of independent advice on the prevention of homelessness.</p> | In progress |
| 2.2 | Ensure targeted homelessness advice and prevention pathways are in place and accessible for | Information and advice on the prevention of homelessness is available on the Council's website. This includes general advice on | In progress |



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| | <p>groups who are particularly at risk of homelessness in Charnwood, including:</p> <ul style="list-style-type: none"> • 16 and 17 year olds • Care leavers • Former Armed Forces members • Persons being released from prison and youth detention centres • Victims of domestic abuse • Persons being discharged from hospital • Persons with mental health problems • Persons with drug misuse problems | <p>housing options and targeted advice for all of these groups who have been identified as being particularly at risk of homelessness in Charnwood. This information and advice will be reviewed regularly to ensure it continues to be effective and reflect local need/service provision.</p> <p>The Leicestershire Homeless Delivery Group is developing Countywide protocols and pathways for all of these groups, which include referral processes. Charnwood led on the development of the protocols and pathways for 16 and 17 year olds and Care Leavers, which have been agreed and are due to be introduced in 2020.</p> <p>Information has been collated about levels of demand on homelessness services within Charnwood from persons with mental health problems, in order to demonstrate the need for/support a recommendation for the introduction of a homeless mental health outreach service within Charnwood.</p> <p>Detailed case level information about homeless applications, actions and outcomes has been recorded since April 2018, and the information for homeless applications during 2018-2019 has been assessed in order to identify trends. No additional groups were identified as being particularly at risk of homelessness within Charnwood during 2018-2019.</p> | |
| 2.3 | <p>Ensure all eligible households who are at risk of homelessness within 56 days are referred to the Council's Housing Options Team to make a homeless application</p> | <p>Members of the Homeless Strategy Steering Group have been encouraged to refer households who are at risk of homelessness within 56 days and require assistance to Charnwood to make a homeless application as soon as possible.</p> <p>Homeless applications are being taken at earliest possible opportunity following presentation and referral.</p> <p>New online agency referral form has been created.</p> | In progress |



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| 2.4 | Ensure the housing and support needs of all applicants who are at risk of becoming homeless within 56 days are assessed and effective Personalised Housing Plans are developed | <p>Personalised Housing Plans are developed for homeless applicants.</p> <p>Detailed case level information about homeless applications, actions and outcomes has been recorded since April 2018. The data about homeless applications during 2018-2019 and successful outcomes has been assessed in order to identify the most successful actions.</p> | In progress |
| 2.5 | Mitigate the negative impacts of Welfare Reform and ensure sufficient welfare, debt and budgeting advice is available | Continuing to work with partners including Charnwood Citizens Advice Bureau to ensure that effective budgeting, benefit and debt advice is available to residents of Charnwood. | In progress |
| 2.6 | Ensure effective Eviction Prevention Protocols are in place | The Leicestershire Homeless Delivery Group is developing an Eviction Prevention Protocol for Registered Providers. | In progress |
| 2.7 | Ensure that groups who are particularly at risk of homelessness and have housing needs can be identified and supported to secure accommodation in a planned way, before a crisis situation arises | The Leicestershire Homeless Delivery Group is developing Countywide protocols and pathways for all of these groups, which include referral processes. Charnwood led on the development of the protocols and pathways for 16 and 17 year olds and Care Leavers, which have been agreed and are due to be introduced in 2020. | In progress |
| 3 | Objective 3: | | |
| 3.1 | Ensure homeless households are supported to access long-term affordable housing in the Social or Private Sectors | <p>A new Housing Allocations Policy was introduced in April 2019, alongside the introduction of a new online Housing Register and Choice Based Lettings System.</p> <p>The Council's Discretionary Housing Payments Policy has been revised to enable use for rent in advance, deposits and removal costs for Private Sector Tenancies</p> <p>A new Social Lettings Coordinator post was created and Social Lettings Service (CBC Lettings) established. New Tenant Finder and Tenancy Management Services for Private Sector Landlords have been developed. Funding received from the MHCLG Rapid Rehousing Fund is being utilised to expand the CBC Lettings Service across Leicestershire and Rutland.</p> | In progress |



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| 3.2 | Ensure vulnerable single homeless applicants are referred to Supported Accommodation Schemes as appropriate, at the earliest possible opportunity | <p>Need and eligibility for supported and semi-independent schemes being identified through homelessness application needs assessments and referrals are included within Personal Housing Plans, as appropriate.</p> <p>A 10 bed space supported accommodation scheme for single homeless persons in Charnwood was commissioned in April 2019.</p> | In progress |
| 3.3 | Ensure there is a sufficient supply of suitable temporary accommodation within Charnwood that meets the needs of homeless applicants | <p>Review of existing Bed and Breakfast accommodation providers was completed.</p> <p>A new Bed and Breakfast accommodation provider located within Charnwood was identified.</p> <p>Lingdale House and vacant council properties within Charnwood continue to be used for temporary accommodation placements where possible/suitable.</p> | In progress |
| 3.4 | Work in partnership with Housing Authorities and Partners in Leicester, Leicestershire and Rutland to deliver the Rough Sleeper Project | <p>The Rough Sleeper Programme, including a Homelessness Transitions Service and No Second Night Out provision, delivered positive outcomes for rough sleepers across Leicestershire and Rutland. The Rough Sleeper Programme was funded through an MHCLG grant. This funding and the programme came to an end in March 2019</p> <p>A rough sleeper database has been developed in order to assist with identification and support for rough sleeper across Leicester, Leicestershire and Rutland. The database is being trialled by The Bridge and is due to be launched in January 2020.</p> <p>An emergency bed space for rough sleepers in Charnwood was commissioned in April 2019.</p> <p>The Leicestershire Homeless Delivery Group utilised funding from the MHCLG Rapid Rehousing Fund to provide Supported Lettings and Social Lettings services across Leicestershire and Rutland for rough sleepers, which launched</p> | In progress |



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| | | in October 2019. Charnwood are leading on the development and delivery of the Social Lettings service. The Bridge are leading on the development and delivery of the Support Lodgings service. | |
| 4 | Objective 4: | | |
| 4.1 | Ensure sufficient availability of Tenancy Support Services within Charnwood for vulnerable households | <p>Tenancy Support Services are currently available for households who reside in independent accommodation within Charnwood and these are providing vulnerable tenants with effective support to ensure sustainment of accommodation (Charnwood Borough Council's Tenancy Support Service and the Housing Matters Housing Support Service).</p> <p>There has been a significant increase in demand for Charnwood Borough Council's Tenancy Support Service, believed to be related to the introduction of the Homelessness Reduction Act and the Universal Credit rollout. Consideration is being given to an increase in the Tenancy Support provision for Council tenants.</p> <p>The County Council commissioned Housing Matters Housing Support Service is in the process of being reviewed. Charnwood are feeding into this review process to try to ensure a suitable provision continues.</p> | In progress |
| 4.2 | Ensure vulnerable households who may have difficulty sustaining independent accommodation are identified and referred to support services at the earliest possible opportunity | Potential need for tenancy support being identified and referrals to support services being made for homeless applicants, including whilst resident in temporary accommodation and at point of permanent accommodation offer. | In progress |
| 4.3 | Ensure vulnerable households who reside in Supported Accommodation Schemes within Charnwood are supported to develop independent living skills and have access to effective transitional support services when | A new Housing Allocations Policy was introduced in April 2019. Applicants who reside in supported accommodation schemes within Charnwood for which there is a move-on agreement is in place are given additional priority on the register. There is an exemption to the local connection criteria for applicants who reside in supported accommodation | In progress |



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| | they are moving into independent accommodation | schemes who did have a connection prior to entering schemes. Move on agreements for Supported Accommodation schemes within Charnwood to be reviewed. | |
| 5 | Objective 5 | | |
| 5.1 | Work with partners to ensure that there are sufficient Supported Accommodation units within Charnwood to meet demand and that meet the needs of groups who are identified as being particularly at risk of homelessness | <p>The County commissioned supported accommodation provision does not currently accept referrals for homeless applicants who have a Priority Need under the homeless legislation. There is a shortage of supported accommodation provision for this group, resulting in high Bed and Breakfast use and spend for the Council.</p> <p>A 10 bed space supported accommodation scheme for single homeless persons in Charnwood was commissioned in April 2019.</p> <p>The County Council commissioned supported accommodation provision for homeless 16 and 17 year olds has been reviewed, and replaced with an accommodation framework. Charnwood fed into this review process to try to ensure a suitable provision continues.</p> | In progress |
| 5.2 | Increase the supply of affordable Social Housing within Charnwood | <p>During 2018-2019:</p> <ul style="list-style-type: none"> • 192 new affordable properties have been delivered. • Right to Buy receipts have been utilised to acquire 11 additional properties via open market purchases. • 27 gifted units have been negotiated through Section 106 Agreements | In progress |
| 5.3 | Make the best use of existing Council housing stock within Charnwood | <p>Options for improving Sheltered Housing Schemes are currently being considered.</p> <p>Review of 45+ properties is being completed.</p> <p>Review of 2 bedroom duplex flats has been completed. These properties are being utilised for temporary accommodation placements were possible and suitable. A minimum household member age criteria (16+) has been</p> | In progress |



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| | | introduced for new long-term lets to these properties, to ensure more suitable and sustainable allocations. | |
| 5.4 | Improve access to affordable Private Rented Sector housing within Charnwood for homeless households | <p>A new Social Lettings Coordinator post was created and Social Lettings Service (CBC Lettings) established. New Tenant Finder and Tenancy Management Services for Private Sector Landlords have been developed.</p> <p>Funding received from the MHCLG Rapid Rehousing Fund is being utilised to expand the CBC Lettings Service across Leicestershire and Rutland.</p> <p>Social Lettings Coordinator building up relationships and links with local landlords and letting agents, to improve access to available private rented properties for homeless households.</p> <p>Since 1st April 2018, 43 Empty homes have been brought back into use.</p> | In progress |



empty homes strategy progress report 2018-2019

| | ACTION | PROGRESS UPDATE AND OUTCOMES | DELIVER BY |
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| 1. | Review advice and assistance available to empty home owners including Partnership Grants and the Tenant Finder Scheme | The Council have been offering home owners a free valuation service and getting properties sold at Auction to avoid enforcement action in addition to offering Partnership Grants and the Tenant Finder Scheme. 55 empty homes have been brought back into use as a result of direct intervention by the Empty Homes Officer. | Continuous |
| 2. | Explore opportunities for Empty Homes Leasing and Social Lettings | A new Social Lettings Coordinator post was created and Social Lettings Service (CBC Lettings) established. New Tenant Finder and Tenancy Management Services for Private Sector Landlords have been developed. Funding received from the MHCLG Rapid Rehousing Fund is being utilised to expand the CBC Lettings Service across Leicestershire and Rutland. | Completed |
| 3. | Arrange and host advisory events for empty home owners | Empty Homes Event was hosted during Empty Homes week in September 2019. | Continuous |
| 4. | Review current publicity arrangements and consider the production of a newsletter for stakeholders | Posters have been displayed at Community Centres, Libraries and Supermarkets. The Empty Homes Service has been promoted through social media, online and local media. | Continuous |
| 5. | Develop an Enforcement Policy for dealing with problematic empty homes | The Private Sector Housing Enforcement Policy was approved by Cabinet on the 19th May 2018 and this incorporates the enforcement action the Council can take to bring Empty Homes back into use. | Completed |
| 6. | Consider the establishment of an affordable loan scheme for those renovating empty properties for their own eventual occupation | Research, discussions and advice is being sought through our Finance team to consider the options and the risk to the Council. | March 2020 |
| 7. | Explore the establishment of a Council Owned Development Company | Cabinet considered options for establishing a Housing Company wholly owned by the Council including an outline business case. A £20,000 budget was approved to establish the Company, project management and specialist legal and financial advice. | Continuous |



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| 8. | Develop improved communication channels | <p>Work continues with the Police, Planning Enforcement, Council Tax and Environmental Services in tackling problematic empty homes.</p> <p>A partnership approach has been developed with local Auctioneers to visit owners of Empty Homes to provide a free no obligation property survey.</p> | Continuous |
| 9. | Publicise incoming minimum energy efficiency standards for rented accommodation and assistance available for landlords to comply to minimise potential for increase in number of empty homes | <p>Regulations were introduced on the 1st April 2018 that it is no longer lawful to rent a property that breaches Energy Efficiency standards of a minimum E rating, unless there is an applicable exemption.</p> <p>This will be expanded to cover all existing tenancies on the 1st April 2020</p> <p>The Council will impose a Civil Penalty of up to £4,000 on Landlords who breach this requirement.</p> <p>Private Sector Housing Standards Officers are creating a list of rented properties across the Borough to inspect to ensure that these regulations are being adhered to.</p> <p>CBC Lettings will provide information to new and existing landlords.</p> | Continuous |

