



SCRUTINY COMMISSION

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To: Councillors Seaton, Needham (Vice-Chair), B. Gray, Harper-Davies, Lennie, Rattray (Chair) and N. Taylor (For attention)

All other members of the Council
(For information)

You are requested to attend the meeting of the Scrutiny Commission to be held in Committee Room 1, at the Council Offices, Southfields, Loughborough on Monday, 4th March 2024 at 6.00 pm for the following business.

Chief Executive

Southfields
Loughborough

23rd February 2024

AGENDA

1. APOLOGIES
2. MINUTES OF THE PREVIOUS MEETING 5 - 12

To approve the minutes of the meeting of the Commission held on 5th February 2024.

3. DISCLOSURES OF PECUNIARY INTERESTS, AND OTHER REGISTRABLE AND NON-REGISTRABLE INTERESTS

4. DECLARATIONS OF THE PARTY WHIP

5. QUESTIONS UNDER SCRUTINY COMMITTEE PROCEDURES
11.16

No questions were submitted.

6. PRE-DECISION SCRUTINY OF ANY SPECIFIC FINANCIAL
MATTERS TO BE CONSIDERED BY CABINET

There are no items of this nature on the Cabinet agenda for the Commission to consider.

7. CABINET ITEMS FOR PRE-DECISION SCRUTINY

The following items have been identified for pre-decision scrutiny from the Cabinet agenda for 7th March 2024.

- | | | |
|-----|---|-----------|
| (a) | Corporate Delivery Plan 2024-25 | 13 - 33 |
| | A Cabinet report of the Chief Executive to propose the Council's Corporate Delivery Plan 2024-25. | |
| (b) | Housing Repairs and Maintenance Policy | 34 - 59 |
| | A Cabinet report of the Director of Housing and Wellbeing to bring the new Housing Repairs and Maintenance Policy to Cabinet for approval. The policy sets the framework for the delivery of all aspects of the repairs service to include repairing responsibilities and the delivery of planned, cyclical and responsive repairs. | |
| (c) | Housing Capital Programme | 60 - 67 |
| | A Cabinet report of the Director of Housing and Wellbeing to update the housing revenue and capital programme for 2024-25 following the identification of new amounts needed to dry, clean and repair properties following flooding in the borough in January 2024, and the mobilisation of a programme to increase the amount of work undertaken at major voids. | |
| (d) | Sheltered Accommodation Strategy Framework | 68 - 107 |
| | A Cabinet report of the Director of Housing and Wellbeing to consider the Sheltered Accommodation Strategy Framework. | |
| (e) | Support for the Voluntary and Community Sector | 108 - 121 |
| | A Cabinet report of the Director of Housing and Wellbeing to enable Cabinet to consider the arrangements for voluntary and community sector grants for the year 2024/2025. | |

8. PRE-DECISION SCRUTINY - CABINET RESPONSE 122 - 123
A report of the Cabinet setting out its responses to recommendations of the Committee on pre-decision scrutiny items.
9. SCRUTINY PANELS 124 - 129
A report of the Head of Democracy to consider updates on the work of scrutiny panels.
10. SCRUTINY WORK PROGRAMME 130 - 134
A report of the Head of Democracy enabling the Commission to review and agree the scrutiny work programme.
11. SCRUTINY COMMISSION WORK PROGRAMME 135 - 148
A report of the Head of Democracy setting out the list of forthcoming Executive Key Decisions and the group's Work Programme for consideration, in order to identify items for future scrutiny.

For information, further meetings of the Group are scheduled as follows:

2nd April 2024
29th April 2024
10th June 2024

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?

SCRUTINY COMMISSION 5TH FEBRUARY 2024

PRESENT: The Chair (Councillor Rattray)
The Vice Chair (Councillor Needham)
Councillors Seaton, B. Gray, Harper-Davies and Lennie

Councillor Hamilton (Deputy Leader of the Council, Public and Private Sector Housing) and Tillotson (Cabinet Lead Member for Economic Development, Regeneration and Town Centres)

Director Housing and Wellbeing
Head of Strategic Housing
Head of Landlord Services
Head of Economic Development and Regeneration
Head of Democracy
Head of Legal and Elections
Strategic Housing Manager
Economic Development and Regeneration Manager
Democratic Services Officer (SW)

APOLOGIES: Councillor N. Taylor

The Chair stated that the meeting would be recorded and the sound recording subsequently made available via the Council's website. She 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.

96. MINUTES OF THE PREVIOUS MEETING

The minutes of the meeting of the Commission held on 8th January 2024 were approved.

97. DISCLOSURES OF PECUNIARY INTERESTS, AND OTHER REGISTRABLE AND NON-REGISTRABLE INTERESTS

No disclosures were made.

98. DECLARATIONS OF THE PARTY WHIP

No declarations were made.

99. QUESTIONS UNDER SCRUTINY COMMITTEE PROCEDURES 11.16

No questions were submitted.

100. UPDATE ON VOID PROPERTY INFORMATION

A report of the Director of Housing and Wellbeing to provide an update on the position in respect of voids (empty properties) at Council accommodation, the recent actions taken, in progress, and planned to reduce both the number of voids and the length of time properties stand empty, was submitted (item 6 on the agenda filed with these minutes).

The Lead Member for Public and Private Sector Housing (and Deputy Leader of the Council), the Director of Housing and Wellbeing, the Head of Strategic Housing and the Head of Landlord Services assisted with the consideration of this item. The following summarises the discussion:

- i. Members recognised that the issues around the high number of void properties were being addressed and there was confidence that the number would decline moving forward. Contracted repairs capacity for working on void properties had increased and the staffing issues within the lettings team were being resolved.
- ii. There was a plan to declassify some age-restricted properties and these would be released to individuals on the housing register in due course. These properties would be released on a staggered basis. When deciding which properties would be declassified first, consideration had been given to areas with the highest numbers of voids alongside other criteria including geography, levels of anti-social behaviour, and tenancy support needs.
- iii. The amount of work required to reduce the number of void properties was closely linked to staffing levels. The Council was actively addressing issues with staffing and the Director for Housing and Wellbeing agreed to circulate information on the expected number of staff needed to address these issues, following the meeting.
- iv. The Scrutiny Commission felt that it would be beneficial to receive a further update in six months (August 2024) in order to review further progress on the matter.

RESOLVED

1. That the Scrutiny Commission notes the report.
2. That the Director for Housing and Wellbeing circulate information on the number of staff needed to address void property issues, following the meeting.
3. That a further update report be received by the Scrutiny Commission in August 2024.

Reasons

1. To provide effective scrutiny of actions taken, in progress, and planned to improve void performance.
2. To ensure the Scrutiny Commission were informed about the actions taken to reduce the number of void properties in the borough.
3. To ensure the Scrutiny Commission could review further progress made on the matter.

101. PRE-DECISION SCRUTINY OF ANY SPECIFIC FINANCIAL MATTERS TO BE CONSIDERED BY CABINET

There were no items of this nature on the Cabinet agenda for the Commission to consider.

102. CABINET ITEMS FOR PRE-DECISION SCRUTINY

103. HOUSING STRATEGY

A Cabinet report of the Head of Strategic Housing to obtain Cabinet approval for the updated version of the Charnwood Borough Council Housing Strategy, was submitted (item 8a on the agenda filed with these minutes).

The Lead Member for Public and Private Sector Housing (and Deputy Leader of the Council), the Head of Strategic Housing and the Strategic Housing Manager assisted with the consideration of this item. The following summarises the discussion:

- i. It was highlighted that it was not a statutory requirement for the Council to produce a Housing Strategy, but that the Council did have responsibility to assess and meet the housing needs if the local population.
- ii. Partnership working was vital in order to deliver a suitable Housing Strategy. Working with partners in the public and private sector provided opportunities to add expertise and pace to the implementation of the strategy.
- iii. Asylum Seekers and Refugees with indefinite leave to remain were assessed for housing in the same way as other applicants. One of the aims of the Housing Strategy was to increase housing stock levels to meet the needs of a growing population. An increased housing stock would mean more opportunities to house Asylum Seekers and Refugees and other customers requiring housing.
- iv. Affordable housing on market-led developments was secured through section 106 agreements. These legal agreements between local authorities and developers were linked to planning permissions.
- v. The Leicester and Leicestershire Housing and Economic Needs Assessment Housing Distribution Paper (HENA), published in April 2022, identified the housing requirements in each local authority area in Leicestershire. The Council was required to establish a housing figure for the area, showing the

extent to which the housing need could be met and any needs that could not be met within neighbouring areas. The Council's Local Plan would contain policies and proposals that would encourage suitable developments in the right locations.

RESOLVED that the Cabinet be informed that the Commission supports the recommendations as set out in the report of the Head of Strategic Housing.

Reason

The Commission, having carefully considered the report, felt the Cabinet should approve the recommendations set out.

104. ECONOMIC DEVELOPMENT STRATEGY 2023 - 27

A Cabinet report of the Head of Economic Development and Regeneration to present an updated Economic Development Strategy for the Borough for the period 2024 – 2027, was submitted (item 8b on the agenda filed with these minutes).

The Lead Member for Economic Development, Regeneration and Town Centres, the Head of Economic Development and Regeneration and the Economic Development and Regeneration Manager assisted with the consideration of this item. The following summarises the discussion:

- i. An Economic Development Strategy was not a statutory requirement and members were pleased that the Council had developed one to facilitate a stronger economy for Charnwood.
- ii. The work involved in the Economic Development Strategy 2023 – 27 covered the whole of the borough. It was recognised that there were benefits in supporting events in towns and smaller areas across Charnwood and the Council had recruited an Events Manager to maximise event opportunities.
- iii. The town of Loughborough featured heavily in the strategy as this was an area of critical mass activity, with a significant amount of business and leisure opportunity. It was highlighted that supporting the economy in the Loughborough area benefitted the Borough as a whole.
- iv. There was a trend in the number of vacant units, which tended to increase and decrease over time. The most recent figures suggested that there were fewer vacancies and so the situation was improving.
- v. The Council was working with local colleges to provide T-Level opportunities for young people. It was hoped that this would provide a positive example to local businesses to encourage a similar approach. In addition, the Careers and Enterprise Hub project, which was part of the Loughborough Town Deal, was open to the public and was supporting local people in training and skills development.

- vi. The Loughborough area had a renowned reputation for sports excellence and there were a number of developing projects in the borough that supported this. The Healthy and Innovative Loughborough project, which was part of the Loughborough Town Deal, and a number of business start-ups in areas outside of Loughborough would focus on the health and wellbeing of residents in Charnwood. There was also potential opportunities to bring more sport events into the area in the future.

RESOLVED that the Cabinet be informed that the Commission supports the recommendations as set out in the report of the Head of Economic Development and Regeneration.

Reason

The Commission, having carefully considered the report, felt the Cabinet should approve the recommendations set out.

105. PRE-DECISION SCRUTINY - CABINET RESPONSE

A report of the Cabinet was considered setting out its responses to the recommendations of the Commission on pre-decision scrutiny items, was submitted (item 9 on the agenda filed with these minutes).

The Head of Democracy assisted with the consideration of this item.

RESOLVED that the Cabinet's responses to the Commission's recommendations be noted.

Reason

The Commission was satisfied that it added value where appropriate and welcomed the Cabinet's consideration of the Commission's views and recommendations as part of its decision making process.

106. SCRUTINY PANELS

A report of the Director of Finance, Governance and Contracts to consider updates on the work of scrutiny panels, was submitted (item 10 on the agenda filed with these minutes).

The Head of Democracy assisted with the consideration of this item. The following summarises the discussion:

- i. The scoping document for the Scrutinising Flooding Scrutiny Panel had been circulated as an agenda supplement prior to the meeting. It was anticipated that this panel may be popular among members and that there may be more than six expressions of interest for participation in the panel (the maximum as detailed in the Council's Constitution). It was suggested that it may be

beneficial to prioritise members representing the areas of recent flooding when selecting panel membership. Following the receipt of expressions of interest, the Chair and Vice-Chair of the Scrutiny Commission, the Chair of the Scrutinising Flooding Scrutiny Panel and the Head of Democracy (and Monitoring Officer) would decide on the panel membership. The Chair of the Scrutinising Flooding Scrutiny Panel stated a preference for in-person panel meetings.

- ii. It had been suggested that the Housing needs Scrutiny Panel commenced later in the year to enable work to start on the Scrutinising Flooding Scrutiny Panel as a matter of priority. The Scrutiny Commission agreed to this approach.

RESOLVED

1. That the Scrutiny Commission reviewed the progression of scrutiny Panels.
2. That the Scrutinising Flooding Scrutiny Panel scoping document was approved and the panel commenced.
3. That following expressions of interest for panel membership, the Chair and Vice-Chair of the Scrutiny Commission, the Chair of the Scrutinising Flooding Scrutiny Panel and the Head of Democracy (and Monitoring Officer) meet to decide on panel membership.
4. That the Housing Needs Scrutiny Panel commenced in June 2024, and that the scrutiny scoping document be approved.

Reasons

- 1-4. To ensure timely and effective scrutiny of the matter/subject.
3. To ensure the most appropriate panel membership was in place.
4. To enable the Scrutinising Flooding Scrutiny Panel to commence as a matter of priority.

107. SCRUTINY WORK PROGRAMME

A report of the Director of Finance, Governance and Contracts enabling the Commission to review and agree the scrutiny work programme, was submitted (item 11 on the agenda filed with these minutes).

The Head of Democracy assisted with the consideration of this item. The following summarises the discussion:

It was highlighted that the Finance and Performance Scrutiny Committee were due to review the Homelessness and Rough Sleep Strategy on 5th March 2024 and that it had also been added to the Scrutiny Commission work programme for pre-decision scrutiny on 4th March 2024. The focus of scrutiny was different for the two committees

and some members felt that as the strategy was significant, it would be beneficial for both committees to discuss it and therefore it could stay on the Scrutiny Commission work programme.

RESOLVED

1. That the Scrutiny Commission review the Finance and Performance Scrutiny Work Programme and make any amendments the Commission feel necessary.
2. That the Scrutiny Commission agree that the Finance and Performance Scrutiny Work Programme be updated in accordance with the decisions taken during consideration of this item and any further decisions taken during this meeting.

Reasons

1&2. To ensure timely and effective scrutiny of the matter/subject.

2. To ensure that the information contained within the Work Programme is up to date.

108. SCRUTINY COMMISSION WORK PROGRAMME

A report of the Director of Finance, Governance and Contracts to enable the Scrutiny Commission to review its own work programme, including considering the list of forthcoming Executive Key Decisions in order to schedule items for pre-decision scrutiny, was submitted (item 12 on the agenda filed with these minutes).

The Head of Democracy assisted with the consideration of this item. The following summarises the discussion:

- i. It was highlighted that there were four items identified for pre-decision scrutiny for the Scrutiny Commission meeting on 4th March 2024. There were seven items listed on the Key Decisions Notice and the commission felt that all of the items required scrutiny. It would not be possible to effectively scrutinise all seven items in one meeting.
- ii. It was suggested that the Head of Democracy discuss this with the Chief Executive and officers to see whether any of the items listed on the Key Decisions Notice for March 2024 could be deferred to support the scrutiny process. If this was not a possibility, then the Head of Democracy would liaise with Chair and Vice-Chair of the Scrutiny Commission on prioritising the items listed.

RESOLVED

1. That forthcoming Executive Key Decisions or decisions to be taken in private by the Executive, set out in Appendix 2 to the report, and scheduled scrutiny of those matters, be noted.

2. That the Commission's current work programme be noted.
3. That the Head of Democracy discuss the Key Decisions Notice with the Chief Executive and officers to see whether any of the items listed for March 2024 could be deferred.
4. That the Head of Democracy liaise with the with Chair and Vice-Chair of the Scrutiny Commission on prioritising the items listed on the Key Decision Notice for March 2024, if there were no opportunities for deferral of items.

Reasons

1. To ensure effective and timely scrutiny, either to provide Cabinet with advice prior to it taking a decision or to ensure that the Council and external public service providers and partners were operating effectively for the benefit of the Borough.
2. To ensure effective and timely scrutiny.
- 3&4. To enable the Scrutiny Commission to properly scrutinise all of the important Cabinet items.

NOTES:

1. No reference may be made to these minutes at the Council meeting on 26th February 2024 unless notice to that effect is given to the Head of Democracy 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 Scrutiny Commission.
3. The following meeting participants attended the meeting virtually via Microsoft Teams; The Lead Member for Public and Private Sector Housing (and Deputy Leader of the Council), the Head of Strategic Housing, the Head of Economic Development and Regeneration, the Head of Landlord Services, the Strategic Housing Manager and the Economic Development and Regeneration Manager. All other participants attended the meeting in person.

CABINET - THURSDAY, 7 MARCH 2024

Report of the Chief Executive Lead Member: Executive Member Leader of Council

Part A

CORPORATE DELIVERY PLAN 2024-25

Purpose of Report

To propose the Council's Corporate Delivery Plan 2024-25.

Recommendations

1. That the Corporate Delivery Plan for 2024-25, appended to this report, be approved.
2. That delegated authority be given to the Chief Executive, in consultation with the Leader, to make minor amendments to the Corporate Delivery Plan.
3. That monitoring of the Oflog (Office for Local Government) datasets continue.

Reasons

1. To identify the Council's key activities and performance indicators for 2024-25 that support the objectives set out in the Corporate Strategy (2024-2028).
2. To allow minor corrections and amendments to be made in a timely manner prior to publication and throughout the 2024-25 Corporate Delivery Plan.
3. To ensure compliance and visibility of Oflog data and analysis about performance of local government to support improvement.

Policy Justification and Previous Decisions

Cabinet approved the Corporate Strategy (2024-2028), on 11 January 2024, as the long-term vision for Charnwood. The Corporate Strategy will act as a guide to the development of future corporate strategies and plans, and wider partnership working where appropriate.

This Corporate Delivery Plan is a one-year plan for 2024-25 which supports the delivery of the Corporate Strategy, by setting out both the key activities that services will undertake to deliver the objectives and the key corporate indicators that will be used to monitor progress. This is the first Corporate Delivery Plan of the 2024-2028 Corporate Strategy.

Implementation Timetable including Future Decisions

If approved the Corporate Delivery Plan will be published and made available to the public and staff.

The performance indicators set out in the Corporate Delivery Plan will be reported on quarterly to the relevant scrutiny committees and an annual report will be published.

Report Implications

Financial Implications

The Corporate Delivery Plan 2024-25 will be funded within the financial strategy and budget approved by Council. At this stage, on the basis of the financial strategy, the Corporate Delivery Plan 2024-25 does not have any additional financial implications.

Risk Management

The risks associated with the decision Cabinet is asked to make and proposed actions to mitigate those risks are set out in the table below.

Risk Identified	Likelihood	Impact	Overall Risk	Risk Management Actions Planned
Further reductions in funding or income over the lifetime of the Corporate Delivery Plan may result in objectives not being delivered, impacting on customers and leading to reputational damage to the Council.	Low (3)	Low (3)	Moderate (6)	The outcomes will be monitored operationally by the Senior Leadership Team and reviewed regularly in light of any potential funding changes.

Equality and Diversity

An overarching Equality Impact Assessment has been undertaken on the Corporate Strategy (2024-28) to consider the overall impact on our communities. Subsequent Equality Impact Assessments will be undertaken on individual tasks and activities, if appropriate.

In supporting the Corporate Strategy (2024-28), the Corporate Delivery Plan 2024-25 has a strong focus on activities and performance indicators which support residents’ priorities and those areas that the Council recognises as requiring additional support; therefore, the Corporate Delivery Plan should be beneficial for many of those within the community who need us the most.

The overall impact of the Corporate Delivery Plan can be considered to be positive. However, it is important that as specific initiatives are undertaken to deliver the Corporate Delivery Plan that where appropriate they are assessed individually to ensure that the Council complies with its statutory duty to give due regard to the need to:

- eliminate discrimination, harassment and victimisation and other conduct prohibited by the Act.

- advance equality of opportunity between people who share a protected characteristic and those who do not.
- foster good relations between people who share a protected characteristic and those who do not.
- encourage participation by people with disabilities in public life and take account of the disabilities of individuals, even when that involves treating people with disabilities more favourably.

Climate Change and Carbon Impact

The Corporate Strategy has a strong commitment to sustainability, specifically within the Environment and Climate Change theme.

Crime and Disorder

The Corporate Strategy specifically references crime and disorder within the Homes and Communities theme.

Wards Affected

All wards.

Publicity Arrangements

The Corporate Delivery Plan will be published on the Charnwood Borough Council website.

Consultations

Not applicable.

Links to the Corporate Strategy

Caring for the Environment	Yes
Healthy Communities	Yes
A Thriving Economy	Yes
Your Council	Yes

Key Decision: Y

Background Papers: Cabinet, 11th January 2024, item 60, Corporate Strategy 2024-28.

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Part B

Background

1. A Corporate Strategy for 2024-2028 was agreed by Cabinet on 24 January 2024. The Corporate Strategy was influenced by the priorities gathered from residents during consultation in autumn 2023.

Development of the Corporate Delivery Plan & Strategic Direction

2. This Corporate Delivery Plan, which covers 2024-25, is first plan of the new Corporate Strategy.
3. The Corporate Delivery Plan is structured in three parts: firstly, it includes an introduction from the Chief Executive and outlines the performance management framework at the council and the current financial statement; secondly, it outlines the activities and tasks which will support the objectives set out in the Council's Corporate Strategy; thirdly, it identifies key indicators which will monitor the Council's corporate performance.
4. Heads of Service completed the Corporate Delivery Plan by reviewing their existing activities and outlining the activities that they would be undertaking in the forthcoming year to support the objectives within the Corporate Strategy.
5. As this Corporate Delivery Plan only measures corporate initiatives, activities and indicators, each service area also produces an individual service plan and service indicators. Service plans will be primarily for the use of services to manage their activity on an ongoing basis. Activities which feature in the Corporate Delivery Plan will be outlined in greater detail in these service plans.
6. This Corporate Delivery Plan will be used by Directors and Elected Members to monitor progress and achievement against the activities, ensuring that activities are delivered and that targets are on track.
7. All activity which has been completed during the previous year (2023-24) will be captured in an Annual Report that will be published in summer 2024.
8. The document outlines how the Council aims to be one of the most effective, efficient and influential councils in the country.
9. In conjunction with the Corporate Strategy and Medium-Term Financial Strategy, this document will help the Council meet a range of challenges and shape the future direction.
10. The Office for Local Government (Oflog), an office of the Department for Levelling Up, Housing and Communities has been established to provide authoritative and accessible data and analysis about performance of local government. The strategic objectives of Oflog are to:
 - empower citizens with information about their local authority, enabling them to hold local leaders to account.

- increase local leaders' and councils' understanding of their relative performance, supporting them to improve and better innovate.
- increase central government's understanding of local government performance, highlighting excellence and identifying risk of failure to facilitate timely and targeted support.

Oflog is taking an iterative process, and its functions will develop over a number of months. Oflog aims to improve the transparency of local government performance through various datasets that will be visible on the Local Authority Data Explorer. As more information emerges, additional updates will be provided to the Committee throughout this reporting year.

Appendices

Appendix A - Corporate Delivery Plan (2024-25)

Corporate Delivery Plan 2024-2025



Introduction from the Chief Executive

I am pleased to introduce our new Corporate Delivery Plan for 2024-25. The purpose of this plan is to identify the key activities Charnwood Borough Council will deliver during the year. The plan sets out our commitments and actions and how these will be measured. This document aligns with local demands and realises our strategic objectives, laying the groundwork for sustainable growth and development.

This plan is a roadmap for driving change, continuous improvement, and showing progress towards a more efficient, effective, and dynamic organisation.

In today's rapidly evolving landscape, the demands on local authorities are complex and extensive. Our residents deserve the highest standards in service delivery, transparency, and responsiveness. We aim to meet the needs of our community while optimising our resources and capacity.

This is the first year of our new Corporate Strategy 2024-28 and we have set out our strategic priorities below:

1. Effective and Efficient Council
2. Environment and Climate Change
3. Homes and Communities
4. Economy and Growth

We look forward to delivering this plan and continuing to implement and support improvements across the borough.

Rob Mitchell
Chief Executive



Corporate Values

The foundations of all the council's activities are based on a set of values. Employees and members will work together as one council, demonstrating these values:

Pride in Charnwood – We take pride in our work and our borough and are ambitious for improvement.

Customer Focussed – We listen to our customers and are focussed on delivering excellent services.

Working Together – We work together with pace and positivity as one council and in partnership with others.



Pride in Charnwood

We take pride in our work and our borough and are ambitious for the future.



Working Together

We work together with pace and positivity as one council and in partnership with others.



Customer Focused

We listen to our customers and are focused on delivering excellent services.

Performance Management Framework

Our strategic priorities and plans identify the objectives that we aim to deliver, and our performance management framework provides the mechanism for how the council achieves these objectives and monitors progress.

The Corporate Strategy 2024-28 sets out what the council will be doing over a four-year period to make Charnwood a stronger and more vibrant place for people to live, work, visit and invest in.

The Strategy is supported by this annual Corporate Delivery Plan – a key document for recording how service areas and corporate activity will deliver the objectives of the Strategy.

The Corporate Delivery Plan will be monitored by the Senior Leadership Team, Heads of Service and Scrutiny Committees to ensure that progress is made

All areas of the Council contribute to the delivery of the Corporate Delivery Plan. Therefore, each service will also produce a Service Delivery Plan.

Individual personal reviews will also reflect the key themes and objectives of the Corporate Strategy and allow staff to identify the importance of their role in delivering the Strategy.

Financial Statement

The financial landscape for local government remains challenging but the Council remains in a financially stable situation and has a proven track record in meeting financial challenges, allowing our ambitions for the Borough to be supported and enabled.

In 2024/25 our revenue and capital budgets outline plans to spend over £70m. This money will help support our communities through the cost-of-living crisis and demonstrate our commitment to combatting climate change, providing more homes, and investing in our local economy.

To achieve ongoing success, our finances must remain sustainable and our plans realistic whilst we continue to provide excellent services.

EFFECTIVE & EFFICIENT COUNCIL

Delivery Plan Action (2024-2025)	Managed by (Head of Service)	Start Date (Quarter)	End Date (Quarter)
Promote the new Corporate Strategy with staff, including delivering an internal event.	Head of Transformation, Strategy and Performance	Q1	Q1
Monitor the identified savings for 2024/2025 and ensure they remain on target.	Senior Leadership Team	Q1	Q4
Review the Delivery Board Structure to ensure it reflects the new Corporate Strategy and deliver a programme of key projects which lead to a more efficient, effective, and innovative organisation.	Head of Transformation, Strategy and Performance	Q1	Q4
Deliver the Police and Crime Commissioner elections in May 2024 and a UK Parliamentary General Election prior to January 2025.	Head of Legal & Electoral Services	Q1	Q4
Ensure compliance with Office for Local Government (Oflog) performance data to ensure transparency and support improvement.	Head of Transformation, Strategy and Performance	Q1	Q4
Relocate CCTV Control Centre to Beehive Lane multi storey car park.	Head of Assets and Property	Q1	Q3
Deliver a cost effective and carbon efficient assets project for the Southfields site.	Head of Assets and Property	Q1	Q4
Deliver the 'In-House' Revenues and Benefits Service, including accommodating the staff transfer back to the Council Offices.	Director of Customer Experience / Head of Assets and Property	Q1	Q3
Complete the implementation of the Assure back-office system.	Head of Planning and Growth Head of Regulatory and Community Safety ICT Manager	Q1	Q4
Establish a Digital Inclusion Network across the Borough to improve digital capability (carried over).	Customer Experience Manager	Q1	Q4
Review and procure a new corporate website, with any necessary operational changes to be implemented in 2025/26.	Head of Transformation, Strategy & Performance, & Director of Customer Experience	Q1	Q4
Review the Customer Relationship Management (CRM) System and determine future requirements.	Director of Customer Experience	Q3	Q4
Develop a new Information, Communication and Technology (ICT) Strategy.	Director of Customer Experience	Q1	Q2
Develop a new Workforce Development Strategy.	Head of Transformation, Strategy and Performance	Q1	Q1

EFFECTIVE & EFFICIENT COUNCIL

Delivery Plan Action (2024-2025)	Managed by (Head of Service)	Start Date (Quarter)	End Date (Quarter)
Deliver a portfolio of projects to promote Charnwood as a key employer to enable it to retain and attract a strong and committed workforce.	Head of Transformation, Strategy and Performance	Q1	Q4
Develop a new Equality, Diversity, and Inclusion Action Plan to accompany the new Strategy.	Head of Transformation, Strategy and Performance	Q1	Q1
Introduce a development programme for aspiring leaders from within Council staff.	Head of Transformation, Strategy and Performance	Q1	Q2
Support and develop T-Level placements and promote local government as a career.	Head of Transformation, Strategy and Performance	Q1	Q4
Implement new arrangements for the delivery of Bereavement Services from September 2024.	Head of Contracts: Leisure, Waste and Environment	Q1	Q3
Develop a Car Parking Strategy for the Borough.	Head of Regulatory and Community Safety	Q1	Q4
Seek accreditation to the East Midlands Member Development Charter Status (occurs every 3 years).	Head of Democracy and Monitoring Officer	Q2	Q3

ENVIRONMENT & CLIMATE CHANGE

Delivery Plan Action (2024-2025)	Managed by (Head of Service)	Start Date (Quarter)	End Date (Quarter)
Commission a feasibility study of Oak Business Centre for possible new photovoltaic (PV) roof.	Head of Assets and Property	Q1	Q3
Commission a feasibility and Solar Together Scheme bid for key built assets for PV arrays/canopies.	Head of Assets and Property	Q2	Q3
Prepare and consult on a Corporate Biodiversity Strategy.	Head of Planning and Growth	Q4	Q4
Prepare the Biodiversity Supplementary Planning Document and consult on a formal draft.	Head of Planning and Growth	Q1	Q4
Replace the Street Management Fleet Vehicles with new vehicles to achieve the best reduction in CO2 emissions in line with the budget provision available. (Carry Forward)	Head of Contracts: Leisure, Waste and Environment	Q1	Q2
Give away 4,000 garden trees to residents and community groups.	Head of Contracts: Leisure, Waste and Environment	Q1	Q3
Undertake a Green Fleet Review with the assistance of the Carbon Trust. (Carry Forward).	Head of Contracts: Leisure, Waste and Environment	Q1	Q2
Deliver the Hope Bell Project in Queen's Park, including communications and engagement under the Lanes and Links Town Deal project. (Carry Forward).	Head of Contracts: Leisure, Waste and Environment	Q1	Q3
Enhance the space outside the Museum café as part of the Living Loughborough Town Deal project. (Carry Forward).	Head of Contracts: Leisure, Waste and Environment	Q1	Q1
Install new gateway features at the Granby Street car park entrance to Queen's Park as part of the Living Loughborough Town Deal project (Carry Forward).	Head of Contracts: Leisure, Waste and Environment	Q1	Q3
Improve lighting in and around Queen's Park and replace information points as part of the Living Loughborough Town Deal project. (Carry Forward.)	Head of Contracts: Leisure, Waste and Environment	Q1	Q3
Implement mowing trials in suitable locations throughout the borough as identified in the Nature Positive report. (Carry Forward).	Head of Contracts: Leisure, Waste and Environment	Q1	Q1
Maintain Green Flag status for key sites across the borough.	Head of Contracts: Leisure, Waste and Environment	Q1	Q4
Prepare for the proposed introduction of weekly food waste collections from all households.	Head of Contracts: Leisure, Waste and Environment	Q1	Q4
Secure the long-term provision of environmental services (Waste and Recycling Collections, and Street Cleansing) by entering into new contractual arrangements.	Head of Contracts: Leisure, Waste and Environment	Q1	Q2

ENVIRONMENT & CLIMATE CHANGE

Delivery Plan Action (2024-2025)	Managed by (Head of Service)	Start Date (Quarter)	End Date (Quarter)
Undertake a review of the bylaws for Open Spaces across the Borough.	Head of Contracts: Leisure, Waste and Environment	Q1	Q1
Develop an Air Quality Strategy and action plan that aligns with the National Air Quality Strategy.	Head of Regulatory and Community Safety	Q1	Q4 (Q2 2025/26)

HOMES & COMMUNITIES

Delivery Plan Action (2024-2025)	Managed by (Head of Service)	Start Date (Quarter)	End Date (Quarter)
Support the Voluntary and Community Sector, and communities with the increased cost of living, through activities including (but not exclusively) delivery of the 2024/2025 grants programmes.	Director of Housing and Wellbeing	Q1	Q4
Deliver Charnwood's Let's Get Moving physical activity commissioning plan 2024-25.	Director of Housing and Wellbeing	Q1	Q4
Deliver adult, child and family focussed sport and physical activity programmes that target under-represented groups and the most inactive.	Director of Housing and Wellbeing	Q1	Q4
Produce a Neighbourhood and Communities Policy.	Head of Landlord Services	Q1	Q4
Produce a Domestic Abuse Policy.	Head of Landlord Services	Q1	Q4
Review the Housing Revenue Account Business Plan.	Head of Landlord Services	Q1	Q4
Implement the declassification of Council accommodation designated for people over 45 years of age.	Head of Strategic Housing	Q1	Q4 (July 2026)
Deliver a programme of insulation at Council owned accommodation.	Head of Landlord Services	Q1	Q4
Review the approach to the levying of service charges at Council owned accommodation.	Head of Landlord Services	Q1	Q4
Progress the redevelopment of sheltered accommodation at St Michael's Court, Thurmaston.	Head of Strategic Housing	Q1	Q4
Progress the review of Council owned sheltered accommodation, developing options for the future of Fielding Court, in Loughborough.	Head of Strategic Housing	Q1	Q4
Prepare a Housing supplementary planning document and consult on a formal draft.	Head of Planning and Growth	Q1	Q4
Deliver a football infrastructure across the borough, working with the Football Foundation to secure at least one grant. (Carry Forward).	Head of Contracts: Leisure, Waste and Environment	Q1	Q4
Work with key partners on the Flood Risk Management Board for Loughborough to investigate long-term flood risk mitigation measures.	Head of Contracts: Leisure, Waste and Environment	Q1	Q4

ECONOMY & GROWTH

Delivery Plan Action (2024-2025)	Managed by (Head of Service)	Start Date (Quarter)	End Date (Quarter)
Manage the Town Deal Programme ensuring at least 4 scheduled meetings of the Town Deal Board and 4 meetings of the Delivery Sub-Group are held, all required monitoring returns to DLUHC are submitted on time and communication to support the project is undertaken.	Head of Economic Development and Regeneration / Communications Manager	Q1	Q4
Deliver new market stalls and an associated town centre electrics infrastructure as specified in the Town Deal's Living Loughborough project.	Head of Economic Development and Regeneration	Q1	Q3
Deliver all work packages within the Town Deal's Living Loughborough project which are scheduled for 2024/25.	Head of Economic Development and Regeneration	Q1	Q4
Complete snagging/defects monitoring for Town Deal and Lane and Links works allocated to Assets & Property Service.	Head of Assets and Property	Q1	Q4
Deliver the UK Shared Prosperity Fund programme with all projects completed or in receipt of their funding by the end of March 2025 and deliver communications to support the projects.	Head of Economic Development and Regeneration / Communications Manager	Q1	Q4
Develop and deliver at least 30 Sunday and specialist markets across 2024/25.	Head of Economic Development and Regeneration	Q1	Q4
Develop and deliver a new major summer event which attracts a wide audience of local people and visitors and increases footfall in Loughborough by at least 50% across the days it is held compared with same period in 2023.	Head of Economic Development and Regeneration	Q1	Q2
Deliver a major inward investment business focused event, securing at least 100 attendees.	Head of Economic Development and Regeneration / Communications Manager	Q2	Q4
Establish a new Charnwood Business Partnership and hold at least 2 meetings / events before the end of December 2024.	Head of Economic Development and Regeneration	Q1	Q3
Facilitate regeneration schemes across the borough by taking forward to feasibility stage at least one site identified as suitable for regeneration and submitting funding proposals to Government and / or other funding bodies.	Head of Economic Development and Regeneration	Q1	Q4
Adopt the draft Local Plan.	Head of Planning and Growth	Q1	Q3
Submit the Bedford Square Public Realm scheme to Leicestershire County Council for formal adoption.	Head of Planning and Growth	Q1	Q4
Conclude the construction phase for Shepshed Public Realm Scheme.	Head of Planning and Growth	Q1	Q3

ECONOMY & GROWTH

Delivery Plan Action (2024-2025)	Managed by (Head of Service)	Start Date (Quarter)	End Date (Quarter)
Deliver a Shop Local campaign utilising the Discover Charnwood brand to support local businesses in the run up to Christmas.	Head of Transformation, Strategy and Performance	Q3	Q3
Complete local land charge searches within 10 working days to assist in supporting efficient local residential and commercial property sales and purchases.	Head of Legal & Electoral Services	Q1	Q4

Key Performance Indicators 2024 - 2025

Code	Indicator	Quarterly / Annual	Owner	Q1 Target	Q2 Target	Q3 Target	Q4 Target	Annual Target
KI 3	Percentage of food establishments that achieve level 3 (broadly compliant) within the Charnwood Food Hygiene Rating System.	Quarterly	Head of Regulatory & Community Safety	94%	94%	94%	94%	94%
KI 4	Percentage of household waste arising which has been sent for recycling.	Quarterly	Head of Contracts: Leisure, Waste & Environment	25%	25%	25%	25%	25%
KI 6	Percentage rent collected. (Including arrears brought forward) (Cumulative Target)	Quarterly	Head of Landlord Services	87.00%	92.00%	95.50%	97.27%	97.27%
KI 7(a)	Time taken to process Housing Benefit/Council Tax new claims.	Quarterly	Director of Customer Experience	18 Days	18 Days	20 Days	20 Days	20 Days
KI 7(b)	Time taken to process Housing Benefit/Council Tax change of circumstances.	Quarterly	Director of Customer Experience	8 Days	8 Days	10 Days	10 Days	10 Days
KI 8	Percentage of Council Tax Collected. (Cumulative Target)	Quarterly	Director of Customer Experience	29.32%	57.38%	85.48%	97.80%	97.80%
KI 9	Percentage of non-domestic rates collected. (Cumulative Target)	Quarterly	Director of Customer Experience	30.24%	56.53%	84.19%	97.20%	97.20%
KI 10	The number of working days/shifts lost to the local authority due to sickness absence (Cumulative Target)	Quarterly	Head of Transformation, Strategy & Performance	1.8 Days	3.4 Days	5.3 Days	7.5 Days	7.5 Days
KI 11	Total number of void general needs properties.	Quarterly	Head of Strategic Housing	342	321	291	255	255

Code	Indicator	Quarterly / Annual	Owner	Q1 Target	Q2 Target	Q3 Target	Q4 Target	Annual Target
TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord.	Annual	Head of Landlord Service					65.15%
RP01	% of homes that do not meet the Decent Homes Standard.	Annual	Head of Landlord Service					2%
RP02 (A)	% Repairs completed within target timescale - non emergency.	Annual	Head of Landlord Service					77.28%
RP02 (B)	% Repairs completed within target timescale – emergency.	Annual	Head of Landlord Service					90.00%
KI 13	Percentage of Major Planning applications determined in 13 weeks or agreed timescale.	Quarterly	Head of Planning & Growth	70%	70%	70%	70%	70%
KI 14	Percentage Minor Planning Applications determined within 8 weeks or agreed timescale.	Quarterly	Head of Planning & Growth	80%	80%	80%	80%	80%
KI 15	Percentage of Other Planning Applications determined within 8 weeks or agreed timescale.	Quarterly	Head of Planning & Growth	90%	90%	90%	90%	90%
KI 18	Reduction of CO2 carbon score against 23/24 baseline.	Annual	Director of Commercial & Economic Development					10% reduction
KI 20	Percentage of customers not proceeding past Stage 1 of the corporate complaint process.	Quarterly	Head of Customer Experience	75%	75%	75%	75%	75%
KI 21	Number of people attending shows & events at the Town Hall.	Quarterly	Head of Contracts: Leisure, Waste & Environment	18,500 Attendees	10,000 Attendees	39,500 Attendees	14,500 Attendees	82,500 Attendees
KI 22	Percentage increase in total number of email subscribers.	Annual	Communications Manager					8% Increase from Q4's final figure.

Code	Indicator	Quarterly / Annual	Owner	Q1 Target	Q2 Target	Q3 Target	Q4 Target	Annual Target
KI 23	Percentage increase in total combined social media followers (Facebook, X, Instagram, LinkedIn).	Annual	Communications Manager					3% Increase from Q4's final figure.
LS10(A)	Leisure Centres - Total number of visits.	Quarterly	Head of Contracts: Leisure, Waste & Environment	175,000 Visits	175,000 Visits	170,000 Visits	255,000 Visits	775000 Visits
LS10(B)	Number of new members at Leisure Centres.	Annual	Head of Contracts: Leisure, Waste & Environment					600 New Members
NI 191	Residual household waste per household.	Quarterly	Head of Contracts: Leisure, Waste & Environment					460kg
KI 24	Museum - Total number of attendees.	Quarterly	Head of Contracts: Leisure, Waste & Environment	11,000 Attendees	15,000 Attendees	5,000 Attendees	5,000 Attendees	36,000 Attendees

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Instagram and TikTok.



CABINET - THURSDAY, 7 MARCH 2024

Report of the Director Housing and Wellbeing Lead Member: Executive Member for Public and Private Sector Housing

Part A

HOUSING REPAIRS AND MAINTENANCE POLICY

Purpose of report

To bring the new Housing Repairs and Maintenance Policy to Cabinet for approval. The policy sets the framework for the delivery of all aspects of the repairs service to include repairing responsibilities and the delivery of planned, cyclical and responsive repairs.

Recommendations

1. That Cabinet approves the Housing Repairs and Maintenance Policy at Appendix A.
2. That delegated authority is given to the Head of Landlord Services in consultation with the Executive Member for Public and Private Sector Housing to make minor amendments to the Policy.

Reasons

1. To set out the Council's policy on the delivery of repairs and maintenance services.
2. To enable minor amendments to be made.

Policy Justification and Previous Decisions

The Council has a clear commitment in its Corporate Plan 2024 - 2028 to help deliver homes the borough needs while investing in our own properties.

There are a range of legislative and regulatory responsibilities guiding the delivery of the Council's repairs and maintenance service which are referenced in the policy.

Whilst a tenant repairs handbook exists, there is no current existing similar policy. It is therefore appropriate to introduce one.

Implementation Timetable including Future Decisions

It is recommended that, subject to call-in, this policy, if approved, comes into effect immediately.

Report Implications

Financial Implications

There are no direct financial implications regarding this report.

Risk Management

There are no specific risks associated with this decision.

Equality and Diversity

The policy will support the Council to meet its obligations under equalities legislation. Groups including older and disabled people will benefit from an enhanced and tailored repairs and maintenance service.

Climate Change and Carbon Impact

None identified.

Crime and Disorder

None identified.

Wards Affected

All wards.

Publicity Arrangements

The policy will be communicated to tenants through the website and Your Homes Matter residents' magazine.

Consultations

The Housing Management Advisory Board ('HMAB') has been consulted over the key principles of this policy and have given the policy their endorsement.

Links to the Corporate Strategy

Caring for the Environment	No
Healthy Communities	Yes
A Thriving Economy	No
Your Council	No

Key Decision: Yes

Date included on Forward Plan 07/02/2024

Background Papers: None

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Part B

1. Background

- 1.1 One of the key landlord activities is the provision of an effective repairs and maintenance service. The repairs and maintenance service ensures that customers are provided with safe, warm and secure housing that meets the Decent Homes Standard. This supports our customers to remain in their homes, contributing to sustainable tenancies and communities.
- 1.2 This policy is required to allow customers to understand the service levels that the Council should be held accountable against. The policy allows customers to assess the service performance against the stated policy.
- 1.3 The proposed new repairs and maintenance policy, attached to this report as appendix A, brings together existing internal procedures into an explicit policy statement.

2. Consultation over the proposed policy

- 2.1 Staff have been consulted internally in the landlord service and the key policy objectives and principles have been reviewed by HMAB.

Appendices

Appendix A	Draft Repairs and Maintenance Policy
Appendix B	Equality Impact Assessment

Appendix A



Charnwood Borough Council
Landlord Service
Repairs and Maintenance Policy
2024 – 2027

Version	Draft 1.0
Last reviewed	February 2024
Next review date	February 2027
Author	Head of Landlord Services
Approved by	Director of Housing and Wellbeing

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1. INTRODUCTION

This policy is the overarching guide to how we deliver, and what we deliver, in terms of the repairs and maintenance service to Charnwood Borough Council's stock of rented and leasehold properties.

2. OBJECTIVES

2.1 Our key objectives are to:

- provide a high-quality repairs service that is customer focused, efficient, and cost effective;
- achieve excellent standards of customer care and customer satisfaction;
- comply with our legal responsibilities and statutory requirements;
- protect the value of the housing stock;
- provide council homes that are safe, warm and well maintained;
- carry out repairs right first time;
- ensure all council homes and communal areas are safe and comply with legislative requirements;
- ensure we meet the obligations outlined in our tenancy agreement;
- ensure ease and equality of access to the service;
- work in partnership with customers to improve the service.

3. SCOPE

3.1 This policy covers the responsive repairs and maintenance service to all properties and communal areas owned and/or managed by Charnwood Borough Council.

3.2 This policy sets out the repairing obligations of the council, and the rights and responsibilities of our customers.

3.3 This policy is applicable to all council colleagues, partners and contractors, as well as customers.

4. POLICY STATEMENT

4.1 This document sets out in detail Charnwood Borough Council's policy for the delivery of a high quality and value for money repairs service and covers all areas with respect to the repair and maintenance of the council's stock.

5. LEGISLATIVE CONTEXT

- 5.1 Local authorities have a legal obligation to keep their homes in a reasonable state of repair as well as to keep their employees and members of the public safe.
- 5.2 We will deliver a repairs service that complies with regulatory and statutory obligations, to ensure the health safety and security of our tenants and their homes are maintained.
- 5.3 The Regulator of Social Housing (RSH) provides the regulatory framework for social housing in England. At the time of writing this includes the draft Safety and Quality Standard, which contains specific requirements upon landlords.
- 5.4 The key areas of legislation are:
- Landlord and Tenant Act 1985;
 - Housing Acts 1985, 1988, 1996, 1998 and 2004;
 - Defective Premises Act 1972;
 - The Secure Tenants of Local Housing Authorities (Right to Repair) Regulations 1994;
 - Environmental Protection Act 1990;
 - Equality Act 2010;
 - Leasehold Reform, Housing and Urban Development Act 1993;
 - Common-hold and Leasehold Reform Act 2002;
 - Secure Tenants of Local Authorities (Compensation for Improvements) Regulations 1994;
 - Gas Safety (Installation and use) Regulations 1998;
 - Regulatory Reform (Fire Safety) Order 2005;
 - The Control of Asbestos Regulations 2012;
 - Health and Safety at Work Act 1974;
 - The Management of Health and Safety at Work Regulations 1999;
 - Control of substances hazardous to health regulations 2002;
 - Water Supply (Water Fittings) Regulations 1999;
 - Occupiers Liability Act 1957 and Occupiers Liability Act 1984;
 - The Construction (Design and Management) Regulations 2015;
 - Building Regulations Approved Documents;
 - IET Requirements for Electrical Installations 18th Edition 2018 4th Amendment (BS7671);
 - Legionnaires' disease - The Control of Legionella Bacteria in Water Systems, Approved Code of Practice and Guidance L8 2013;

- The Control of Legionella Bacteria in Hot and Cold Water Systems HSG274 2014.

6 REPAIR RESPONSIBILITIES

- 6.1 The responsibility for undertaking repairs and maintaining homes is shared between the council and its customers.
- 6.2 Customers are required to report repairs that are the council's responsibility as soon as possible to ensure properties do not fall into disrepair. The council, and its contractors also have a responsibility to identify and report repairs.
- 6.3 The council expects customers to keep the inside of their homes in good condition and keep gardens and communal areas clean and tidy.
- 6.4 Customer are required to undertake minor repairs and maintenance that are not the responsibility of the council to ensure the upkeep of their homes. This includes ensuring repairs do not arise due to neglect, wilful damage or accidental damage. The secure/introductory tenancy agreement sets out in detail repairing obligations between the council and the tenant, details of which are contained in appendix 1.
- 6.5 The breakdown of customer and council responsibilities is outlined in Appendix 1.

7. RECHARGEABLE REPAIRS

- 7.1 A rechargeable repair is defined as any repair that is above and beyond normal wear and tear or arises from accidental damage, abuse, neglect, or deliberate and or malicious damage. This applies to all customers, their households or visitors to the property.
- 7.2 The council will recharge customers for repairs resulting from:
- vandalism, negligence or wilful damage by the tenant, family members or visitors;
 - blocked drains or sanitary ware which has been caused by the tenant;
 - supplying lost keys;
 - forcing entry to the customer's home;
 - failing to clean/clear a home at the end of the tenancy;
 - making good unauthorised alterations;
 - failure to provide access for annual gas safety checks and statutory maintenance.

- 7.3 Customers who misrepresent the urgency of a repair to obtain emergency response during normal working hours or out of hours may be charged an emergency call out fee.
- 7.4 Where damage is due to vandalism, or criminal activity, customer should report this to the police and obtain a crim reference number. We may accept responsibility for repairs where a crime reference number is provided dependent on the circumstances.

8. REPAIR CATEGORIES

- 8.1 All repairs are given a priority, which allows us to effectively manage the Repairs and Maintenance Service. There are several different categories of repairs as follows:

8.2 Emergency repairs

Repairs where there is a serious risk to customers or their home.

We will attend as soon as possible, but within 24 hours. We will undertake repairs, dependent on the nature of the repair, with the aim of ensuring everyone is safe and secure.

8.3 Urgent repairs

Repairs that are more urgent, and over time could get worse, causing damage to property and belongings. These repairs will be completed within 5 working days.

8.4 Routine repairs

Repairs where there is no immediate risk and can be booked in with the customer at a mutually convenient time. Routine repairs are undertaken and completed within 28 calendar days.

8.5 Planned repairs

Repairs that due to their nature cannot be completed within 28 calendar days. Some repairs will be completed before the 180-day timescale depending on their nature.

Examples of repairs by category:

Emergency	Attended within 24 hours	Repairs that remove immediate danger to people or stop serious damage to customers homes. Examples include: <ul style="list-style-type: none"> • Complete loss of electrical power • Burst water pipe • No power to property • Broken window requiring boarding
Urgent	Completed within 5 calendar days	Work where there is no immediate risk, but if left could get worse. Examples include: <ul style="list-style-type: none"> • Minor leaks that can be contained • Faulty extractor fan • Faulty shower
Routine	Completed within 28 calendar days	Work where the fault does not cause problems straight away or make it dangerous, but still needs to be done quite soon. Examples include: <ul style="list-style-type: none"> • Renewing tiles • Selant to bathtubs and sinks • Repairs to plaster
Planned	Completed within 180 working days	Certain work is put into packages that can be carried out all together in an area. Examples include: <ul style="list-style-type: none"> • Kitchen and bathroom replacements • Roof replacement

8.6 The repair priority will be reviewed for customers with additional care and support needs and an additional priority can be agreed.

9. OUT-OF-HOURS EMERGENCY REPAIRS

9.1 The Council operates an out-of-hours service to complete emergency repairs in order to make the property safe until a full repair can be undertaken.

9.2 An emergency repair is restricted to circumstances where there is a danger to life, a safety hazard, the potential for more extensive damage or is needed to ensure a home is secure.

Examples of these include:

- gas escapes;
- exposed live electrical cables;
- severe water leaks;
- major drainage problems.

9.3 The priority in instances of emergency repairs, will be to make the property safe; as such follow-up visits may be required to undertake a full repair, this will be undertaken at a convenient date and time agreed with the tenant in line with the approach to routine repairs. During the winter period the out-of-hours service for emergency repairs will include heating and hot water repairs.

9.4 If an operative attends an emergency out of hours' repair and the tenant is not at home the council may charge an abortive callout charge. This may also be the case if the reported emergency is a routine repair when the council attends.

10. ADAPTATIONS

10.1 Any customer who needs assistance in carrying out daily activities, such as bathing, or has difficulty with mobility around their property, such as climbing stairs, can request an assessment by an occupational therapist through Leicestershire County Council. Depending upon the outcome, necessary alterations to the property may be undertaken by the council (or its contractor).

11. HANDYPERSON SERVICE

11.1 Our Handyperson Service helps customers with smaller jobs in the home they cannot manage themselves and which wouldn't normally be reported as responsive repairs. The service aims to assist vulnerable customers and help them feel safe and comfortable in their home.

11.2 To qualify for the handyperson service a customer will either:

- have a disability or severe health condition which prevents them from carrying out the repair work;
- be 65 years and over.

11.3 The types of jobs carried out under the service include:

- changing light bulb;
- fixing curtain rails;
- fitting shelves;
- checking smoke alarms;
- hanging pictures, mirrors.

12. VULNERABLE CUSTOMERS

- 12.1 We recognise that our customers have different needs. We will make every attempt to identify individual circumstances at the first point of contact to ensure reasonable adjustments can be made.
- 12.2 We recognise that we may need to adjust response times and increase our service offering on a case-by-case basis.
- 12.3 If a customer, or member of their household has a disability, or severe health condition, is elderly, has a live in carer they should contact the council to discuss ways for us to provide a more flexible responsible repairs service.

13. REPORTING REPAIRS

Customers can report repairs to the Council in any of the following ways:

- by telephone (including an out-of-hours number for reporting emergency repairs);
- by completing an online request at www.charnwood.gov.uk/repairs;
- in person at our council offices in Loughborough;
- in writing.

14. APPOINTMENTS

- 14.1 Appointments will be offered for all non-emergency repairs, with a time and date agreed with the customer. We offer morning and afternoon appointments and slots to fit in with school times.
- 14.2 Where a repair cannot be completed we will provide a full explanation why, and a further appointment will be made to complete the repair.

15. NO ACCESS

- 15.1 Customers are required to allow access at any reasonable time to the council, or agents acting on its behalf, to inspect and carry out repairs and maintenance in line with their tenancy agreement.
- 15.2 If the council is unable to gain access to a prearranged appointment due to the customer not being home for a repair a card will be left to advise the customer to make a new appointment for a further visit. If access is not gained at the second appointment we will cancel the repair.
- 15.3 Where the repair is an emergency, or health and safety matter, then we will continue to make contact.

16. RIGHT TO REPAIR

- 16.1 Under The Secure Tenants of Local Housing Authorities (Right to Repair) Regulations 1994 secure and introductory tenants are entitled to have certain repairs carried out within a prescribed period of time. Customers may be entitled to compensation if their repair is not completed within the prescribed time limits.
- 16.2 The Secure Tenants of Local Authorities (Right to Repair) Regulations SI. 1994 No 133, sets qualifying times for certain qualifying repairs and requires all local authorities to advise customer who are reporting any of the qualifying repairs of:
- their rights under the Right to Repair Scheme
 - the timescales set out in the Right to Repair Scheme to complete the repair (either 1, 3 or 7 days)
 - the details of a second contractor should the Council's main contractor fail to undertake the work within the required timescale The Right to Repair provides tenants with a right to receive a prescribed amount of compensation, should the Council's contractor fail to undertake the repair within the qualifying time.
- 16.3 Qualifying repairs under the right to repair scheme for local authority tenants are outlined in Appendix 2.

17. CUSTOMERS' ALTERATIONS AND IMPROVEMENTS

- 17.1 The council's secure/introductory tenancy agreement sets out its position on tenants carrying out alterations and improvements to their home.
- 17.2 Consent to carry out alterations and improvements must be given in writing before works can be carried out.

18. LEASEHOLD PROPERTIES

- 18.1 Each individual lease governs the repairing obligations of both landlord and leaseholder.
- 18.2 In general terms, the landlord is responsible for the external structure of the block and services applying to the entire block, such as sewerage. The leaseholder is responsible for all fixtures and fittings in the property, including windows and doors.
- 18.3 If a leasehold flat is experiencing a repairs problem that is causing a related problem in a neighbouring tenanted flat and if the leaseholder fails to rectify the problem, we will follow our established procedures that may result in our having to gain access to the property in a manner that is proportionate to the urgency and severity of the problem and will recharge the leaseholder as appropriate.

19. COMMUNAL REPAIRS AND CYCLICAL / PROGRAMMED MAINTENANCE

- 19.1 Cyclical and programmed maintenance repairs work is carried out at regular intervals. This includes statutory obligations to carry out compliance related safety checks including gas and electrical periodic testing.
- 19.2 Electrical door entry systems, communal aerials, lifts and other mechanical equipment will be maintained or renewed as necessary.
- 19.3 Large scale improvements will be undertaken through the planned annual maintenance programme.

20. QUALITY ASSURANCE

- 20.1 The council will undertake a proportion of quality control checks to monitor the standard of work completed. Audits are carried out across the functions of the repairs service, with the council's gas and electric processes subject to appropriate governing body approval (currently Gas Safe and NICEIC).

21. SERVICE STANDARDS

- 21.1 Customer can expect a high level of service from the council and our partners when visiting their home.
- 21.2 We have a range of standards in relation to the repairs and maintenance service, including an operative code of conduct. We will publish these standards to customers and report on how well we meet the standards on an annual basis.
- 21.3 We will review these standards with our customers every two years.

22. CUSTOMER ENGAGEMENT

- 22.1 We are committed to working with customers of the repairs and maintenance service, to help shape and improve the service. We will involve customers in a variety of ways to ensure the service is customer focused, effective, offers value for money, and meets customer needs.
- 22.2 We will publish our repairs performance and review our performance targets with customers every year.
- 22.3 We will consult our customers on any substantial changes to the repairs service as appropriate.
- 22.4 We will ask our customers for their views on the service through satisfaction surveys carried out after completing a job, and through the Tenant Satisfaction Measures survey. We will publish the results and report back to customers on how we are doing.

23. MONITORING AND REVIEW

- 23.1 This policy will be reviewed every three years or as required by statutory, regulatory, best practice, emerging developments, or circumstances arising from review of other council policies.

24. RELATED DOCUMENTS

- 24.1 This policy should be read in conjunction with:

- Adaptations policy;
- Asbestos management policy;
- Damp and mould framework;
- Legionella policy;
- Fire safety policy;
- Complaints policy;
- Gas safety policy;
- Leaseholder's handbook
- Rechargeable repairs policy;
- Tenancy agreement;
- Tenants guide to repairs.

Appendix 1

Customer Repair Responsibilities

Customers are responsible for the following repairs in their home:

Replacing door locks or keys when keys are lost or broken, or you get locked out
Getting extra keys cut and gaining entry if you get locked out
Replacing broken or cracked glass in windows or doors unless you can provide a crime reference number
Fitting and replacing door latches, handles, chains, bells and spy holes
Repairing or replacing handles, catches or knobs on cupboards
Fitting extra door or window locks
Adjusting doors, particularly when you have new floor coverings fitted
Fitting curtain rails, pelmets, picture rails and coat hooks
Filling in minor cracks or holes in walls and ceilings
Replacing light bulbs, fluorescent tubes and starters (unless in communal areas)
Testing any smoke detectors we provide
Clearing blocked basins, sinks, baths, showers and toilets
Replacing toilet seats and flush chains
Replacing plug and chains on baths, basins and sinks
Cleaning and removing scale on shower heads
Replacing clothes lines and restringing rotary dryers (unless in a communal area)
Looking after garden paths except the main ones leading to your front and back doors and to the clothes-line
Looking after garden features, such as patios, trellises, decking or ponds (unless in a communal area)
Keeping gully grids clear of leaves and rubbish
Replacing TV aerials and sockets (unless there is a communal aerial)

In addition, customers are also responsible for:

- reporting criminal damage or vandalism to the police and obtain an incident number
- taking action to prevent further damage once a fault has been identified
- taking action to avoid condensation by ventilating their home, not blocking air vents and opening windows
- obtaining written permission before making alterations to their home
- allowing us access to their home to carry out safety checks required by law
- repairing any damage that they, their household, or any visitors have caused, other than through fair wear and tear. If the repairs service puts right this damage customers will be responsible for paying a recharge cost in advance.

Appendix 2 Right to Repair Regulations

Qualifying repairs under the right to repair scheme for local authority tenants:

Repair Type	Response Time (working days)
Total loss of electric power	1
Partial loss of electric power	3
Unsafe power or lighting socket or electrical fitting	1
Total loss of water supply	1
Partial loss of water supply	3
Total or partial loss of gas supply	1
Blocked flue to open fire or boiler	1
Heating or hot water not working between 31 October and 1 May	1
Heating or hot water not working between 1 May and 31 October	3
Blocked/leaking foul drain, soil stack or toilet	1
Toilet not flushing (if there is only one toilet in the property)	1
Blocked sink, bath or basin	3
Tap cannot be turned	3
Leak from a water pipe, tank or cistern	1
Leaking roof	7
Insecure external window, door or lock	1
Loose or detached banister or handrail	3
Rotten timber flooring or stair tread	3
Door entry phone not working	7
Mechanical extractor fan not working	7

Equality Impact Assessment

Repairs and Maintenance Policy

- **Background**

An Equality Impact Assessment is an improvement tool. It will assist you in ensuring that you have thought about the needs and impacts of your service/policy/function in relation to the protected characteristics. It enables a systematic approach to identifying and recording gaps and actions.

- **Legislation- Equality Duty**

As a local authority that provides services to the public, Charnwood Borough Council has a legal responsibility to ensure that we can demonstrate having paid due regard to the need to

- ✓ Eliminate discrimination, harassment, victimisation.
- ✓ Advance Equality of Opportunity
- ✓ Foster good relations

For the following protected characteristics:

- ✓ Age
- ✓ Disability
- ✓ Gender reassignment
- ✓ Marriage and civil partnership
- ✓ Pregnancy and maternity
- ✓ Race
- ✓ Religion and belief
- ✓ Sex (Gender)
- ✓ Sexual orientation
- ✓ Socially excluded groups

What is prohibited?

- ✓ Direct Discrimination
- ✓ Indirect Discrimination
- ✓ Harassment
- ✓ Victimisation
- ✓ Discrimination by association
- ✓ Discrimination by perception
- ✓ Pregnancy and maternity discrimination
- ✓ Discrimination arising from disability
- ✓ Failing to make reasonable adjustments

Complete this action plan as you go through the questions

- **Step 1 – Introductory information**

Title of the policy	Repairs and Maintenance Policy
Lead officer and others undertaking this assessment	Director of Housing and Wellbeing
Date EIA started	20.02.2024
Date EIA completed	20.02.2024

- **Step 2 – Overview of policy/function being assessed**

Outline: What is the purpose of this policy? (Specify aims and objectives)

This policy is the overarching guide to how we deliver, and what we deliver, in terms of the repairs and maintenance service to Charnwood Borough Council's stock of rented and leasehold properties.

Key objectives are to:

- provide a high-quality repairs service that is customer focused, efficient, and cost effective;
- achieve excellent standards of customer care and customer satisfaction;
- comply with our legal responsibilities and statutory requirements;
- protect the value of the housing stock;
- provide council homes that are safe, warm and well maintained;
- carry out repairs right first time;
- ensure all council homes and communal areas are safe and comply with legislative requirements;
- ensure we meet the obligations outlined in our tenancy agreement;
- ensure ease and equality of access to the service;
- work in partnership with customers to improve the service.

What specific group/s is the policy designed to affect/impact and what is the intended change or outcome for them?

Council tenants, leaseholders, and residents.

The policy sets out the repairing obligations of the council, the rights and responsibilities of our customers, and the level of service customers can expect to receive in respect of repairs and maintenance.

Which groups have been consulted as part of the creation or review of the policy

Tenants on the Housing Management Advisory Board.

- **Step 3 – What we already know and where there are gaps**

List any existing information/data do you have/monitor about different diverse groups in relation to this policy? Such as in relation to age, disability, gender reassignment, marriage and civil partnership, pregnancy & maternity, race, religion or belief, sex, sexual orientation etc.

Data/information such as:

- Consultation
- Previous Equality Impact Assessments

<ul style="list-style-type: none"> • Demographic information • Anecdotal and other evidence
The Council's housing management system, QL details a range of demographic information, and has flags for where a tenant may have limited mobility or literacy.
What does this information / data tell you about diverse group? If you do not hold or have access to any data/information on diverse groups, what do you need to begin collating / monitoring? (Please list)
That tenants have a diverse range of needs relating to the use and occupation of their home and that services need to be tailored accordingly.

● **Step 4 – Do we need to seek the views of others? If so, who?**

Considering the answers given in Step 2, do you need to consult with specific groups to identify needs / issues? If not explain why.
A range of best practice information already exists around specific relevant subjects e.g. around the delivery of disabled adaptations.

● **Step 5 – Assessing the impact**

Considering any data/consultation/information and your own knowledge, identify whether the policy has a positive or negative impact on the individuals or community groups who identify with any 'protected characteristics' and provide an explanation for your decision. Please refer to the general duties on the front page.	
Age	<p>Positive impact - the policy sets out the service will offer an additional Handyperson Service to help customers with smaller jobs in the home they cannot manage themselves and which wouldn't normally be reported as responsive repairs. The service aims to assist vulnerable customers and help them feel safe and comfortable in their home.</p> <p>A qualifying criterion for the handyperson service is that a customer will be 65 years and over. Older people are therefore receiving an enhanced service.</p> <p>The policy recognises that our customers have different needs, and that we will make every attempt to identify individual circumstances at the first point of contact to ensure reasonable adjustments can be made.</p> <p>The policy recognises that we may need to adjust response times and increase our service offering on a case-by-case basis, and that If a customer, or member of their household has a disability, or severe health</p>

	<p>condition, is elderly, has a live in carer they should contact the council to discuss ways for us to provide a more flexible responsible repairs service.</p>
<p>Disability</p> <ul style="list-style-type: none"> • Physical • Visual • Hearing • learning disabilities • mental health 	<p>Positive impact - disabled people will also be able to access the handyperson service, as a qualifying criterion is <i>a disability or severe health condition which prevents them from carrying out the repair work</i>;</p> <p>As stated above, the policy recognises that response times and services may need to be adjusted to meet individual needs.</p> <p>The policy sets out that any customer who needs assistance in carrying out daily activities, such as bathing, or has difficulty with mobility around their property, such as climbing stairs, can request an assessment by an occupational therapist through Leicestershire County Council. Depending upon the outcome, necessary alterations to the property may be undertaken by the council (or its contractor).</p>
Gender Reassignment (Transgender)	Neutral impact identified.
Race	Neutral impact identified.
Religion or Belief (Includes no belief)	Positive impact - Appointment times are set in consultation with customers, therefore non-emergency works may be set to avoid religious activities or festivals which are timed.
Sex (Gender)	Neutral impact identified.
Sexual Orientation	Neutral impact identified.
<p>Other protected groups</p> <ul style="list-style-type: none"> • Pregnancy & maternity • Marriage & civil partnership 	Neutral impact identified.
<p>Other socially excluded groups</p> <ul style="list-style-type: none"> • Carers • Low literacy • Priority neighbourhoods • Health inequalities • Rural isolation • Asylum seeker and refugee communities 	<p>Positive impact - See above comments relating to live in carers.</p> <ul style="list-style-type: none"> • As stated above, customers with low literacy are flagged on the Council's system so services may be tailored accordingly. • A significant volume of repairs and maintenance delivery takes place in priority neighbourhoods, supporting the meeting of housing need.

Where there are potential barriers, negative impacts identified and/ or barriers or impacts are unknown, please outline how you propose to minimise all negative impact or discrimination.

- If you have identified adverse impact or discrimination that is illegal, you are required to take action to remedy this immediately.
- Additionally, if you have identified adverse impact that is justifiable or legitimate, you will need to consider what actions can be taken to mitigate its effect on those groups of people.

No negative impacts or potential barriers have been identified.

Summarise your findings and give an overview as to whether the policy will meet Charnwood Borough Council's responsibilities in relation to equality and diversity (please refer to the general duties on the front page).

The policy will support the Council to meet its obligations under equalities legislation. Groups including older and disabled people will benefit from an enhanced and tailored service.

• **Step 6- Monitoring, evaluation, review**

Are there processes in place to review the findings of this Assessment and make appropriate changes? How will you monitor potential barriers and any positive/ negative impact?

Customer feedback gained from satisfaction surveys, complaints and compliments is continually monitored.

How will the recommendations of this assessment be built into wider planning and review processes? e.g. policy reviews, annual plans and use of performance management systems.

Where barriers/ negative impacts are identified, the mitigating action and progress against this will be included within the relevant service plan.

• **Step 7- Action Plan**

Please include any identified concerns/actions/issues in this action plan. The issues identified should inform your Service Plan and, if appropriate, your Consultation Plan


Reference Number	Action	Responsible Officer	Target Date
	None identified.		

• **Step 8- Who needs to know about the outcomes of this assessment and how will they be informed?**

	Who needs to know?	How they will be informed (we have a legal duty to publish EIA's)
Employees	Y	Internal communication
Service users	Y	Publication on the Council's website
Partners and stakeholders	N	

Others	N	
To ensure ease of access, what other communication needs/concerns are there?		None identified

- **Step 9- Conclusion**

I agree with this assessment	
N/A	
Signed (Director):	 Peter Oliver – Director of Housing and Wellbeing
Date: 20.02.24	

CABINET - THURSDAY, 7 MARCH 2024

Report of the Director Housing and Wellbeing Lead Member: Executive Member for Public and Private Sector Housing

Part A

HOUSING CAPITAL PROGRAMME

Purpose of Report

To update the housing revenue and capital programme for 2024-25 following the identification of new amounts needed to dry, clean and repair properties following flooding in the borough in January 2024, and the mobilisation of a programme to increase the amount of work undertaken at major voids.

Recommendation

That the proposed housing capital programme budget for 2024-2025 amounting to £15,780,100 detailed at Appendix 1 be approved and the Capital Plan be amended to reflect this, and that the revenue budget also be increased by £1,500,000 to repair flood damaged properties.

Reasons

To undertake major works at both flood damaged and void properties, and improve the Council's housing stock, in line with the Charnwood and Decent Homes Standards.

Policy Justification and Previous Decisions

The programme will support compliance with the current Homes and Communities Agency Home Standard (2012), which, in summary, states that the Council must:

- ensure that tenants' homes meet the standard set out in the Government's Decent Homes Guidance and continue to maintain their homes to at least this standard.
- meet all applicable statutory requirements that provide for the health and safety of the occupants in their homes.
- ensure a prudent, planned approach to repairs and maintenance of homes and communal areas.

Government is likely to implement new regulatory standards before the end of this financial year. The updated housing capital programme will support compliance with these new standards.

On the 14th of March 2014 Cabinet approved the Charnwood Standard, to provide a higher standard of accommodation than the statutory Decent Homes Standard.

On the 9th March 2023 Cabinet approved the Charnwood Borough Council Asset Management Strategy 2023-2028.

On the 16th November 2023 Cabinet approved the HRA Business Plan and Capacity Update.

The housing capital programme will support delivery of the following Corporate Strategy 2024-2028 commitments:

- Invest in Council homes to raise standards and improve energy efficiency.
- Look for opportunities to build or acquire new homes and help tackle homelessness.
- Improve our sheltered accommodation.
- Help disabled people adapt their homes, to improve their quality of life.

Implementation Timetable including Future Decisions

The programme will be delivered during 2024/2025, commencing on 1st April 2024 and completing on 31st March 2025. Progress will be monitored by the Housing Management Advisory Board throughout the year. Work at flood damaged properties is expected to take around nine months to complete.

Report Implications

The following implications have been identified for this report.

Risk Management

The risks associated with the decision Cabinet is asked to make and proposed actions to mitigate those risks are set out in the table below.

Risk Identified	Likelihood	Impact	Overall Risk	Risk Management Actions Planned
The programme cannot be delivered due to contractor performance issues leading to tenants affected by flooding having to stay in properties longer than expected, increased voids, non-compliance with the Decent Homes Standard, disrepair claims, and reduced tenant satisfaction.	Likely (3)	Significant (2)	Moderate (6)	Contractor performance monitored at contract meetings. External project management resource to be appointed to support delivery of flood remediation works. Void repairs manager now in place. Resident Liaison Officer capacity increased. Components in poor

Risk Identified	Likelihood	Impact	Overall Risk	Risk Management Actions Planned
				<p>condition will be prioritised over planned replacements.</p> <p>Tenants on the programme will be informed of progress.</p> <p>Tenant refusals are taken in-to account when calculating the level of non-decency.</p> <p>Programme to be smoothed, limiting delivery volumes, to support effective control of works.</p> <p>A range of contracts are in place, providing, in some instances, a range of delivery options.</p>
The quality of work provided by Contactors is unacceptable.	Likely (3)	Significant (2)	Moderate (6)	<p>Contract management meetings in place.</p> <p>100% post inspections are undertaken.</p> <p>Payment is not made to the contractor unless the property is of an acceptable standard.</p>

Equality and Diversity

The programme will positively contribute towards the Council's equality and diversity responsibilities and commitments. The programme for 2024/25 includes a total of £560k for adaptations for tenants and their family members with a disability. This work can include level access showers, ramps, rails, stair lifts, and other modifications following a recommendation from an occupational therapist. A sum of £15k has also been included for mobility scooter storage.

Crime and Disorder

The programme will positively contribute towards the achievement of the Council's responsibilities under Section 17 of the Crime and Disorder Act (1998) to undertake reasonable action to improve community safety in the borough. The installation of new and upgraded communal entrance doors at blocks of accommodation will provide an enhanced level of security for tenants and their families.

Climate Change and Carbon Impact

Delivery of central heating upgrades and the installation of insulation form part of the Council's climate change strategy, contributing towards the Council's carbon reduction targets.

Generally, the following principles of sustainability will be supported:

- Avoid increase in energy intensity of Council owned buildings and maximise efficiency.
- Reduce poverty, crime, anti-social behaviour and increase community safety.
- Improve public health and wellbeing.
- Ensure that housing needs of all sections of the community are met.

Financial Implications

The combined 2024/2025 revenue and capital budget to deliver this work amounts to £17,280,100 and can be fully funded using HRA revenue contributions, the HRA Major Repairs Reserve, Capital Receipts, and HRA Financing Fund contributions. The Capital Plan will be amended to reflect the updated housing capital budget if it is approved.

The cost associated with remediation works to flood damaged properties is expected to be recovered through the council's insurers.

Wards Affected

All Wards.

Publicity Arrangements

Not applicable.

Consultations

The Housing Management Advisory Board was consulted generally on priorities for 2024/2025 at its meeting on 8th November 2023, and specifically on the housing capital programme at its meeting on Wednesday 10th January 2024. It was resolved that the reports be noted.

Links to the Corporate Strategy

Caring for the Environment	Yes
Healthy Communities	Yes
A Thriving Economy	No
Your Council	No

Key Decision: Y

Date included on Forward Plan 07/02/2024

Background Papers: None

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Part B

1. Background

- 1.1 At its meeting on 8th February 2024 (minute 72) Cabinet resolved that the new three-year Capital Plan 2024-25 to 2026-27 for Housing Revenue Account schemes be endorsed, for recommendation to Council on 26th February 2024.
- 1.2 Each year, a housing capital programme report is taken to Cabinet to refine, if needed, the housing revenue account capital budgets for the following year, to take in to account any development of capital programmes.
- 1.3 This year, given the new capital plan has just been produced, the extent of refinements is limited. Additional revenue and capital sums are required for flood damage remediation, and major void works as set out below.

2. Flood Damage Remediation

- 2.1 In early January 2024, thirty-seven of the Council's properties were flooded. A meeting with loss adjusters took place in February 2024. The estimated value of the works to repair these properties is £1.5million. This amount is in addition to the amounts in the new capital plan and repairs budgets. The expenditure is expected to be covered by the Council's insurers.
- 2.2 Major works will need to be completed, including stripping of wallpaper, skirting, thermoplastic tiles that are lifting, and the removal of kitchen units etc. to relieve moisture. A hard strip will be needed in many instances to get back to brick or concrete floors to enable thorough drying, which will likely extend to the cavities between walls. Drying will then need to take place, and properties reinstated so they are ready for occupation, safely. Communal areas at blocks of flats are also likely to need similar works. This work is expected to take around nine months to complete.

3. Increase in Major Void Works

- 3.1 Mobilisation with the Council's new major voids contractor Jeakins Weir has progressed positively. The Council's new void repairs manager has commenced in post just after Christmas, and a programme of major void works for 2024 is being developed. An additional capital sum of £1.6million is therefore required to increase the number of major voids repaired and made ready to let. Costs will be kept under review as the programme progresses.

Appendices

Appendix 1 - Housing revenue Account Capital Programme

Appendix 1 - Housing revenue Account Capital Programme

	2024/25	2024/25
Housing & Wellbeing - HRA	Capital Plan Amount	Revised Sum Where Additional Funds are Needed
	£	£
Major Adaptations	450,000	
Minor Adaptations	50,000	
Stairlifts	60,000	
Major Voids	280,000	1,880,000
<u>Compliance</u>		
Asbestos Removal	200,000	
Communal Area Improvements	75,200	
Communal Area Electrical Upgrades	68,000	
Fire Safety Works	100,000	
<u>Stock Maximisation</u>		
Garages	100,000	
<u>Decent Homes</u>		
Kitchens	1,794,100	
Bathrooms	2,900,900	
Electrical Upgrades	100,000	
Window Replacement	345,000	
Heating	1,292,000	
Sheltered Housing Improvements	190,000	
Redevelopment Sheltered Accommodation - St Michael's Court, Thurmaston	1,600,000	
Door Replacement	700,000	
Roofing Works	600,000	
Insulation	250,000	
Major Structural Works	250,000	
<u>General Capital Works</u>		
Estate and External Works	215,000	
Housing Capital Technical Costs	438,100	
Door Entry Systems	73,000	
Acquisition of affordable housing to	1,123,800	

meet housing need		
Mobility Scooter Storage	15,000	
Create a Warm Homes Fund HRA tenants	100,000	
Replacement of the Lifeline Priority Notification Centre PNC	30,000	
Create Fund to purchase "Off development properties"	500,000	
Housing & Wellbeing - HRA - Total	13,900,100	15,780,100

CABINET - 7TH MARCH 2024

Report of the Director of Housing and Wellbeing Lead Member: Executive Member for Public and Private Sector Housing

Part A

SHELTERED ACCOMMODATION STRATEGY FRAMEWORK

Purpose of Report

To consider the Sheltered Accommodation Strategy Framework at Appendix 1.

Recommendations

1. That the Sheltered Accommodation Strategy Framework at Appendix 1 be approved.
2. That delegated authority be given to the Director of Housing and Wellbeing to make minor amendments to the Sheltered Accommodation Strategy Framework at Appendix 1 in consultation with the Executive Member for Public and Private Sector Housing.
3. That budget provisions of £47,300 be made available for the creation of a project officer, £200,000 for specialist external support, and £200,000 for costs associated with decommissioning Block A of Fielding Court.
4. With reference to recommendation 3 (above) that Cabinet approve any necessary procurement exercises.
5. That Block A of Fielding Court be decommissioned pending options appraisal, and that steps be taken to prevent tenants from being financially disadvantaged because of losing their home.
6. That Block B be retained as age-designated accommodation whilst options are considered with alarm and warden support, albeit without the communal facilities at Block A, which lacks heat and hot water.
7. That a range of options for the future of Fielding Court be explored, and that a recommended option be returned to Cabinet in 2024/25 for consideration.
8. That delegated authority be given to the Director of Housing and Wellbeing, and the Head of Strategic Housing in consultation with the Executive Member for Public and Private Housing to reduce the age at which sheltered accommodation may be accessed to 55, particularly at schemes subject to an interim investment strategy, rather than identified as a priority for intervention, with any necessary amends made to the Council's Housing Allocations Policy to enable this.
9. That delegated authority be given to the Director of Housing and Wellbeing, and the Head of Strategic Housing in consultation with the Executive Member for

Public Housing to reduce the age at which non sheltered, general needs 60+ bungalow accommodation may be accessed to 55, with any necessary amends made to the Council's Allocations Policy to enable this.

Reasons

1. To set out a strategy framework around the improvement of sheltered accommodation.
2. To enable minor amendments to be made in response to internal and external changes in context which have a bearing on the strategy.
3. To provide both in house and expert external capacity to progress the project, and to provide a budget for costs arising from decommissioning.
4. To support delivery of recommendation 3 (above).
5. To limit capital expenditure on a scheme which has a high level of empty properties, many of which are not self-contained and do not meet the needs or aspirations of older people.
6. Properties in B Block are self-contained and are currently meeting a housing need.
7. To determine the future of Fielding Court.
8. To support the letting of sheltered accommodation, maximising rental income.
9. To support the letting of bungalows, maximising rental income.

Policy Justification and Previous Decisions

The strategy framework will support compliance with the current Homes and Communities Agency Home Standard (2012), which, in summary, states that the Council must:

- ensure that tenants' homes meet the standard set out in the Government's Decent Homes Guidance and continue to maintain their homes to at least this standard.
- meet all applicable statutory requirements that provide for the health and safety of the occupants in their homes.
- ensure a prudent, planned approach to repairs and maintenance of homes and communal areas.

Government is likely to implement new regulatory standards before the end of this financial year. The strategy framework is consistent with these expectations.

On the 14th of March 2014 Cabinet approved the Charnwood Standard, to provide a higher standard of accommodation than the statutory Decent Homes Standard.

On the 9th March 2023 Cabinet approved the Charnwood Borough Council Asset Management Strategy 2023-2028.

On the 16th November 2023 Cabinet approved the HRA Business Plan and Capacity Update.

The Council’s new Corporate Strategy 2024-2028 contains a commitment to improve its portfolio of sheltered accommodation. The framework sets out the approach to achieving this aim, whilst also having regard to broader intentions set out in the Corporate Strategy around delivering excellent services, exploring opportunities for new homes, achieving value for money through reviewing how we work, engaging with residents, and exploring all options for service delivery to achieve the best results for our communities.

Implementation Timetable including Future Decisions and Scrutiny

The strategy framework will be implemented when the Cabinet decision comes into force.

Implementation of the strategy framework will be monitored by the Housing Management Advisory Board.

Report Implications

The following implications have been identified for this report.

Financial Implications

The budget of £447,300 is fully financed through the housing revenue account.

Risk Management

The risks associated with the decision Cabinet is asked to make and proposed actions to mitigate those risks are set out in the table below.

Risk Identified	Likelihood	Impact	Overall Risk	Risk Management Actions Planned
Insufficient organisational human resource capacity and expertise to drive the strategy forward.	Likely (3)	Major (4)	High (12)	Post to be created to support delivery of the strategy. Specialist external services to be procured. Progress will be monitored by the Housing Management Advisory Board.
Communication with affected	Likely (3)	Serious (3)	Moderate (9)	Communications to be issued to affected

Risk Identified	Likelihood	Impact	Overall Risk	Risk Management Actions Planned
tenants, does not take place, and tenants are concerned about plans, or in the case of tenants at Fielding Court, unsupported leading to reputational damage.				residents outlining the position, and where appropriate the support available.

Equality and Diversity

The framework will meet Charnwood Borough Council's responsibilities in relation to equality and diversity. A completed equality impact assessment is at Appendix 2.

Crime and Disorder

This framework will positively contribute towards the achievement of the Council's responsibilities under Section 17 of the Crime and Disorder Act (1998) to undertake reasonable action to improve community safety in the borough. Increasing the occupancy of schemes and reducing the number of empty properties is likely to reduce the potential for crime and enhance a perception of safety amongst residents.

Climate Change and Carbon Impact

The following principles of sustainability will be supported through the framework:

- Support the meeting of the housing needs of all sections of the community;
- Reduce the energy intensity of Council-owned buildings;
- Reduce, crime, anti-social behaviour and increase community safety.

Wards Affected

Multiple wards.

Publicity Arrangements

N/A

Consultations

N/A

Links to the Corporate Strategy

Caring for the Environment	Yes
Healthy Communities	Yes
A Thriving Economy	Yes
Your Council	Yes

Key Decision: Yes

Background Papers: Cabinet, 9th March 2023 Charnwood Borough Council Asset Management Strategy 2023-2028

Cabinet, 16th November 2023, HRA Business Plan and Capacity Update

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Part B

1. Scope of the Sheltered Accommodation Strategy Framework

- 1.1 The framework sets out a direction of travel for improving the Council's portfolio of sheltered accommodation, recognising the challenge is one of significant scale, concerning both physical assets, and the wellbeing and aspirations of our current and future residents.
- 1.2 The framework contains a specific section on Fielding Court in Loughborough. Fielding Court has many empty properties, and residents from Block A have been decanted to alternative accommodation following the failure of pipework embedded in the fabric of the building. An urgent need therefore exists to determine its future.
- 1.3 In addition to setting out actions that will support future decision making around sheltered accommodation and the level of resource required to take those actions forward, the framework also sets out actions the Council can take to support the letting of some vacant units at sheltered accommodation and bungalows currently designated for applicants on the housing register aged 60+.

Consultation

The Housing Management Advisory Board was consulted at its meeting on 19th February 2024. It endorsed the strategy framework, noting its view that a range of options should be explored prior to any decision to dispose of a scheme site.

Appendices

Appendix 1 - Sheltered Accommodation Strategy Framework

Appendix 2 - Equality Impact Assessment

Sheltered Accommodation Strategy Framework Charnwood Borough Council

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1. Introduction

The Council's new Corporate Strategy 2024-2028 contains a commitment to improve its portfolio of sheltered accommodation.

The Sheltered Accommodation Strategy Framework sets out the approach to achieving this aim, whilst also having regard to broader intentions set out in the Corporate Strategy around delivering excellent services, achieving value for money through reviewing how we work, engaging with residents, and exploring all options for service delivery to achieve the best results for our communities.

The Strategy Framework sets out a direction of travel for improving our portfolio of sheltered accommodation recognising the challenge is one of significant scale, concerning both physical assets, and the wellbeing and aspirations of our current and future residents.

The Strategy Framework contains a specific section on Fielding Court in Loughborough. Fielding Court has many empty properties, and residents from Block A have been decanted to alternative accommodation following the failure of pipework embedded in the fabric of the building. An urgent need therefore exists to determine its future.

2. Background

The Council owns 14 sheltered accommodation schemes, consisting of 12 low-rise schemes of accommodation, (one with flats also at the location), and one distinct bungalow scheme.

A map showing the geographical location and distribution of the accommodation can be found below.

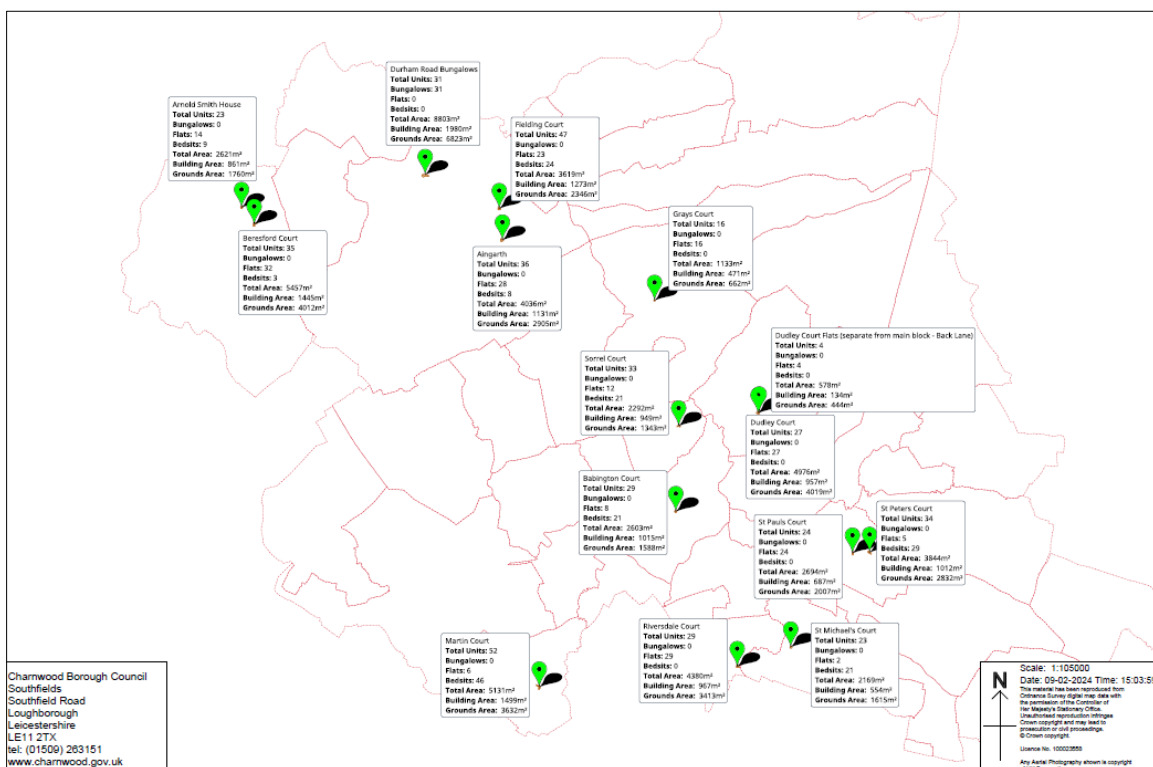


Figure 1 (above) - Map Showing Geographical Location and Distribution of Sheltered Accommodation

Under the Council's Allocations Policy properties are let to people aged over 60. Each individual dwelling / home has its own front door. A 24-hour alarm system, mobile warden, and communal lounge is also provided.

Most of the low-rise schemes contain a mixture of bedsits and flats. Many bedsit units are small, do not have kitchens with adequate space and layout, and are not self-contained i.e., they do not have their own bathrooms: residents therefore use shared bathing facilities. There are long corridors and changes in levels at schemes, making them hard for people with mobility issues to navigate.

Most schemes were constructed in the late '60s and early '70s and no longer meet either the needs or aspirations of older people.

Properties are hard to let, and the number of void (empty) properties has increased over the years. The rents are low, and there are high costs associated with the blocks, which perform poorly from a financial asset perspective.

Much of the accommodation is well located in the centre of settlements, close to shops and services. Schemes have a social value, and many have a sense of community, however the reduction in occupancy, with three schemes standing more than half empty, has led to a reduction in social activity over the years.

A review of sheltered accommodation has been in progress for several years and to date the Council has completed improvement works at the following schemes:

- Aingarth, Loughborough: conversions from bedsits to flats (8 bedsits remain).
- Dudley Court, Sileby: conversions from bedsits to flats.
- Grays Court, Barrow upon Soar: refurbishment of bedsits to flats and bungalows built in the grounds.
- Riversdale Court, Birstall: refurbishment of bedsits into one-bedroom flats, transforming the building into a high-quality place to live.



Figure 2 (above left) and **2a** (above right) - Riversdale Court, Birstall

Cabinet approval has been gained to demolish and subject to planning permission build nine bungalows at the St Michael's Court site in Loughborough. A project is in progress to take this

work forward. Plans Committee is expected to consider the Council's application in February 2024.



Figure 3 (above) Photo Montage of the Planned Bungalow Scheme to replace Existing Sheltered Accommodation at St Michaels Court, Thurmaston

3. Summary of Current Status of All Schemes

3.1 Voids

An overview of schemes can be found at Appendix 1 - Overview of Sheltered Accommodation Schemes.

In December 2023, of the 420 units in sheltered accommodation schemes 137 units were void. The data shows:

- Void (empty property) levels at some schemes are very high:
 - Martin Court in Anstey has 52 units of which 13 are tenanted. B Block has been largely empty since 2005. 75% of properties are void.
 - Babington Court in Rothley is 59% void.
 - Sorrell Court in Mountsorrel is 56% void.
 - St Peters Court is 41% void.
 - Fielding Court is 40% void.
- There is a clear correlation between void levels and units without their own bathroom. These properties are very hard to let and are unlikely ever to be.

3.2 Costs Associated with the Running of Schemes

The costs of running the schemes are high and rents are low. The running costs shown at Appendix 1 do not include projected repairs and capital investment costs. When these costs are factored, many schemes have a negative net present value, costing more to run than income generated. Work undertaken by Savills UK for the Council in 2022 confirmed this position, setting out that, financially, sheltered accommodation is the Council's worst-performing asset group.

3.3 Development Potential

All schemes hold development potential, either for sheltered or general needs accommodation, or alternative use.

As stated elsewhere in this document, all options need to be considered. This section provides an indication of the of the potential for general needs accommodation, solely for illustrative purposes.

Further detailed consideration would also be needed around issues such as site topography, constraints, and viability.

- Martin Court in Anstey at approximately 5131m², has the potential for 11 x 2 bed houses and 7 x 3 bed houses.
- Babington Court in Rothley at approximately 2603m², has the potential for 8 x 2 bed houses, 6 x 2 bed flats, and 4 x 1 bed flats.
- Sorrel Court in Mountsorrel at approximately 2292m², has the potential for 11 x 2 bed houses, and 5 x 3 bed houses.
- Fielding Court in Loughborough at approximately 3619m² has the potential for 11 x 2 bed houses, and 5 x 3 bed houses. NB this would involve demolition of B Block which comprises 17 one bed flats.

4. Current and Future Demand, Housing Need and Supply

The Leicester and Leicestershire Housing Economic Needs Assessment (HENA) updated in 2022 sets out that:

- 12% of Leicester City's population and 20.5% of that across Leicestershire is aged 65+, and that the population aged 65+ is projected to grow by 80,200 persons to 2041.
- Currently 35% of households in Leicester and 31% across Leicestershire have a long-term health problem or disabilities, and the number of households with support and care needs is expected to rise over time, driven by demographic changes and a growing older population.

- A 40% increase in the population aged 65+ in Leicester and 42% increase across Leicestershire is projected over the 2019-41 period - this is expected to result in a growth of over 18,500 people aged 65+ with mobility problems to 2041; and an increase in over 8,100 people with dementia.
- The HENA models the needs of households with specialist housing needs - it anticipates a need for around 3,100 housing units with support (sheltered/retirement housing) in Leicester and 6,700 units in Leicestershire to 2041 - there is a need for around 1,500 additional housing units with care (e.g. extra-care) in Leicester and 4,400 in Leicestershire - focussed on market housing in Leicestershire and the affordable sector in Leicester.
- The report also identifies a housing need from around 2,700 wheelchair-users in Leicester and 7,000 in Leicestershire to 2041 - together with the expected growth in residents with mobility problems, this would suggest that there is a clear need to increase the supply of accessible and adaptable dwellings and wheelchair-user dwellings as well as providing specific provision of older persons housing.
- For those aged under 65, the HENA shows a significant growth in those with impaired mobility in both Leicester and Leicestershire - there is also expected to be a significant growth in those with a mental health issue.

The below table contained in the HENA sets out the projected shortfall of specialist accommodation for older people across Leicestershire.

Shortfall /surplus by 2041		Leicester	Blaby	C'wood	H'boro	H&B	Melton	NWL	O&W
Housing with support	Market	833	1,013	1,249	893	866	533	993	464
	Affordable	2,263	-347	487	127	579	-152	-188	197
Total (housing with support)		3,096	666	1,736	1,021	1,445	381	805	661
Housing with care	Market	485	417	767	428	513	258	520	273
	Affordable	986	97	299	119	258	72	252	116
Total (housing with care)		1,470	514	1,066	547	771	329	772	389
Residential care bedspaces		238	22	356	273	323	60	387	34
Nursing care bedspaces		651	599	815	391	695	220	578	237
Total bedspaces		890	620	1,171	663	1,018	280	965	271

Figure 4 (above) Specialist Housing Needs for Older People 2020-41 (extract from the HENA).

The HENA recommends that collaborative work is undertaken, led by the County Council, around the development of strategy for the provision of specialist supported accommodation and appropriate locations for the delivery of schemes at a Leicestershire level. The notion of collaboration between the County Council and district councils around the provision of sheltered accommodation is echoed in the Leicestershire Adult Social Care Accommodation Strategy for Older People 2016-2026. The Council is therefore engaged in a dialogue with Leicestershire County Council in respect of its sheltered accommodation schemes.

The void data at Appendix 1 strongly indicates the Council has too much of the wrong type of accommodation.

In addition to hard-to-let bedsits, there are self-contained flats that meet the Council's current void property standard but which are hard to let. Self-contained flats at Dudley Court in Sibleby have been advertised through the Council's choice-based lettings system repeatedly, with properties not being let. This suggests there is oversupply or that these flats are not attractive to, for example, older tenants under occupying other Council accommodation.

The Section 106 Agreements for the sustainable urban extensions hold provisions for new extra care facilities at those locations. Extra care accommodation typically has on-site support for residents, alongside facilities and activities. This housing development pipeline information needs to be considered when determining the approach to the delivery of sheltered accommodation.

Previous analysis undertaken by Ark Consultancy for the Council over a decade ago, suggested that 53% of the Council's sheltered stock should be decommissioned, with ultimately a portfolio of around 180 units of bungalow and flat accommodation delivered, with a small number of residual bedsits. It is appropriate to review this figure considering current housing and demographic data, and the current occupancy of the schemes.

Action

- Provide an assessment of the housing need for accommodation for older people in the borough i.e., the volume of social housing needed for older people in the borough, its type, characteristics, and location, and the aspirations of older people.

5. Engagement with Homes England, Financial Considerations, and Delivery Capacity

The Council has engaged with Homes England, the Government's housing and regeneration agency. Its representative visited all the Council's sheltered accommodation schemes with Council officers in 2023.

The Council is partnering with a Homes England Strategic Partner, with a view to applying for grant funding from Homes England for St Michael's Court in Thurmaston.

Grant funding will not cover all the costs necessary to deliver the St Michael's Court redevelopment. A £2 million budget provision has been agreed by the Council for the works.

The review of the HRA Business Plan in early 2023 indicated there is capacity to borrow to fund priorities, including improvements to sheltered accommodation. The cost of borrowing however

is currently high, and there are several inflationary pressures, which have significantly increased the cost of delivering landlord services, generally, to all tenants.

The cost of construction has also increased. Costed options, therefore need to be developed for sheltered accommodation, along with the mechanism for financing them. Potentially, sites could be disposed of to generate capital receipts to offset the cost of improvement or redevelopment works at other schemes.

The Council does not have a dedicated housing development team, and its housing strategy team is small. The work at St Michael's Court is likely to gather pace over the coming months, and whilst external project management support is in place, there is and will be a demand on internal resources to manage the project successfully.

The Council may achieve faster progress by partnering with a housing association or private sector developer. These organisations have large development teams, with the capacity, skills, and experience to deliver at pace. This approach has previously been recommended to the Council by Ark consultants in respect of sheltered accommodation. There is a need to mitigate losses associated with accommodation which currently performs poorly for the Council from a financial perspective and provide certainty to residents living in accommodation which is very underoccupied.

Actions

- Develop costed options for schemes, setting out how any resulting costs may be resourced.
- Consider, as part of a suite of options:
 - disposal of sites to generate income to fund improvements, redevelopment works at other schemes, or new accommodation.
 - partnership with housing association/s or developers to deliver social housing to support speed of redevelopment and the meeting of local housing need.
- Create a project officer post and a budget for taking the strategy forward and developing options (with external support), funded through the Housing Revenue Account.

6. Best Practice, Satisfaction Levels at Sheltered Accommodation, and Standards

The HAPPI report, Housing our ageing population: Panel for Innovation¹ published by The Housing Learning and Improvement Network (2009) sets out a number of key design elements for new build specialised developments to support the meeting of needs and aspirations of the older people of the future. Emphasising the space of the home, HAPPI identified ten key design elements:

- Space and flexibility
- Daylight in the home and in shared spaces
- Balconies and outdoor space
- Adaptability and 'care ready' design
- Positive use of circulation space
- Shared facilities and 'hubs'
- Plants, trees, and the natural environment
- Energy efficiency and sustainable design
- Storage for belongings and bicycles
- External shared surfaces and 'home zones'

Many of the existing schemes fail on the first criterion because bedsit units and some flats are too small.

A local standard for sheltered accommodation was put together some years ago in consultation with tenants, however it requires review.

The Council has recently asked tenants in sheltered accommodation how satisfied they are with the services they receive. Relevant results are below. Low levels of satisfaction at some schemes around repairs and communal areas are likely symptomatic of the age and condition of accommodation. As noted above, St Martin's Court is a large, mostly empty scheme. This is likely leading to low satisfaction around the feeling of safety and the care of communal areas.

Measure	%	Comments
Overall satisfaction	72.0	Ranges from 25% at Arnold Smith House (ASH). to 100% at Babington Court. Martin Court is 40%.
Repairs satisfaction	79.7	Ranges from 50% at Arnold Smith Ho. (again) to 100% at Babington Ct, St Paul's Ct and Sorrel Ct.
Safety of home	87.1	Martin Court 20%
Tenants' views and CBC acting on them	63.1	ASH again lowest on 33.3%

1

[https://www.housinglin.org.uk/assets/Resources/Housing/Support materials/Other reports and guidance/Happi Final Report.pdf](https://www.housinglin.org.uk/assets/Resources/Housing/Support%20materials/Other%20reports%20and%20guidance/Happi%20Final%20Report.pdf)

Being kept informed	75.9	As above. Could be explained by very small samples in some of these schemes for some questions.
Treated with respect	80.9	
Care of communal areas	75.0	Martin Court 25%

Figure 5 (above) - Results of 2023/24 Tenant Satisfaction Survey at Sheltered Accommodation

There is a need to establish a benchmark against which schemes can be assessed and to inform the specification of any new provision.

Actions

- Establish a minimum Charnwood standard to cover flatted and bungalow provision, including (but not exclusively) the:
 - Minimum numbers of homes to make supported schemes viable.
 - The type of support to be offered.
 - Facilities, including communal space / scooter stores, laundry / warden spaces.
 - The size of individual homes.
 - The mix of property types (1 & 2 bed).
 - Minimum internal / communal spaces to be offered.
 - The minimum external communal spaces to be offered.
 - Kitchen and bathrooms space standards etc.
 - The minimum energy efficiency level.
 - The sustainability of schemes as long-term assets, and their ability to be converted to general needs in the future. Any resulting assets need to have longevity.
- Engage current and potential tenants to understand resident views / likes / dislikes / aspirations and needs around both accommodation and services.
- Key staff, members, and tenant representatives to visit independent living schemes both in the borough and developed elsewhere.

7. Prioritisation of Schemes, and Programme of Works

The data at Appendix 1 indicates there are some schemes that are likely to be a high priority for intervention. These are the schemes with the highest number of bedsits and voids. Except for Fielding Court, the schemes are in the southern half of the borough. As stated earlier, void levels are high due to the presence of bedsit accommodation and the small size of dwellings.

- Fielding Court in Loughborough
- Martin Court in Anstey
- Babington Court in Rothley
- Sorrel Court in Mountsorrel
- St Peter's Court in Syston

Other schemes, which are currently better occupied, may require an interim investment strategy, based on improvement, maintenance, and the maximisation of rental income through combining bedsits to create flats where possible, although it should be noted much of this work has already been undertaken.

Finally, there are some schemes, including Riversdale Court in Birstall, Durham Road bungalows, and St Pauls Court in Syston which due to their condition, are unlikely to need intervention. These schemes are likely to be maintained in line with existing standards.

In any event, programmes of work must have regard to the current occupation of schemes and aim to minimise distress caused to tenants through decanting.

There are existing mechanisms in place to make sure tenants are not financially disadvantaged if their home is lost.

8. Enhancing Lettability

Some authorities and housing associations have reduced the age at which sheltered, retirement, or independent living accommodation may be accessed to 55, and have an enhanced void standard, undertaking the installation of carpets and decoration to dwellings to make them more attractive to potential tenants. Steps of this nature may support higher occupancy levels, particularly where accommodation is self-contained, yet hard to let. Furthermore, there are often people within schemes who are able and willing to support some of the less able residents. Increasing occupation of schemes is likely to support that dynamic. Both an enhanced void standard, and implementation of a lower age criteria are likely best suited to those schemes detailed above that are likely to be in an *interim investment* or *maintain in line with existing standards* categories.

In addition to its sheltered accommodation, the Council also owns 502 non-sheltered general needs bungalows designated 60+. These properties are also hard to let, largely due to their small size, layout, and accessibility issues.

Actions

- Introduce an enhanced void standard at sheltered accommodation, particularly at schemes likely to be subject to an interim investment strategy, rather than a priority for intervention, undertaking the installation of carpets and decoration to dwellings to make them more attractive to potential tenants.
- That delegated authority be given to the Director of Housing and Wellbeing, and the Head of Strategic Housing in consultation with the Executive Member for Public Housing to reduce the age at which sheltered accommodation may be accessed to 55, particularly at schemes subject to an interim investment strategy, rather than identified as a priority for intervention, with any necessary amends made to the Council's Housing Allocations Policy to enable this.
- That delegated authority be given to the Director of Housing and Wellbeing, and the Head of Strategic Housing in consultation with the Executive Member for Public Housing to reduce the age at which non sheltered, general needs 60+ bungalow accommodation may be accessed to 55, with any necessary amends made to the Council's Allocations Policy to enable this.

9. Restructuring of Resources and the Support Model

All flats within the courts are fitted with a warden call system. This is linked to a control centre which is staffed 24 hours a day, seven days a week and will assist tenants in an emergency.

Wardens regularly monitor the well-being of every tenant. The frequency of visits is agreed with each resident according to their needs and can be reviewed if circumstances change. Each resident has a personal support plan.

Based on the existing level of service, a reduction in the overall number of schemes, should that happen, would likely lead to a reduction in costs associated with the running of schemes. The future service offer, which could be a tiered one i.e. high support / medium support / no support, costs, and potential savings will need to be determined.

10. Vision for the Future

The actions defined in the sections above will provide the information necessary to determine a long-term vision around the Council's role as a provider of sheltered accommodation.

The key elements in forming this vision are likely to include:

- Housing needs and supply data, and how housing need may be met
- Views and aspirations of current and future residents
- Standards to be achieved
- Financial constraints and opportunities
- Options and viability
- Prioritised and sequenced programme
- Branding (i.e. *independent living* rather than *sheltered accommodation*, for example) and future services

Actions

- Set out a long-term vision around the Council's role as a provider of accommodation for older people based on (including, but not exclusively):
 - Housing needs and supply data, and how housing need may be met.
 - Views and aspirations of current and future residents.
 - Standards to be achieved.
 - Financial constraints and opportunities.
 - Options and viability.
 - Prioritised and sequenced programme*.
 - Branding (i.e. *independent living* rather than *sheltered accommodation*, for example) and Future services.
- *The prioritised, sequenced programme is to include (but not exclusively):
 - Detail around decant timing.
 - The timing of grant applications, planning applications, permissions, market sales, legal agreements etc.
 - The procurement of a contractor/s where appropriate.
 - The construction programme where appropriate.
 - Additional viability reporting where necessary.
 - Cabinet and Council authorisations and reporting to the Housing Management Advisory Board.
- Define the future service offer and level/s of support provided.
- Undertake financial modelling to understand the level of resource needed to service the future portfolio of sheltered accommodation.

11. Fielding Court

Fielding Court is a sheltered accommodation scheme close to the town centre of Loughborough and the train station. Whilst close to facilities, its location is urban with limited green space. Residents have created outdoor social areas which are valued, and pots and planters are present and cultivated. There is a 5-storey private development opposite its main entrance.

The Court is adjacent to a Council-owned garage site and car park to the north and backs on to the Bell Foundry estate to the south east.

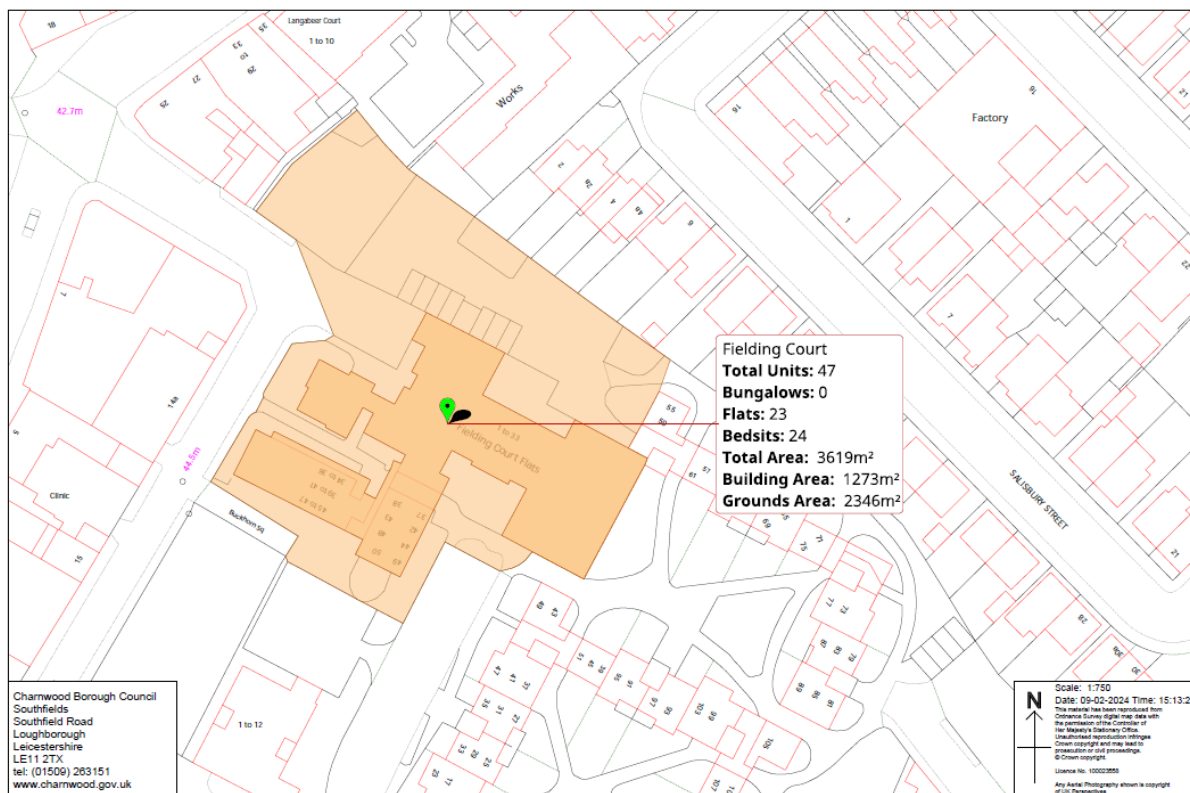


Figure 6 (above) - Plan of Fielding Court, Adjacent Garage Site and Leased-out Car Park

Fielding Court comprises two blocks (A and B) and 47 dwellings in total.

A Block was constructed in the 1970s, and contains communal facilities including a lounge, scooter store, and laundry facilities. Around half of the dwellings are bedsits and do not have their own bathing facilities. The bedsits are larger than those in some of the other sheltered schemes.

B Block was constructed in the 1980s and contains self-contained flats. It has been and is fully occupied.

In December 2023, 40% of dwellings (19 of 47) at Fielding Court were void.

	Total number of units	Flats	Bedsits (none of which have their own bathroom)
Total	47	23	24

A Block (1-33) Constructed 1976	30	6	24
B Block (34-47) Constructed 1987	17	17	0

Figure 7 (above) - Summary of Composition of Fielding Court

11.1 Location Photographs



Figure 8 (left)

Looking south east from Cradock Street at the front of Fielding Court.



Figure 9 (left)

Looking west at the rear of Fielding Court from the adjacent garage site.



Figure 10 (left)

Looking east from Cradock Street showing B Block.



Figure 11 (left)

Looking west towards Cradock Street showing N Elevation of B Block



Figure 12 (left)

Looking east at B Block, showing its relationship to A Block (the latter to the left of the image).

11.2 Current Repairs Issue

Pipework supplying heat and hot water to residents in A Block has failed. The pipework is embedded in the fabric of the building which contains asbestos. Asbestos was a commonly used building material, and it is in a safe condition, however extensive invasive works involving specialist contractors will be required to remedy the pipework and deal with the asbestos. Additionally, a new roof is required at part of the building, and the car park areas require resurfacing.

Site surveys have been progressed, and quotes received from contractors. The current estimated cost to undertake works is relatively high.

In the context of the large number of voids at the location, undertaking repairs does not seem economic.

11.3 Occupation and Communication with Tenants

Tenants were advised last year they need to be decanted for up to 12 months to enable works to take place. At the time, the costs and full extent of the work were not known. In the late summer of 2023, there were 11 properties in A block occupied and 19 voids. Most tenants have now been supported to move out of A Block to alternative accommodation in the Council's stock. Some tenants have asked if they can stay in their alternative accommodation.

Tenants have been advised that the Council is considering options for Fielding Court, and this may involve the decommissioning of Block A and possibly Block B too. If tenants lose their home steps will be taken to ensure they are not financially disadvantaged.

11.4 Potential Options

A range of options exist, including (but not exclusively):

- Remodelling the older Block A, although this may be uneconomic.
- Undertake repairs (a “do nothing” option), although this too may be uneconomic.
- Demolition of both A and B Block and redevelopment of the site, either as sheltered or general needs accommodation.
- Demolition of Block A and redevelopment. Potentially, the newer B Block with self-contained flats could be retained, either as age-designated accommodation without support or as general needs accommodation, however the wider development potential of the site may be constrained if this were to take place.
- The site, which is well located, could be sold on the open market and the receipt used to invest in better quality accommodation elsewhere.

In any event, options must have due regard to the adjoining Bell Foundry and any future development at the Fielding Court site must not prevent or significantly compromise the future regeneration of that estate.

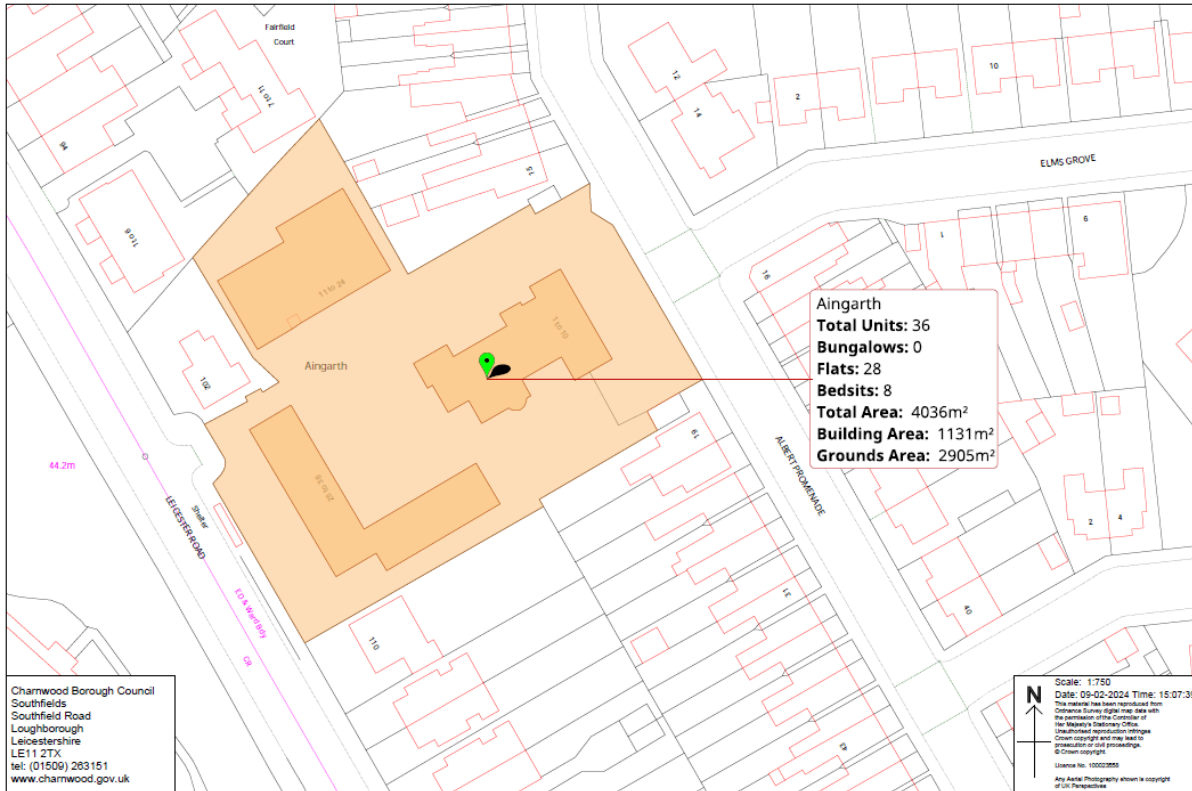
Recommendations

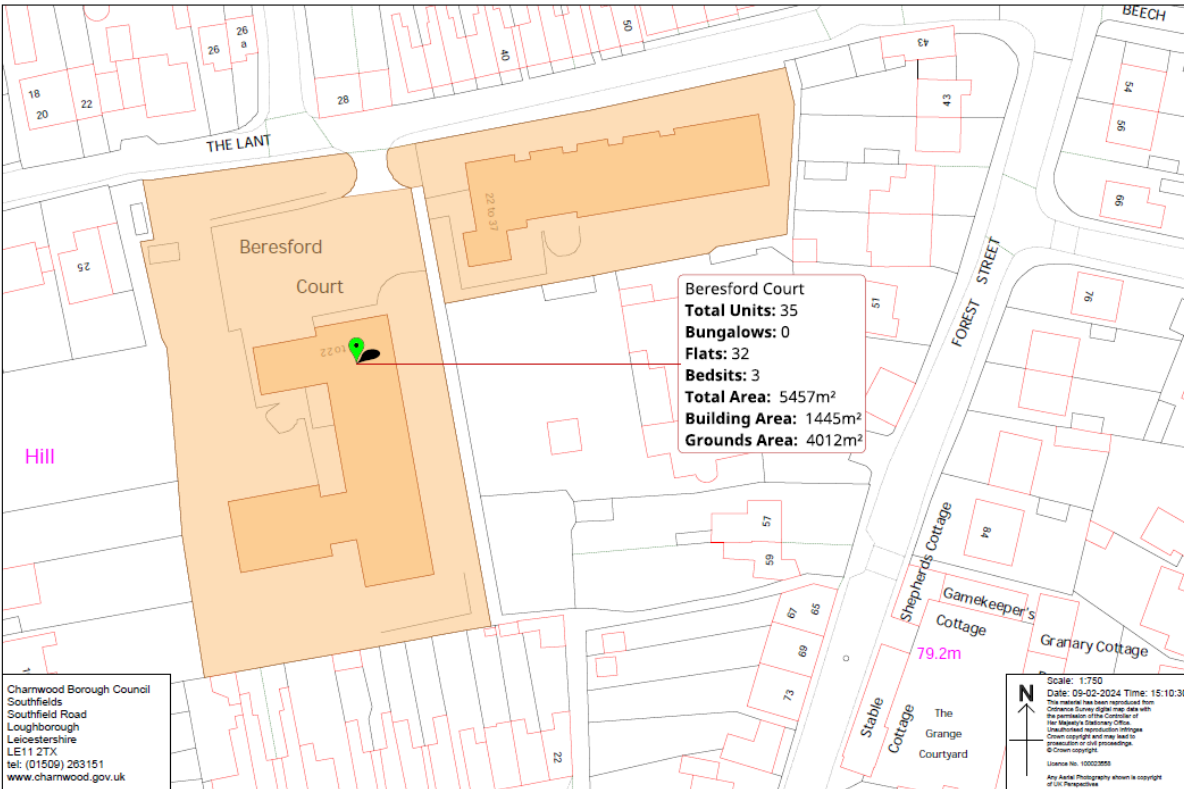
- That Block A of Fielding Court is decommissioned pending options appraisal, and that steps are taken to prevent tenants from being financially disadvantaged because of losing their home.
- That Block B is retained as age designated accommodation whilst options are considered with alarm and warden support, albeit without the communal facilities at Block A which lacks heat and hot water. The accommodation at Block B is currently meeting a housing need.
- That a range of options for the future of the site be explored, and that a recommended option be returned to Cabinet in 2024/25 for consideration.

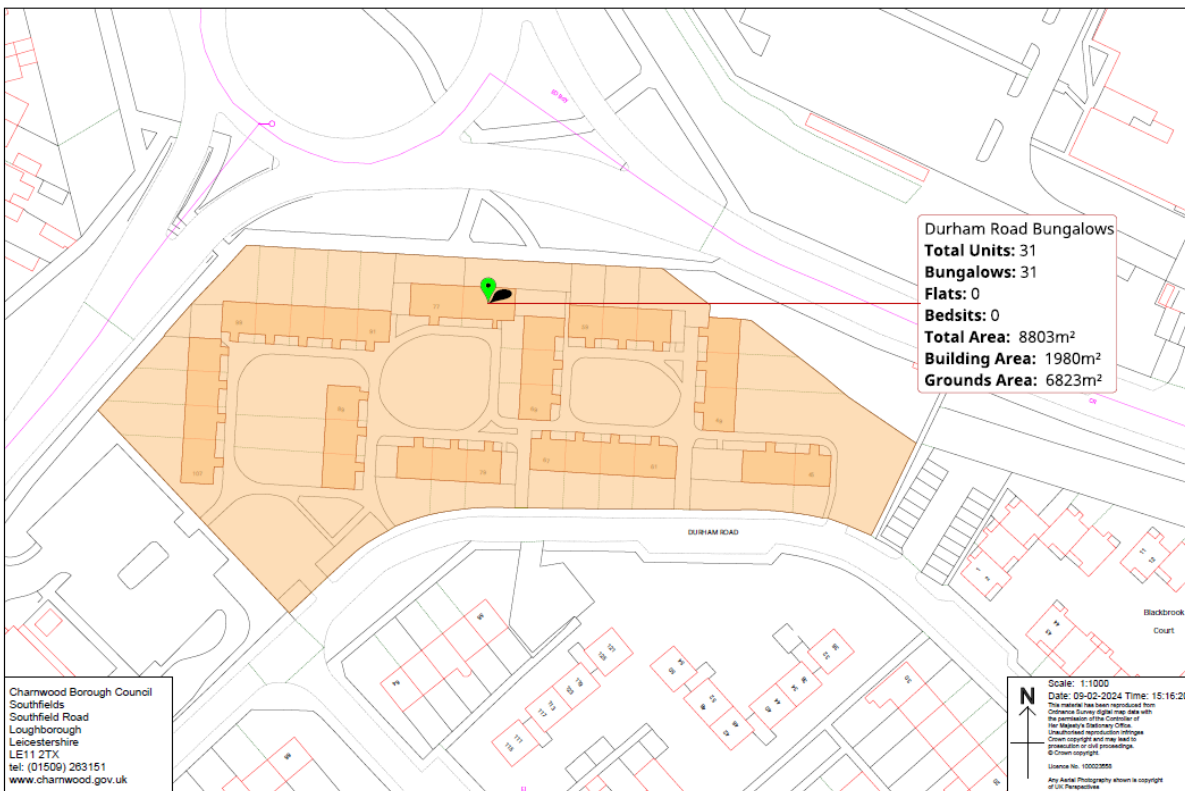
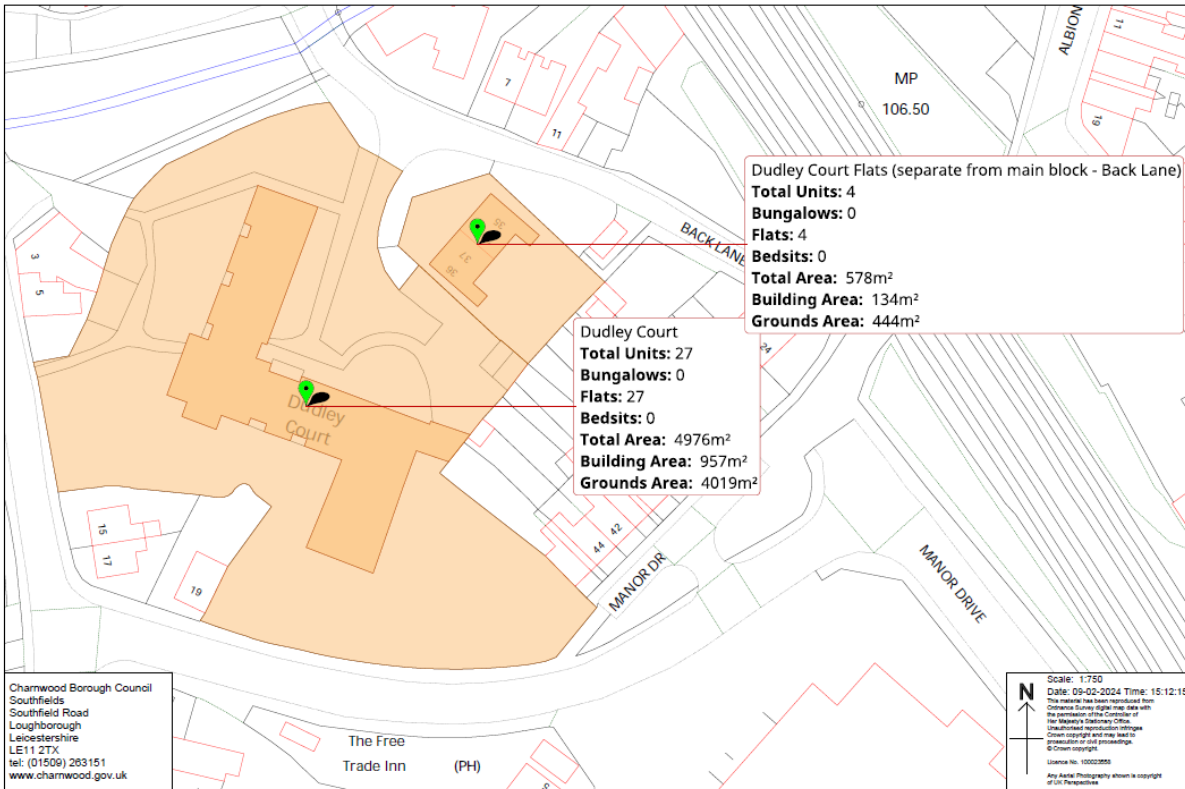
Appendix 1 - Overview of Sheltered Accommodation Schemes

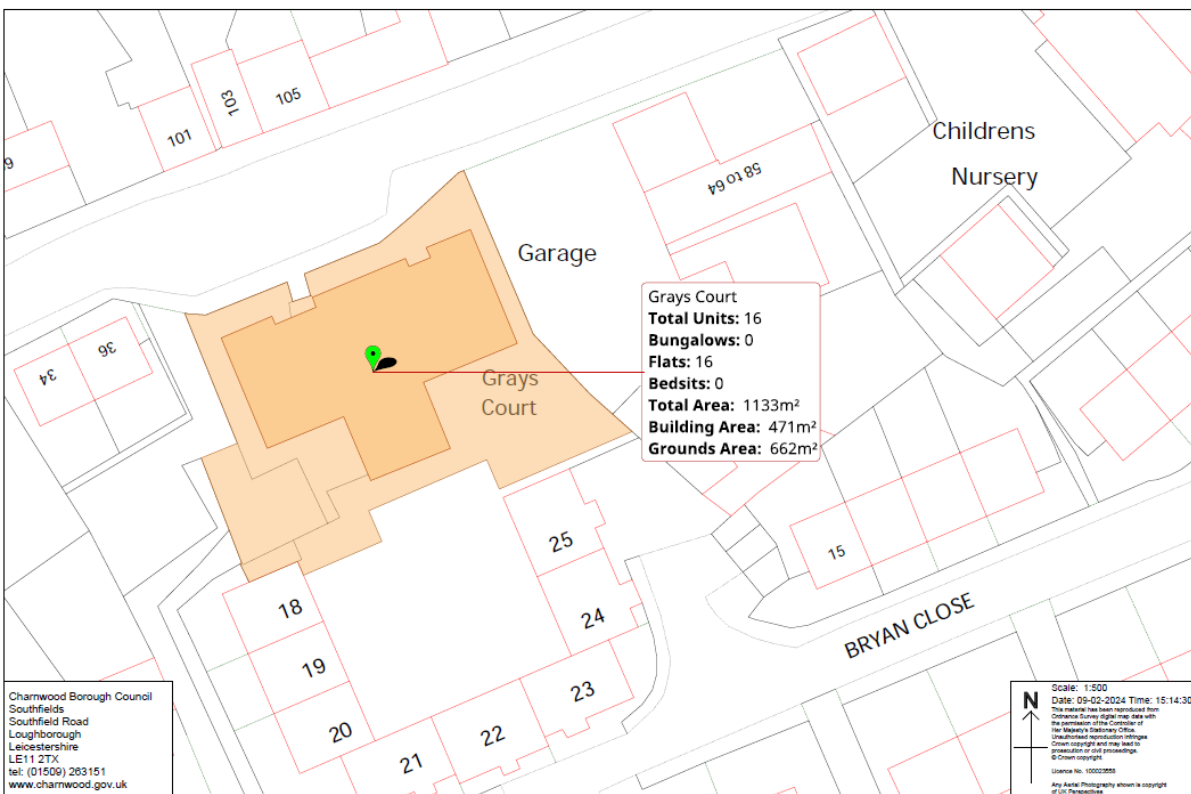
Scheme	Total number of units	Total number of tenancies	Bungalows	Flats	Bedsits	Total number of voids at 3.12.23	% Void at 3.12.23	% occupation	Number of void flats	Number of void bedsits	Units without own bathroom	Current rent and service charge income based on current level of occupancy - annual debit of properties that are let	Current total scheme costs, utilities, warden/staff costs etc	Costs against income (minus voids) % (higher is worse) NB repairs and capital investment costs are not included	Total area m ²	Building area m ²	Grounds area m ²	Comment	Indicative development potential
Martin Court, Anstey	52	13	0	6	46	39	75%	25%	4	35	27	£ 65,860.32	£ 76,797.44	117%	5131	1499	3632		11 x 2 bed houses and 7 x 3 bed houses
Babington Court, Rothley	29	12	0	8	21	17	59%	41%	2	15	20	£ 58,564.32	£ 57,404.53	98%	2603	1015	1588		8 x 2 bed houses, 6 x 2 bed flats, 4 x 1 bed flats
Sorrel Court, Mountsorrell	33	14	0	12	21	19	58%	42%	2	17	22	£ 76,496.16	£ 64,423.28	84%	2292	949	1343		11 x 2 bed houses, 5 x 3 bed houses.
Fielding Court, Loughborough	47	28	0	23	24	19	40%	60%	3	16	24	£ 134,599.68	£ 61,766.44	46%	3619	1273	2346	Area includes the adjacent garage site and car park	11 x 2 bed houses, 5 x 3 bed houses (NB this would involve demolition of B Block which comprises 17 one bed flats)
St Peter's Court, Syston	34	20	0	5	29	14	41%	59%	3	13	29	£ 92,982.24	£ 66,156.99	71%	3844	1012	2832	The Council owns land adjacent to the scheme.	
Grays Court, Barrow Upon Soar	16	12	0	16	0	4	25%	75%	3	0	0	£ 63,278.08	£ 49,357.52	78%	1133	471	662		
Dudley Court, Ebleby	27	21	0	27	0	6	22%	78%	3	0	0	£ 129,678.72	£ 68,777.75	53%	4976	957	4019	Flats at Back Lane (below) are on the same site.	
Aingarh, Loughborough	36	28	0	28	8	8	22%	78%	3	6	0	£ 135,809.28	£ 62,575.81	46%	4386	1131	3255		
Arnold Smith House, Shepshed	23	19	0	14	9	4	17%	83%	3	2	0	£ 93,183.84	£ 61,555.93	66%	2621	861	1760		
Waresford Court, Shepshed	35	29	0	32	3	6	17%	83%	3	1	4	£ 146,710.08	£ 71,395.79	49%	5471	1445	4026		
Riversdale Court, Birstall	29	28	0	29	0	1	3%	97%	3	0	0	£ 150,816.00	£ 70,799.61	47%	4357	967	3390		
St Paul's Court, Syston	24	24	0	24	0	0	0%	100%	3	0	0	£ 111,115.20	£ 50,322.61	45%	2281	687	1594		
St Michael's Court, Thurmaston	23	0	0	2	21	23	100%	0%	3	21	21	NA	NA	NA	2169	554	1615	in redevelopment	
Dudley Court flats (separate from main block - Back Lane)	4	4	0	4	0	0	0%	100%	3	0	0				578	134	444	On the same site as Dudley Court (above)	
Durham Road, bungalows	31	31	31	0	0	0	0%	100%	3	0	0				8803	1980	6823		
Total	420	283	31	228	161	137	33%	67%	41	84	126	£ 1,259,093.92	£ 761,333.70	60%					

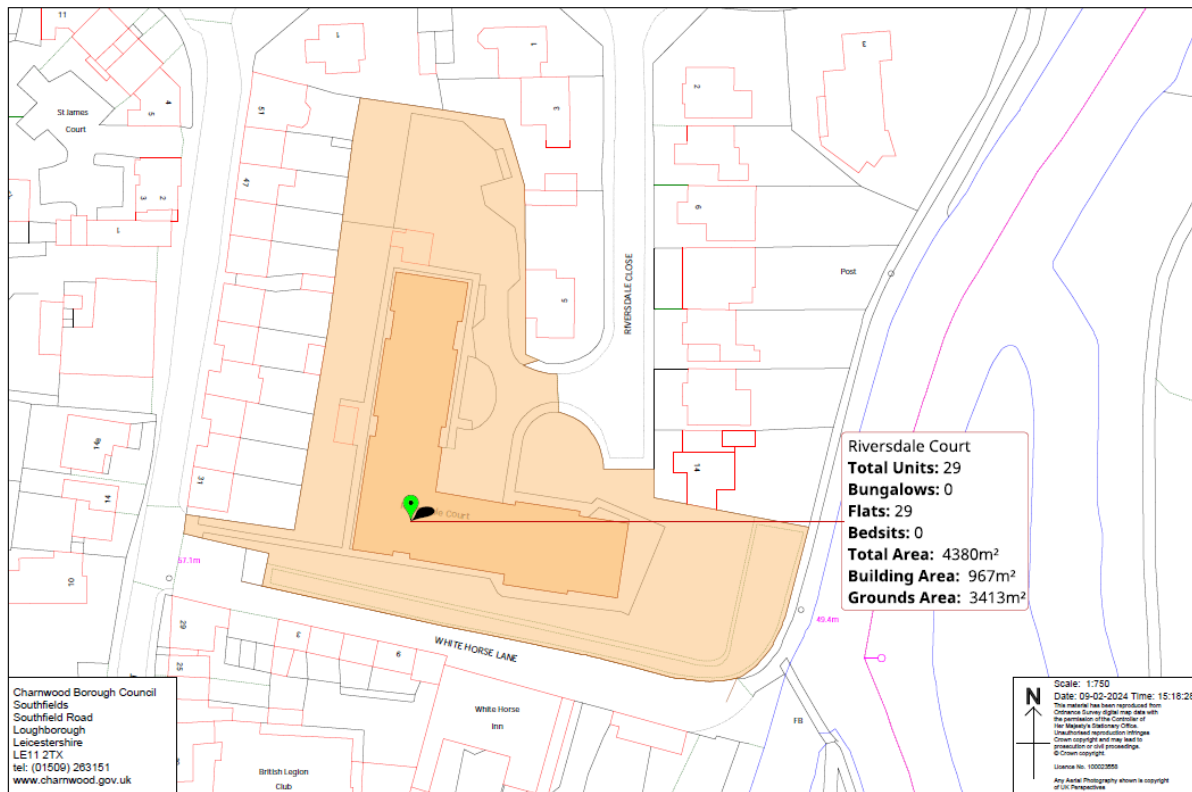
Appendix 2 - Site Plans of Sheltered Schemes

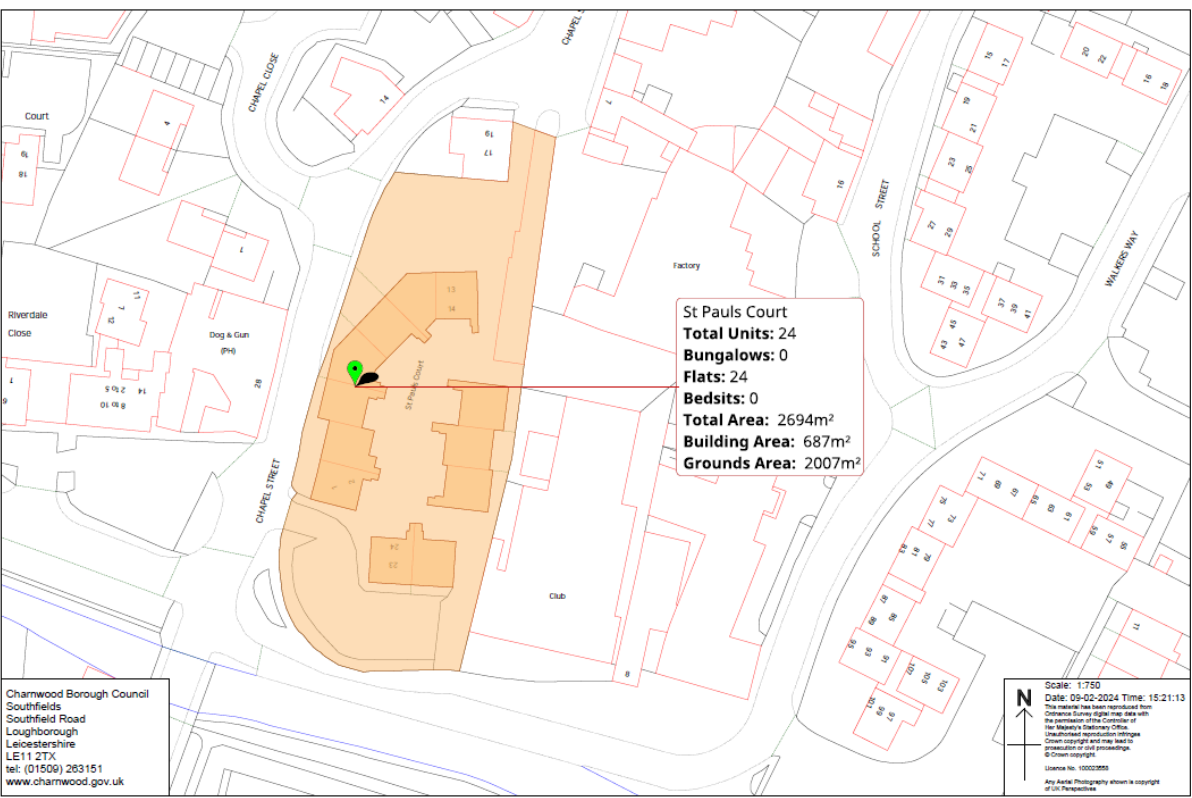
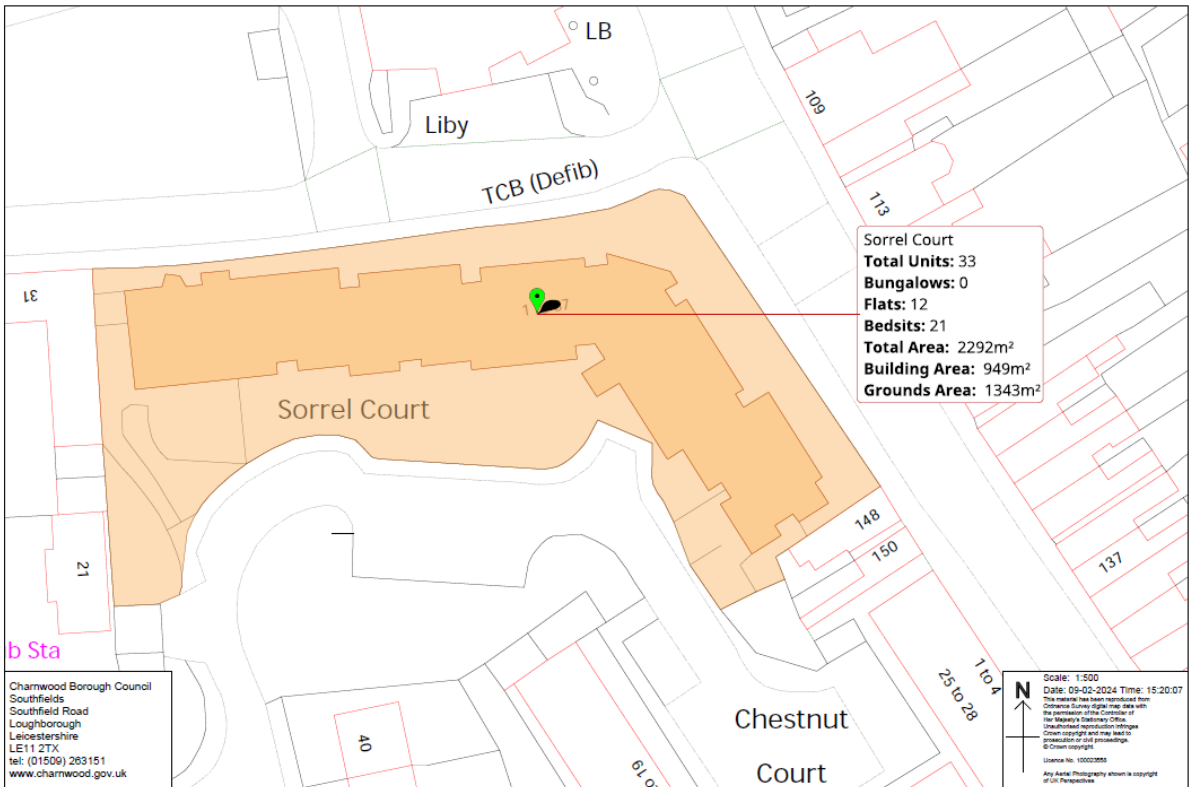


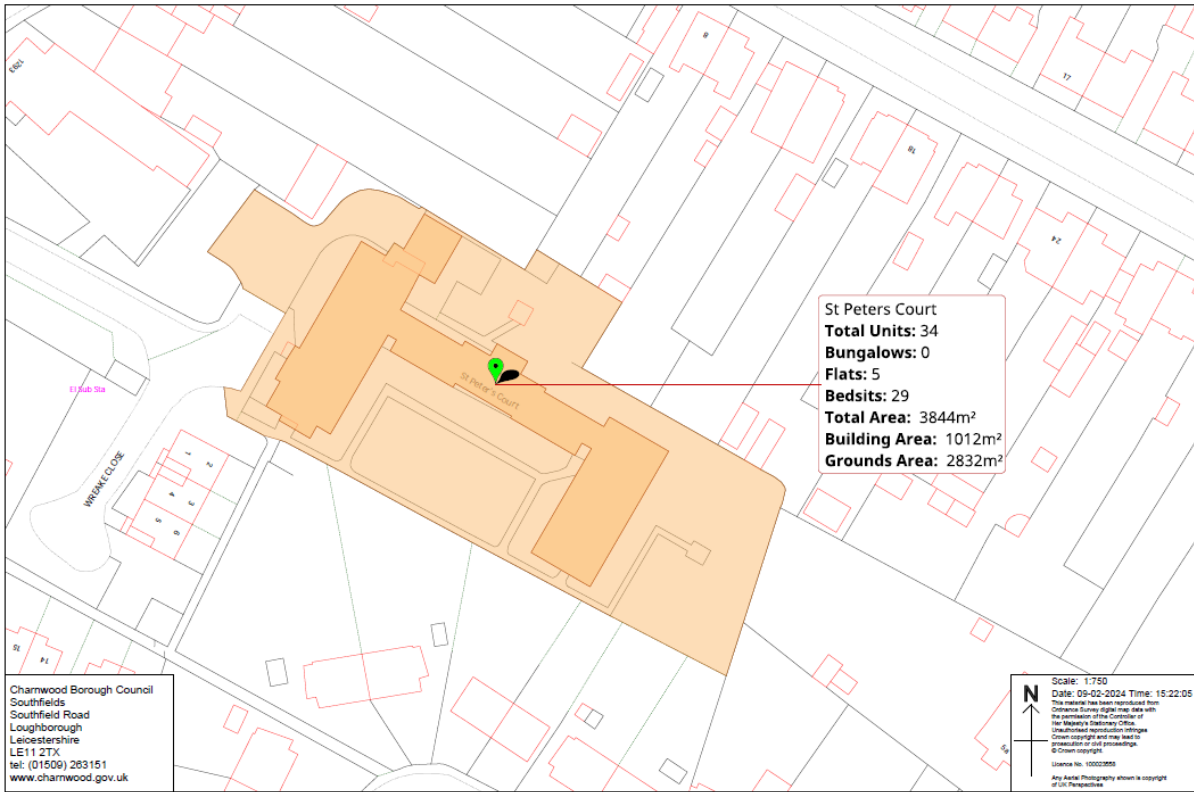












Equality Impact Assessment
SHELTERED
ACCOMMODATION
STRATEGY FRAMEWORK

- **Background**

An equality impact assessment is an improvement tool. It will assist you in ensuring that you have thought about the needs and impacts of your service/policy/function in relation to the protected characteristics. It enables a systematic approach to identifying and recording gaps and actions.

- **Legislation- Equality Duty**

As a local authority that provides services to the public, Charnwood Borough Council has a legal responsibility to ensure that we can demonstrate having paid due regard to the need to

- ✓ Eliminate discrimination, harassment, victimisation.
- ✓ Advance equality of opportunity
- ✓ Foster good relations

For the following protected characteristics:

- ✓ Age
- ✓ Disability
- ✓ Gender reassignment
- ✓ Marriage and civil partnership
- ✓ Pregnancy and maternity
- ✓ Race
- ✓ Religion and belief
- ✓ Sex (Gender)
- ✓ Sexual orientation

Socially excluded groups **What is prohibited?**

- ✓ Direct discrimination
- ✓ Indirect discrimination
- ✓ Harassment
- ✓ Victimisation
- ✓ Discrimination by association
- ✓ Discrimination by perception
- ✓ Pregnancy and maternity discrimination
- ✓ Discrimination arising from disability
- ✓ Failing to make reasonable adjustments

Complete this action plan as you go through the questions

- **Step 1 – Introductory information**

Title of the policy	Sheltered Accommodation Strategy Framework
Lead officer and others undertaking this assessment	Director of Housing and Wellbeing
Date EIA started	16.02.24
Date EIA completed	16.02.24

- **Step 2 – Overview of policy/function being assessed**

Outline: What is the purpose of this policy? (Specify aims and objectives)

The Council's new Corporate Strategy 2024-2028 contains a commitment to improve its portfolio of sheltered accommodation.

The Sheltered Accommodation Strategy Framework sets out the approach to achieving this aim, whilst also having regard to broader intentions set out in the Corporate Strategy around delivering excellent services, achieving value for money through reviewing how we work, engaging with residents, and exploring all options for service delivery to achieve the best results for our communities.

The Strategy Framework sets out a direction of travel for improving our portfolio of sheltered accommodation recognising the challenge is one of significant scale, concerning both physical assets, and the wellbeing and aspirations of our current and future residents.

The Strategy Framework contains a specific section on Fielding Court in Loughborough. Fielding Court has many empty properties, and residents from Block A have been decanted to alternative accommodation following the failure of pipework embedded in the fabric of the building. An urgent need therefore exists to determine its future.

What specific group/s is the policy designed to affect/impact and what is the intended change or outcome for them?

To provide high quality housing for older people.

Which groups have been consulted as part of the creation or review of the policy

Older people living in sheltered accommodation have been involved in the creation of a sheltered accommodation standard, however this required review and the strategy framework contains a commitment to do that.

Tenants on the Housing Management Advisory Board are to be consulted on the 19th February 2024.

- **Step 3 – What we already know and where there are gaps**

List any existing information/data do you have/monitor about different diverse groups in relation to this policy? Such as in relation to age, disability, gender reassignment, marriage and civil partnership, pregnancy & maternity, race, religion or belief, sex, sexual orientation etc.

Data/information such as:

- Consultation
- Previous Equality Impact Assessments
- Demographic information
- Anecdotal and other evidence

Detailed tenant profiling data is captured and recorded on QL, the Council's electronic housing management system, and on software used for support plans with older people living in sheltered accommodation.

The Strategy Framework contains a commitment to undertake an analysis around the housing needs of older people in the borough.

Detailed property data is held.

What does this information / data tell you about diverse group? If you do not hold or have access to any data/information on diverse groups, what do you need to begin collating / monitoring? (Please list)

The data tells us that some of our existing stock does not meet the housing needs and aspirations of older people.

● **Step 4 – Do we need to seek the views of others? If so, who?**

Considering the answers given in Step 2, do you need to consult with specific groups to identify needs / issues? If not explain why.

The strategy sets out a commitment to undertake further consultation with residents.

● **Step 5 – Assessing the impact**

Considering any data/consultation/information and your own knowledge, identify whether the policy has a positive or negative impact on the individuals or community groups who identify with any ‘protected characteristics’ and provide an explanation for your decision. Please refer to the general duties on the front page.

Age	<p>Positive impact - existing residents are likely to benefit from an improved portfolio of accommodation with less vacant properties.</p> <p>Negative impact - some existing residents have had to and may have to move out of their current accommodation. Tenants may be distressed by the prospect of a move.</p>
Disability <ul style="list-style-type: none"> ● Physical ● Visual ● Hearing ● learning disabilities ● mental health 	<p>Positive impact - existing residents are likely to benefit from an improved portfolio of accommodation with less vacant properties.</p> <p>Negative impact - some existing residents have had to and may have to move out of their current accommodation. Tenants may be distressed by the prospect of a move.</p>
Gender Reassignment (Transgender)	Neutral impact identified.
Race	Neutral impact identified.
Religion or Belief (Includes no belief)	Neutral impact identified.
Sex (Gender)	Neutral impact identified.

Sexual Orientation	Neutral impact identified.
Other protected groups <ul style="list-style-type: none"> • Pregnancy & maternity • Marriage & civil partnership 	Neutral impact identified.
Other socially excluded groups <ul style="list-style-type: none"> • Carers • Low literacy • Priority neighbourhoods • Health inequalities • Rural isolation • Asylum seeker and refugee communities 	Neutral impact identified.

Where there are potential barriers, negative impacts identified and/ or barriers or impacts are unknown, please outline how you propose to minimise all negative impact or discrimination.

- If you have identified adverse impact or discrimination that is illegal, you are required to take action to remedy this immediately.
- Additionally, if you have identified adverse impact that is justifiable or legitimate, you will need to consider what actions can be taken to mitigate its effect on those groups of people.

Some residents that must move out of their current accommodation, losing their home, will have a package of support provided to help them move, and steps will be taken to negate financial loss. Communication with residents will take place to reduce the likelihood of distress caused by any prospect of having to move from their current accommodation.

Summarise your findings and give an overview as to whether the policy will meet Charnwood Borough Council's responsibilities in relation to equality and diversity (please refer to the general duties on the front page).

The sheltered accommodation strategy framework will meet Charnwood Borough Council's responsibilities in relation to equality and diversity.

Many properties are empty, and this is not a positive environment for older people. Properties do not meet the needs and aspirations of older people.

As decisions are taken it is likely older people will lose their homes, having to move to alternative accommodation. Tenants will be supported, and steps taken to negate any financial loss because of home loss.

Tenants may be distressed at the prospect of having to move. Good communication and support for residents will need to take place. The strategy framework sets out a commitment to consult residents on their aspirations for the future and likes / dislikes around current accommodation to inform future plans.

● **Step 6- Monitoring, evaluation, review**

Are there processes in place to review the findings of this Assessment and make appropriate changes? How will you monitor potential barriers and any positive/ negative impact?

Yes, a regular project team meeting is in place. The agenda, amongst other things, considers tenant liaison.
How will the recommendations of this assessment be built into wider planning and review processes? e.g. policy reviews, annual plans and use of performance management systems.
N/A

- **Step 7- Action Plan**

Please include any identified concerns/actions/issues in this action plan. The issues identified should inform your Service Plan and, if appropriate, your Consultation Plan

Reference Number	Action	Responsible Officer	Target Date
	N/A		

- **Step 8- Who needs to know about the outcomes of this assessment and how will they be informed?**

	Who needs to know?	How they will be informed (we have a legal duty to publish EIA's)
Employees	Y	Project Board.
Service users	Y	Publication on the Council's website
Partners and stakeholders	N	
Others	N	
To ensure ease of access, what other communication needs/concerns are there?		None identified

- **Step 9- Conclusion (to be completed and signed by the **Service Head**)**

Delete as appropriate
I agree with this assessment
N/A
Signed (Director):  Peter Oliver – Director of Housing and Wellbeing
Date: 16.02.24

CABINET - THURSDAY, 7 MARCH 2024

Report of the Director Housing and Wellbeing Lead Member: Executive Member for Communities and Neighbourhoods

Part A

SUPPORT FOR THE VOLUNTARY AND COMMUNITY SECTOR

Purpose of Report

To enable Cabinet to consider the arrangements for voluntary and community sector grants for the year 2024/2025.

Recommendations

1. That the budget for the Community Grants scheme be increased by £75,000 for 2024/2025.
2. That the Member Grants scheme be closed, and that for 2024/2025 £13,000 revenue and £13,000 capital budget elements be added to the Community Grants and Facilities Grants schemes respectively.
3. That the number of Community Grants rounds be increased from two to three per year.
4. That up to £30,000 be ring fenced from the Community Grants pot in 2024/2025 for grants up to a maximum of £750. That these be fast tracked to community groups, with delegated authority given to the Director of Housing and Wellbeing to refine the final terms of grants and issue them following a recommendation from the Grants Panel. Grants over £750 will continue to be approved by Cabinet.
5. That the grants criteria be refined to include explicit reference to projects that support communities with the rising cost of living and the delivery of the Council's Climate Change Strategy, and to set out the arrangements for grants that are under £750.
6. That the Citizens Advice Bureau be funded to the value of £25,000 for 2024/2025 to provide debt and advice to residents of the borough.
7. That the Director of Housing and Wellbeing in consultation with the Lead Member for Communities and Neighbourhoods be given delegated authority to make minor amendments to grants criteria.

Reasons

1. To put more money into our Community Grants scheme this year to support and grow our voluntary and community sectors.
2. To streamline the number of grants pots.

3. To provide greater opportunity to the voluntary and community sector to access the funds, maximising potential grants spend and the benefit to communities.
4. To enable groups to access smaller sums of money quickly following a positive decision by the grants panel.
5. To reflect the current context and the position around smaller grants.
6. To support residents of the borough with the cost of living.
7. To enable minor changes to be made.

Policy Justification and Previous Decisions

At its meeting on 11th March 2021, Cabinet agreed the revised Charnwood Community Grants, Community Facilities and Member Grants schemes.

The Council's new Corporate Strategy 2024-2028 states the Council will support local community projects through our outreach officers and community grants.

Implementation Timetable including Future Decisions

The grants programme will be delivered during 2024/2025, commencing on 1st April 2024 and completing on 31st March 2025. Cabinet reports relating to awards will be brought forward throughout the year.

Report Implications

The following implications have been identified for this report.

Risk Management

The risks associated with the decision Cabinet is asked to make and proposed actions to mitigate those risks are set out in the table below.

Risk Identified	Likelihood	Impact	Overall Risk	Risk Management Actions Planned
Grants issued do not support delivery of the Council's objectives.	Remote (1)	Minor (1)	Very low (1)	Grants Panel in place. Grants criteria defined and applications assessed against that criteria.

Equality and Diversity

The increase in grants funding will have a positive impact given more activities that benefit a diverse range of groups will be delivered.

There is a requirement in the grants criteria for each organisation that applies to either have their own Equal Opportunities Policy or provide a statement that the organisation will abide by the Council's Equal Opportunities Policy.

Crime and Disorder

The grants programme will positively contribute towards the achievement of the Council's responsibilities under Section 17 of the Crime and Disorder Act (1998) to undertake reasonable action to improve community safety in the borough. Community, sporting, wellbeing, and economic support activities are likely to be funded, and these have the potential to reduce the likelihood of offending behaviour. Funded activities are likely to improve community cohesion and balance.

Climate Change and Carbon Impact

Grants that have a positive impact on the environment are expected to be funded, and this will continue to be the case.

Financial Implications

Grant Type	Current 2024/25	Proposed 2024/25	Comment
Community Grants (revenue)	50,000	138,000	Now includes an additional £13k revenue from member grants and a one off £75,000 increase The £75k is funded from a one off item as part of the 2024/25 budget process. A further £13k is to be transferred from member grants C304 D0854.
Charnwood Community Facilities Grants Z348 (capital)	50,000	63,000	Now includes an additional £13k capital from member grants.
Member Grants revenue C304 D0854	13,000	0	
Member Grants capital Z427	13,000	0	

Wards Affected

All Wards.

Publicity Arrangements

Grants opportunities will be publicised on the Council's website.

Consultations

Not applicable.

Links to the Corporate Strategy

Caring for the Environment	Yes
Healthy Communities	Yes
A Thriving Economy	Yes
Your Council	Yes

Key Decision: Y

Date included on Forward Plan 07/02/2024

Background Papers: None

Officer(s) to contact: Peter Oliver
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peter.oliver@charnwood.gov.uk

Verity Graham
Communities and Wellbeing Manager
01509 634666
verity.graham@charnwood.gov.uk

Part B

Community Grants

- 1.1 In recent years the budget available for Community Grants has been £50,000. Applications can be for a maximum of £5,000 for organisations currently running projects with community benefit in Charnwood, including organisational running costs (for up to one year), environmental projects and one-off contributions for equipment costs. The budget for Charnwood Community Facilities Grants is the same at £50,000, albeit with a maximum award of £20,000 (match funded).
- 1.2 In recent years the grants programmes have funded a wide range of voluntary and community sector organisations and projects. Cost of living projects include children's summer camp and grub club, Age Concern support for elderly residents and targeted debt advice. Other projects include mental health support projects, young people's life skills sessions and positive environmental projects including a community garden and aquaponics project, bicycle recycling and lessons for families, and repair and reuse projects.
- 1.3 Facilities Grants have contributed toward a wide range of community facilities including access improvements to a community centre, solar panels for a local library, and a new kitchen for a Scout hut.
- 1.4 Recent announcements by several funders include changes to criteria and reductions in community funding. This includes the Leicestershire County Council Shire Grants which will not continue next year. This is expected to lead to an increase in demand on the next rounds of Charnwood Community Grants. Charnwood projects accounted for 25% of the successful applications in the previous year's Shire Grants.
- 1.5 The increase in the Community Grants fund in 2024/25 will help increase the voluntary and community sector capacity to support residents across several areas including the impact of the cost of living and support for those struggling with mental health.
- 1.6 It is anticipated that even with the increased funding pot, this year's grants will be oversubscribed as in previous years. During the last couple of years some rounds saw application totals over 3 times greater than the grants pot.

Member Grants

- 2.1 Member Grants enable Members to provide grants to a wide variety of community and voluntary organisations within Charnwood to further the Council's aims and actively assist the community to enjoy a better quality of life.
- 2.2 Each Borough Councillor has been allocated a budget of £500 which can be used to support projects that bring benefits to their ward. The

recommendation on how to allocate their grants budget within the eligibility criteria is the responsibility of each individual Councillor.

- 2.3 The Grants have been awarded to a wide range of community groups including gardening clubs, summer fayres, community hub events, sports clubs including swimming and bowls and uniform group activities.
- 2.4 Unlike Community Grants, there has often been an underspend on Member Grants.
- 2.5 The Member Grant process is administratively intensive, and the Grants team encourage Members to spend their Grants throughout the year. This year the team had 9 grant applications in the last week, 4 of which were ineligible.
- 2.6 By reallocating this grant money into the wider grants, it will support full allocation of funds and broader access - i.e. sums ring fenced on a ward basis will now be available borough wide.

Community and Facilities Grants Rounds

- 3.1 Due to the increased budget for Charnwood Community Grants it is proposed to hold 3 rounds during 2024/25 to help with administration capacity and to give applicants options to apply throughout the year. Facilities Grants rounds will continue as before with two rounds.
- 3.2 All eligible organisations will only be able to apply twice in one year and not for the same project. There is no guarantee that they will be successful in both rounds.

Ring Fencing for Grants for Small Groups

- 4.1 With the proposed closing of Member Grants there is an identified need to offer small projects and grass roots groups with an opportunity to apply for funding of up to £750. It is also proposed that these projects do not require Cabinet approval so that they can be funded in a short turn around, enabling funds to get to organisations and communities faster. Up to £30,000 will be ringfenced for these projects for 2024/2025.

Funding for the Citizens Advice Bureau (CAB)

- 5.1 The CAB provides free, independent, good quality advice to anyone living and working in Charnwood to give them the confidence they need to find their way forward. The advice offered covers a wide range of issues with over 60% of their work related to debt and welfare benefits. The CAB plays an essential part in helping anyone living or working in Charnwood by providing information, directing them to the best source of help for their issues and giving advice through trained generalist advisers and specialists.
- 5.2 During that last 2 years CAB have been funded to provide additional capacity to support the many issues associated with the rising cost of living being faced by an increasing number of residents. They have been the leading organisation locally for signing up and referring eligible households for the

Government's House Support Fund, alongside identifying any other potential benefits including tax credits, pension credits, disability allowances, warm homes, charitable support, and food banks.

- 5.3 Over the last 2 years CAB have seen a month on month increase in the number of households requiring support for one or more issues.
- 5.4 With the additional funding CAB will continue to increase its capacity through its team of both volunteers and employees to help ensure that as many people as possible will be seen within a timely manner, aiming to reduce waiting lists for support, and in turn the anxiety caused to some of the most vulnerable residents in the borough.

Appendix

Appendix 1 - Equality Impact Assessment.

Equality Impact Assessment

**Support for the Voluntary
and Community Sector**

- **Background**

An Equality Impact Assessment is an improvement tool. It will assist you in ensuring that you have thought about the needs and impacts of your service/policy/function in relation to the protected characteristics. It enables a systematic approach to identifying and recording gaps and actions.

- **Legislation- Equality Duty**

As a local authority that provides services to the public, Charnwood Borough Council has a legal responsibility to ensure that we can demonstrate having paid due regard to the need to

- ✓ Eliminate discrimination, harassment, victimisation.
- ✓ Advance Equality of Opportunity
- ✓ Foster good relations

For the following protected characteristics:

- ✓ Age
- ✓ Disability
- ✓ Gender reassignment
- ✓ Marriage and civil partnership
- ✓ Pregnancy and maternity
- ✓ Race
- ✓ Religion and belief
- ✓ Sex (Gender)
- ✓ Sexual orientation
- ✓ Socially excluded groups

What is prohibited?

- ✓ Direct Discrimination
- ✓ Indirect Discrimination
- ✓ Harassment
- ✓ Victimisation
- ✓ Discrimination by association
- ✓ Discrimination by perception
- ✓ Pregnancy and maternity discrimination
- ✓ Discrimination arising from disability
- ✓ Failing to make reasonable adjustments

Complete this action plan as you go through the questions

- **Step 1 – Introductory information**

Title of the policy	Support for the Voluntary and Community Sector
Lead officer and others undertaking this assessment	Director of Housing and Wellbeing
Date EIA started	20.02.2024
Date EIA completed	20.02.2024

- **Step 2 – Overview of policy/function being assessed**

Outline: What is the purpose of this policy? (Specify aims and objectives)
<p>Charnwood Borough Council recognises the value and contribution of individuals, voluntary sector organisations and other community-led projects and the benefits they provide to the residents of Charnwood, particularly in light of the increased cost of living.</p> <p>Through our Charnwood grant schemes we provide a range of grants to help these organisations, groups and individuals access the funding support they need.</p> <p>It is the Councils aim to ensure the grants process is inclusive of all community groups and funding supports projects targeting individuals across a range of protected characteristics, as outlined in the Equality Act 2010.</p>
What specific group/s is the policy designed to affect/impact and what is the intended change or outcome for them?
It is the Councils aim to ensure that the grants process is inclusive of all community groups and funding supports projects targeting individuals/ residents across a range of protected characteristics, as outlined in the Equality Act 2010. Analysis is therefore undertaken to ensure that the grants are distributed in a reasonable and proportionate manner.
Which groups have been consulted as part of the creation or review of the policy
Evaluation takes place on successful applications to analyse whether there any gaps with regards to the protected characteristics in order to ensure the grants process is fair and equal to all. In particular analysis is undertaken to determine any barriers which may prevent specific community groups/ communities of interest from successfully applying or even applying at all to Charnwood Grants. The VCS Development officers also undertake consultation with a range of VCS organisations.

- **Step 3 – What we already know and where there are gaps**

<p>List any existing information/data do you have/monitor about different diverse groups in relation to this policy? Such as in relation to age, disability, gender reassignment, marriage and civil partnership, pregnancy & maternity, race, religion or belief, sex, sexual orientation etc.</p> <p>Data/information such as:</p> <ul style="list-style-type: none"> • Consultation • Previous Equality Impact Assessments • Demographic information • Anecdotal and other evidence
Analysis of previous Community Development & Engagement Grants, Loughborough Grants, VCS Covid-19 Recovery grants and Community Facilities Grants over the past few years
What does this information / data tell you about diverse group? If you do not hold or have access to any data/information on diverse groups, what do you need to begin collating / monitoring? (Please list)

The analysis of grants data shows that a wide range of groups access the available funding and have supported a diverse range and have covered the protected characteristics of age, disability, Race, sex/gender, and sexual orientation. The data in the main shows that the groups / organisations supported have no specific protected characteristic identified and are available for the wider community to access. It is acknowledged that some of the approved grants are towards projects which support individuals with multiple characteristics and those projects supporting the wider community have a wide range of beneficiaries.

● **Step 4 – Do we need to seek the views of others? If so, who?**

Considering the answers given in Step 2, do you need to consult with specific groups to identify needs / issues? If not explain why.

Further equalities monitoring may be required for those projects which have applied and are deemed unsuccessful in order to identify any further issues or potential barriers. However, at this stage of analysis it is felt the information currently held is sufficient to analysis trends and determine any barriers or negative impacts.

● **Step 5 – Assessing the impact**

Considering any data/consultation/information and your own knowledge, identify whether the policy has a positive or negative impact on the individuals or community groups who identify with any 'protected characteristics' and provide an explanation for your decision. Please refer to the general duties on the front page.

Age	There is a reasonable proportion of grant funding awarded to projects relating to Age. Of the grants awarded, there is a reasonable proportionate spread between projects for older and younger people. The process has therefore created a positive impact in relation to the protected characteristic of Age.
Disability <ul style="list-style-type: none"> ● Physical ● Visual ● Hearing ● learning disabilities ● mental health 	There is a reasonable proportion of grant funding awarded to projects relating to disability. In addition, it is acknowledged that some of the projects funded are cross-cutting and support individuals with multiple characteristics. Therefore, creating further positive impacts for people with disabilities. The process has therefore created a positive impact overall in relation to the protected characteristic of Disability.
Gender Reassignment (Transgender)	Neutral impact identified.
Race	There is some grant funding awarded to projects relating to Race. In additional it is acknowledged that some of the projects funded are cross- cutting and support individuals with multiple characteristics.

Religion or Belief (Includes no belief)	Whilst Charnwood Grants do not specifically support religious groups / activities, it does provide funding to these groups who are delivering activities for the wider community. The impact is therefore neutral with regards to the protected characteristic of religion or belief with the acknowledged that wider benefits are created for the wider community.
Sex (Gender)	There is no specific grant funding awarded to projects relating to Gender. In addition, however, it is acknowledged that some of the projects funded are cross- cutting and support individuals with multiple characteristics. The process has therefore created a positive impact in relation to the protected characteristic of Gender.
Sexual Orientation	Neutral impact identified.
Other protected groups <ul style="list-style-type: none"> • Pregnancy & maternity • Marriage & civil partnership 	There has been some grant funding awarded to projects relating to these other protected groups, therefore the impact is positive. In addition, it is acknowledged that some of the projects funded are cross - cutting and support individuals with multiple characteristics. Additional targeted promotional work will be undertaken.
Other socially excluded groups <ul style="list-style-type: none"> • Carers • Low literacy • Priority neighbourhoods • Health inequalities • Rural isolation • Asylum seeker and refugee communities 	The grants which focus on the wider community have a wide range of benefits, particularly for residents from priority neighbourhoods or areas of deprivation and hard to reach sectors of the community. The grant to the Citizens Advice Bureau will support all communities, including excluded groups with the rising cost of living.

Where there are potential barriers, negative impacts identified and/ or barriers or impacts are unknown, please outline how you propose to minimise all negative impact or discrimination.

- If you have identified adverse impact or discrimination that is illegal, you are required to take action to remedy this immediately.
- Additionally, if you have identified adverse impact that is justifiable or legitimate, you will need to consider what actions can be taken to mitigate its effect on those groups of people.

No negative impacts or potential barriers have been identified.

Summarise your findings and give an overview as to whether the policy will meet Charnwood Borough Council's responsibilities in relation to equality and diversity (please refer to the general duties on the front page).

The Charnwood Community grants scheme and the Community Facilities Grant scheme and the issue of grant to the Citizens Advice Bureau will comply with Charnwood Borough Council's equality and diversity responsibilities. It will further promote equal opportunities and achieve positive outcomes.

- **Step 6- Monitoring, evaluation, review**

Are there processes in place to review the findings of this Assessment and make appropriate changes? How will you monitor potential barriers and any positive/ negative impact?

Monitoring will continue on a quarterly and annual basis to assess the grant applications that are successful. Continuous monitoring and analysis will aim to identify gaps which may potentially highlight barriers or negative impacts towards specific community groups/ communities of interest. Further equalities monitoring will be explored for those projects which have applied and are deemed unsuccessful, for the further identification of issues or potential barriers.

How will the recommendations of this assessment be built into wider planning and review processes? e.g. policy reviews, annual plans and use of performance management systems.

Where barriers/ negative impacts are identified, the mitigating action and progress against this will be included within the relevant service plan.

- **Step 7- Action Plan**


Please include any identified concerns/actions/issues in this action plan. The issues identified should inform your Service Plan and, if appropriate, your Consultation Plan

Reference Number	Action	Responsible Officer	Target Date
	Continue to monitor the Grants on a quarterly and annual basis to assess the grant applications that are both successful and unsuccessful.	Communities and Wellbeing Manager	2024/2025

- **Step 8- Who needs to know about the outcomes of this assessment and how will they be informed?**

	Who needs to know?	How they will be informed (we have a legal duty to publish EIA's)
Employees	Y	Internal communication
Service users	Y	Publication on the Council's website
Partners and stakeholders	N	
Others	N	
To ensure ease of access, what other communication needs/concerns are there?		None identified

- **Step 9- Conclusion (to be completed and signed by the Service Head)**

Delete as appropriate
I agree with this assessment
N/A
Signed (Director):  Peter Oliver – Director of Housing and Wellbeing
Date: 20.02.24

SCRUTINY COMMISSION - MONDAY, 4 MARCH 2024

Report of the Head of Democracy

PRE-DECISION SCRUTINY - CABINET RESPONSE

Purpose of Report

To set out the Cabinet's responses to the recommendations of the Commission on pre-decision scrutiny items.

Action Requested

To note the responses to the recommendations submitted by the Commission on items considered for pre-decision scrutiny.

Policy Context

One of the principles of effective scrutiny, identified by the Centre for Public Governance and Scrutiny, is "provide a constructive critical friend challenge to the Executive".

Pre-decision Scrutiny

Since the meeting of the Commission on 5th February 2024, the Cabinet considered the following items on which the Commission undertook pre-decision scrutiny:

- A. HOUSING STRATEGY
- B. ECONOMIC DEVELOPMENT STRATEGY 2024 - 27

Details of the Commission's consideration of the items as reported to the meeting of the Cabinet on the 8th February 2024 can be found in the minutes from the Commission's meeting on 5th February 2024.

The Chair of the Commission, Councillor Rattray, attended the Cabinet's meeting on the 8th February 2024 to present the Commission's reports to the Cabinet.

Cabinet Response

The Cabinet considered the Commission's reports and acknowledged the work undertaken and the views of the Commission. In particular, the Cabinet responded as follows to the reports:

HOUSING STRATEGY

The Cabinet adopted the officer recommendations as set out in the report, which the Commission had supported.

ECONOMIC DEVELOPEMNT STRATEGY 2024 -27

The Cabinet acknowledged the Commission's view that the document was heavily focused on Loughborough and it was noted that the intention was to look at the needs of the wider Borough as work progressed.

The Cabinet adopted the officer recommendations as set out in the report, which the Commission had supported.

Report Implications

The following implications have been identified for this report:

Financial Implications

None.

Risk Management

No risks have been identified in connection with this report.

Background Papers: None

Officer to contact: Sally Watson
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SCRUTINY COMMISSION - MONDAY, 4 MARCH 2024

Report of the Head of Democracy

SCRUTINY PANELS

Purpose of the Report

To review the progression of scrutiny panels.

Actions Requested

1. To review the progression of scrutiny panels.
2. To approve any panel scoping documents submitted.

Reasons

- 1-2. To ensure timely and effective scrutiny of the matter/subject.
2. To enable panel work to commence.

Scrutiny Panels

Flooding Scrutiny Panel

The Scrutiny Commission approved the Scrutinising Flooding Scrutiny Panel scoping document at their meeting held on 5th February 2024. Expressions of interest have been sought from members and the first meeting of the panel will take place on 12th March 2024.

Public Transport Scrutiny Panel

The Public Transport Scrutiny Panel met on 7th February 2024. The minutes of the meeting can be found on the Council's website. The panel are due to meet again on 27th March 2024.

Housing Needs Scrutiny Panel

The Scrutiny Commission approved the Housing Needs Scrutiny Panel scoping document at their meeting held on 5th February 2024. It was also agreed that the Housing Needs Scrutiny Panel commence at the later date of June 2024, to enable members and officers to concentrate on the Flooding Scrutiny Panel with urgency.

Appendices: Appendix – Scrutiny Panels

Background Papers: None

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Scrutiny Panels

The CfGS 4 Principles:

- Provides a ‘critical friend’ challenge to the executive – policy development, policy review and performance management.
- ‘Enables’ the voice and concerns of the public and its community to be heard.
- Independent and Member Driven.
- “Drives improvement” for the Local Authority.

We welcome proposals for scrutiny from Members, whether on the appropriate committee or not; outside bodies; and Charnwood residents.

This will be a living document, so as new ideas and proposals arise, they may take priority over proposals that have been on the list for a longer period.

Only 4 panels (Formal or Express) can be held at any one time, so timings will need to take account of this. Informal meetings will be conducted without Democratic Service officer time and can therefore be run concurrently.

Chair	Type	Topic	Scope	Notes	Timing
Councillor Leigh Harper-Davies	Formal	Flooding	Understanding which agencies are involved and their roles The difference between prevention and response/recovery Consideration of the draft LLFA Flood Risk Management Strategy	TBC	March – October 2024

			<p>Co-ordination and interaction with agencies</p> <p>Flood Preparedness</p> <p>Communication</p> <p>Flood Risk Management</p> <p>Property Flood Resilience Measures</p> <p>Lessons Learned</p>		
<p>Councillor Sarah Maynard</p>	<p>Formal</p>	<p>Public Transport</p>	<p>Whilst it is recognised that the Council's influence upon public transport is limited within the statutory framework, as transport plays a vital role in the vitality of the Borough, it is an important area to consider and as such the scope will include:</p> <ul style="list-style-type: none"> • Examination of the current provision in relation to public transport in the Borough and what is required to increase and improve provision including consideration of carbon neutrality and net zero aims by 2030. • Identifying innovation and good practice that may be applied in the Borough. 	<p>Ongoing</p>	<p>December 2023 –May/July 2024</p>

			<ul style="list-style-type: none"> Consideration of public transport provision written into planning S106 agreements. 		
Councillor Sarah Monk	Formal	Housing Needs	Investigation of the effectiveness of the current Housing Register and whether the process could be streamlined. Suggestion of whether a separate list could be created for residents that require adapted properties.	Scoping document to be submitted to January 2024 Scrutiny Commission for approval.	June 2024 start
TBC	Formal	Budget Scrutiny	To closely review all aspects of the proposed budget for the following year and to monitor the performance of the budget from the previous year.	Ongoing	Autumn (Sept – Jan annually)
		Dementia Friendly Council/Loneliness	To look at how the Council can improve provision of services to those with Dementia and their carers.	A briefing note will be provided on this topic. Following this, the Scrutiny Commission will decide if a panel is required.	Received by members 8th January 2024
		Brownfield Sites	To look at whether there was a brownfield site register, to see how often registers are updated and to map the areas of brownfield sites.	A briefing note will be provided on this topic. Following this, the Scrutiny Commission will decide if a panel is required.	

		Tackling Substance Misuse	To look at how the Council could better support partners to tackle and improve substance misuse across the Borough.	A member briefing session on this topic will be scheduled in due course. Following this, the Scrutiny Commission will decide if a panel is required.	
		HMOs	To look at areas where HMOs are over the 20% limit and/or the parking permit issues when a house is converted into flats (more parking permits). Also to review student accommodation requirements.	A member briefing session on this topic will be scheduled in due course. Following this, the Scrutiny Commission will decide if a panel is required.	

Express	Informal	Formal	Proposed

SCRUTINY COMMISSION - MONDAY, 4 MARCH 2024

Report of the Head of Democracy

SCRUTINY WORK PROGRAMME

To enable the Commission to review and agree the Scrutiny Work Programme. This includes reviewing the changes made by the Finance and Performance Scrutiny Committee and adding items to their work programme.

Actions Requested

1. To review the Finance and Performance Scrutiny Work Programme and make any amendments the Commission feel necessary.
2. To agree that the Finance and Performance Scrutiny Work Programme be updated in accordance with the decisions taken during consideration of this item and any further decisions taken during this meeting.

Reasons

1&2 To ensure timely and effective scrutiny of the matter/subject.

2. To ensure that the information contained within the Work Programme is up to date.

Policy Context

The Council's Corporate Plan 2020-2024 commits the Council to continue to improve customer service and deliver outstanding services.

Background

A change in the scrutiny structure was approved at full Council on 26th April 2021. This permitted the establishment of a Finance and Performance Scrutiny Committee.

Finance and Performance Scrutiny Committee Work Programme

The Finance and Performance Scrutiny Committee met on 28th November 2023. The outcomes of the meeting can be found in the minutes of the meeting which are published on the Council's website. The Finance and Performance Scrutiny Committee will meet again on 5th March 2024.

At their meeting on 5th February 2024, the Scrutiny Commission highlighted that the Homelessness and Rough Sleeping Strategy was scheduled on both their own work programme and on the Finance and Performance Scrutiny Committee work programme. It was recognised that the two committees would be scrutinising the report in different ways and so it was not considered to be duplication of work. In addition, the Homelessness and Rough Sleeping Strategy was a significant document and it was important for thorough scrutiny to take place.

Appendices: Appendix - Finance and Performance Scrutiny Committee Work Programme

Background Papers: None

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Finance & Performance Scrutiny Committee Work Programme

Meeting Date	Issue	Scope of Item / Terms of Reference	Reason for Scrutiny	Invitees / Offices	Progress / Notes / Action Requested
5th March 2024	Work Programme	To consider items for future meetings.	To allow the Committee to identify items for which scrutiny is required.	N. Conway/ Lead Officer	Standing item
5th March 2024	Homelessness and Reducing Rough Sleeping Strategy	Written report to consider in more depth where the Council was in terms of performance, to include consideration of impact of Leicestershire County Council withdrawing funding of Falcon Support Services.	Identified as amber RAG status in Performance Monitoring Quarter 2 report considered 28th November 2023 meeting.	Lead Member/P. Oliver/K. Moore	Requested at 28th November 2023 meeting.
5th Mar 2024 (annual item)	Performance Information (Quarter 3 Report)	Monitoring of Performance Indicator information and Corporate Plan Objectives and Initiatives.	To ensure targets and objectives are being met. To identify areas where performance might be improved.	Relevant Lead Members & Heads of Service / V. Brackenbury	Quarter 3 Report considered at the same time annually.
5th Mar 2024 (Period 9 - annual item)	Revenue Monitoring (General Fund and HRA)	Monitoring of Council's revenue position.	To compare actual income and expenditure against budget, find out why variances have occurred and, where necessary, ensure corrective actions are in place.	Lead Member/ L. Tansey	Three reports to be considered through the year. Reports to be considered at the same time annually.
5th Mar 2024 (annual item)	Capital Monitoring	Monitoring of position with the Council's Capital Plan.	To ensure progress to the Council's Capital Plan and its financing are satisfactory.	Lead Member/ L. Tansey	Monitoring Report at each quarterly meeting.
5th Mar 2024	Car Parking Strategy Update (Written)	Update on progress of car parking strategy review, to include any car parking data available (see F&PSC Minute 19 2023/24).	Monitoring progress of developing strategy.	Lead Member / K Summers / Head of Service	Requested at its meeting on 12th Sep 2023
June 2024 (annual item)	Capital Monitoring including Outturn	Monitoring of position with the Council's Capital Plan.	To ensure progress to the Council's Capital Plan and its financing are satisfactory.	Lead Member/ L. Tansey	Outturn report considered at same time annually.

June 2024 (annual item)	Revenue Monitoring (General Fund and HRA) Outturn	Monitoring of Council's revenue position.	To compare actual income and expenditure against budget, find out why variances have occurred and, where necessary, ensure corrective actions are in place.	Lead Member/ L. Tansey	Outturn report considered at same time annually.
June 2024	Performance Information (Quarter 4 Report / Outturn)	Monitoring of Performance Indicator information and Corporate Plan Objectives and Initiatives.	To ensure targets and objectives are being met. To identify areas where performance might be improved.	Relevant Lead Members & Heads of Service / V. Brackenbury	Quarter 4 Report considered at the same time annually.
June 2024 (annual item)	Annual Performance report	Annual collation of performance information for publication on the Council's website	To communicate performance of the Council against annual targets	V. Brackenbury	Added to work programme by email agreement of the Chair for 2022. Confirmed on 15th March 2023 to be considered at June's meeting
Sept 2024 (annual item)	Performance Information (Quarter 1 Report)	Monitoring of Performance Indicator information and Corporate Plan Objectives and Initiatives.	To ensure targets and objectives are being met. To identify areas where performance might be improved.	Relevant Lead Members & Heads of Service / V. Brackenbury	Quarter 4 Report considered at the same time annually.
Sept 2024 (annual item)	Revenue Monitoring (General Fund and HRA)	Monitoring of Council's revenue position.	To compare actual income and expenditure against budget, find out why variances have occurred and, where necessary, ensure corrective actions are in place.	Lead Member/ L. Tansey	Three reports to be considered through the year. Reports to be considered at the same time annually.
Sept 2024 (annual item)	Capital Monitoring	Monitoring of position with the Council's Capital Plan.	To ensure progress to the Council's Capital Plan and its financing are satisfactory.	Lead Member/L. Tansey	Monitoring report at each quarterly meeting.
Sept 2024 (annual item)	Climate Change Strategy Action Plan	Monitoring of the Climate Change Strategy Action Plan.	Monitoring of progress on Action Plan.	Lead Member/ M. French	Requested by Scrutiny Workshop to be an annual review. Agreed with C/VC to review in Sep (19 Jul '21)
Nov 2024 (annual item)	Community Safety Partnership	To review the work of the Community Safety Partnership on an annual	To ensure effective scrutiny of the work of the Community Safety Partnership	CSP Chair / relevant Head of	Legal requirement to be reviewed annually. Agreed with C/VC 19

		basis, to enable any issues to be identified for further scrutiny by the appropriate scrutiny body and to enable incidences of violent crime to be monitored.		Service / T McCabe	Jul 2021 to occur mid-year in November.
Nov 2024 (annual item)	Performance Information (Quarter 2 Report)	Monitoring of Performance Indicator information and Corporate Plan Objectives and Initiatives.	To ensure targets and objectives are being met. To identify areas where performance might be improved.	Relevant Lead Members & Heads of Service / V. Brackenbury	Quarter 2 Report considered at the same time annually.
Nov 2024 (Period 7 - annual item)	Revenue Monitoring (General Fund and HRA)	Monitoring of Council's revenue position.	To compare actual income and expenditure against budget, find out why variances have occurred and, where necessary, ensure corrective actions are in place.	Lead Member/ L. Tansey	Three reports to be considered through the year. Reports to be considered at the same time annually.
Nov 2024 (annual item)	Capital Monitoring	Monitoring of position with the Council's Capital Plan.	To ensure progress to the Council's Capital Plan and its financing are satisfactory.	Lead Member/L. Tansey	Monitoring report at each quarterly meeting.
Nov 2024 (annual item)	S106 Agreement Monitoring Report	To advise relevant committees of the status and utilisation of Section 106 agreements	To meet internal audit requirements	Lead Member / R Bennett	Requested by Head of Service to be added to work programme
Mar 2025 (annual item)	Performance Information (Quarter 3 Report)	Monitoring of Performance Indicator information and Corporate Plan Objectives and Initiatives.	To ensure targets and objectives are being met. To identify areas where performance might be improved.	Relevant Lead Members & Heads of Service / V. Brackenbury	Quarter 3 Report considered at the same time annually.
Mar 2025 (Period 9 - annual item)	Revenue Monitoring (General Fund and HRA)	Monitoring of Council's revenue position.	To compare actual income and expenditure against budget, find out why variances have occurred and, where necessary, ensure corrective actions are in place.	Lead Member/ L. Tansey	Three reports to be considered through the year. Reports to be considered at the same time annually.
Mar 2025 (annual item)	Capital Monitoring	Monitoring of position with the Council's Capital Plan.	To ensure progress to the Council's Capital Plan and its financing are satisfactory.	Lead Member/ L. Tansey	Monitoring Report at each quarterly meeting.

SCRUTINY COMMISSION - MONDAY, 4 MARCH 2024

Report of the Head of Democracy

SCRUTINY COMMISSION WORK PROGRAMME

To enable the Commission to review its own work programme, including considering the list of forthcoming Executive Key Decisions in order to schedule items for pre-decision scrutiny.

Work Programme

The Commission's current work programme is attached at Appendix 1. Currently the work programme consists of items concerned with the Commission's roles in overseeing the scrutiny function and undertaking pre-decision scrutiny.

At the meeting of the Scrutiny Commission on 5th February 2024, the Scrutiny Commission discussed the Key Decisions Notice and acknowledged that there were a number of significant documents on the Cabinet agenda for 7th March 2024. The Scrutiny Commission felt that most of the items required scrutiny, but members were aware that there would not be sufficient time in one meeting to scrutinise all of the Cabinet items. The Head of Democracy liaised with the Chair and Vice-Chair of the Scrutiny Commission to decide on the pre-decision scrutiny items for consideration at this meeting.

In addition to this, the Scrutiny Commission added a further Voids Property Information item to their agenda for August 2024, to enable them to review the progress made on the voids property situation.

Key Decisions

To enable the Commission to be aware of the Key Decisions to be taken by the Cabinet over the coming months and to determine which, if any, of these items should be programmed for pre-decision scrutiny, details of forthcoming Exempt and Key Decisions to be taken by the Cabinet are attached as Appendix 2.

Items dated prior to this meeting have been removed from the Appendix to avoid confusion.

Appendices: Appendix 1 – Scrutiny Commission Work Programme

Appendix 2 – Notice of Key Decisions

Background Papers: None

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Scrutiny Commission Work Programme

APPENDIX 1

Responsible Body	Meeting Date	Issue	Scope of Item / Terms of Reference	Reason for Scrutiny	Invitees / Officers	Progress / Notes / Action Requested
Scrutiny Commission	04 March 2024 (if applicable, standing item)	Pre-decision scrutiny of any specific financial matters to be considered by Cabinet	To ensure pre-decision scrutiny of any out-turn reports, virements and in-year service pressures, particularly when they are related to additional costs arising from decisions by other agencies to reduce services.		Lead Officer (report)	Agreed by SMB 23 January 2019 (see minute 31.2) (supports recommendation of Budget Scrutiny Panel Jan 2019). To be identified from the Key Decisions Notice or from the Cabinet agenda.
Scrutiny Commission	04 March 2024 (standing item)	Cabinet items for pre- decision scrutiny	To allow identification of items from the latest Key Decisions Notice for pre- decision scrutiny by the Commission.		Lead Officer (report)	Items may also be determined by the Chair and Vice-chair in consultation with the Democratic Services Manager. Further items may also be added following publication of the Cabinet agenda

Scrutiny Commission Work Programme

Scrutiny Commission	04 March 2024 (standing item)	Pre-decision scrutiny – Cabinet Response	To consider the response of Cabinet to recommendations by the Commission on pre- decision scrutiny items.		Lead Officer (report)	Scrutiny Commission
Scrutiny Commission	04 March 2024 (standing item)	Scrutiny Panels	To review progress with Scrutiny Panels.		Lead Officer	Re-established following Scrutiny Work Programme Workshop on 24 May 2021
Scrutiny Commission	04 March 2024 (standing item)	Scrutiny Work Programme	To review and agree the Scrutiny Work Programme		Lead Officer	Re-established following Scrutiny Work Programme Workshop on 24 May 2021
Scrutiny Commission	04 March 2024	Pre-Decision Scrutiny – Housing Repairs and Maintenance Policy	To bring the new Housing Repairs and Maintenance Policy to Cabinet for approval. The policy sets the framework for the delivery of all aspects of the repairs service to include repairing responsibilities and the delivery of planned, cyclical and responsive repairs.		Director of Housing and Wellbeing	Agreed by Chair and Vice-Chair as discussed min ref 108, 2023/24
Scrutiny Commission	04 March 2024	Pre-Decision Scrutiny – Sheltered Accommodation Strategy Framework	To consider the Sheltered Accommodation Strategy Framework.		Director of Housing and Wellbeing	Agreed by Chair and Vice-Chair as discussed min ref 108, 2023/24

Scrutiny Commission Work Programme

Scrutiny Commission	04 March 2024	Pre-Decision Scrutiny – Support for the Voluntary and Community Sector	To enable Cabinet to consider the arrangements for voluntary and community sector grants for the year 2024/2025.		Director of Housing and Wellbeing	Agreed by Chair and Vice-Chair as discussed min ref 108, 2023/24
Scrutiny Commission	04 March 2024	Pre-decision scrutiny – Housing Capital Programme	To approve the annual investment programme for improvements to the Council's housing stock.		Director of Housing and Wellbeing	Agreed Scrutiny Commission 7 August 2023, min ref 27 2023/24.
Scrutiny Commission	04 March 2024	Pre-decision scrutiny – Corporate Delivery Plan 2024/25	To approve the Corporate Delivery Plan 2024-25.		Head of Transformation, Strategy and Performance	Agreed Scrutiny Commission 7 August 2023, min ref 27 2023/24.
Scrutiny Commission	April 2024	Pre-Decision Scrutiny – Homelessness and Rough Sleeping Reduction Strategy	To approve the Council's Homelessness and Rough Sleeping Reduction Strategy.		Head of Strategic Housing.	Agreed Scrutiny Commission 13 November 2023, min ref 66 2023/24.
Scrutiny Commission	April 2024	Cost of Living Update	To update on the support provided to residents during the winter period of 2023-24.		Director of Housing and Wellbeing	Agreed Scrutiny Commission 3 July 2023, min ref 5 2023/24.

Scrutiny Commission Work Programme

Scrutiny Commission	April 2024	Selective and Additional Licensing Schemes Update	To enable the Scrutiny Commission to review the Selective and Additional Licensing Schemes one year after implementation.		Head of Strategic Housing	Agreed Scrutiny Commission 9 October 2023, Min ref 46 2023/24.
Scrutiny Commission	June 2024	Waste Management Scrutiny Panel Update	To include an update on the progression of Cabinet approved panel recommendations 5, 6 and 9.		Head of Contracts (Leisure, Waste and Environment)	Agreed Scrutiny Commission 8 Jan 2024, min ref 93 2023/24.
Scrutiny Commission	June 2024 (annual item)	Draft Annual Scrutiny Report (annual item)	To consider the Draft Annual Scrutiny Report with a view to it being recommended to Council for approval.		To be confirmed	In accordance with Section 6.3(e) of the Council's Constitution, Scrutiny Commission must report annually to Council on the workings of scrutiny bodies and the operation of the scrutiny function generally.

Scrutiny Commission Work Programme

Scrutiny Commission	August 2024	Update on Void Property Information	To update the Commission on the Void Property Information, six months after the last review. To include an updated version of the table attached as an Appendix to the report received by the Scrutiny Commission on 12th December 2022.		Director of Housing and Wellbeing, Head of Strategic Housing, Hread of Landlord Services.	Agreed Scrutiny Commission 05 February 2024, min ref 100 2023/24.
Scrutiny Commission	08 January 2025 (annual item)	Budget Scrutiny Panel Report	A report of the Budget Scrutiny Panel following its scrutiny of the Council's draft budget for 2025/26.		Budget Scrutiny Panel Chair	Scrutiny Commission
Scrutiny Commission	To be scheduled	Pre-Decision Scrutiny – Interim Charnwood Transport Strategy	To endorse the Interim Carwood Transport Strategy and the collaborative approach to delivering transport infrastructure in the interregnum until the local plan is adopted.		Head of Planning and Growth	Agreed Scrutiny Commission 9 October 2023, min ref 55 2023/24.
Scrutiny Commission	To be scheduled	Web Contract Procurement	To allow the Scrutiny Commission to scrutinise the Web Contract Procurement when appropriate.	Referred from Digital Transformation Scrutiny Panel.	Lead Officer	Agreed Scrutiny Commission, 7 March 2022, min ref 111 2021/22



**FORTHCOMING KEY
DECISIONS AND DECISIONS
TO BE TAKEN IN PRIVATE
BY CHARNWOOD BOROUGH
COUNCIL'S EXECUTIVE**

**Published
7th February 2024**

What is a Key Decision?

A key decision is one which:

- commits the Council to expenditure, savings or increases or reductions in income of £150,000 or more in any financial year;
- makes proposals in relation to the budget or the policy framework under Budget and Policy Framework Procedure 14.2(a); or
- will result in the closure of any facility from which Borough Council services are provided or a reduction by more than 10% in the level of a discrete service provided.

In other cases, the impact of the decision will be considered in terms of the strategic nature of the decision, the effect on the amenity of the community or quality of service provided by the Council to a significant number of people living or working in the locality affected, the size of the area affected and the likely public interest in the decision.

What is a Private Meeting?

Meetings of the Council's Cabinet are open to the public to attend. All or part of a meeting may be held in private, where the item of business to be considered may result in confidential or exempt information being disclosed. Definitions of confidential and exempt information are set out in the Access to Information Procedures in the Council's Constitution.

Representations

Members of the public are able to make representations about forthcoming key decisions to be taken by the Council's Executive, these should be made in writing (including via e-mail) to the responsible officer (details are listed for each proposed key decision). Members of the public are also able to make representations concerning proposals to hold a meeting in private, these should be made in writing (including via e-mail) to Democratic Services (contact details below). In both cases, representations should be submitted by midday on the working day preceding the date on which the decision is due to be taken.

Other information

This document supersedes all previous Forward Plans.

If you have any general queries, please contact:

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Southfield Road, Loughborough, Leicestershire, LE11 2TX
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FORTHCOMING EXECUTIVE KEY DECISIONS

Decision Item	What is the nature of decision to be taken?	Who will take the decision?	When is the earliest a decision will be taken?	Documents to be considered?	Will the report be considered in public?	Who can give me more information?
Economic Development Strategy 2023-27	To approve an Economic Development Strategy for the borough.	Cabinet	8th February 2024	Report	Yes	Chris Grace Head of Economic Development and Regeneration Tel: 01509 634534 christopher.grace@charnwood.gov.uk
Housing Strategy	To approve the Council's Housing Strategy.	Cabinet	8th February 2024	Report	Yes	Katie Moore Head of Strategic Housing Tel: 01509 634671 katie.moore@charnwood.gov.uk
New Capital Plan (2024-25 to 2026-27)	To approve the Capital Plan.	Cabinet Council	8th February 2024 26th February 2024	Report	Yes	Lesley Tansey Head of Finance Tel: 01509 634828 lesley.tansey@charnwood.gov.uk
Capital Plan Amendment Report	To consider and approve amendments to the Capital Plan.	Cabinet Council	8th February 2024 26th February 2024	Report	Yes	Lesley Tansey Head of Finance Tel: 01509 634828 lesley.tansey@charnwood.gov.uk
Medium-Term Financial Outlook 2024-27 and Capital Strategy, Treasury Management Strategy, Treasury Management Strategy Statement, Minimum Revenue Provision Policy and Annual Investment Strategy 2024-25	To seek approval to a Medium-Term Financial Outlook 2024-27 and Capital Strategy, Treasury Management Strategy Statement, Annual Investment Strategy and Minimum Revenue Provision Policy for 2024-25 and the annual report on the Prudential Code, for recommendation to Council.	Cabinet Council	8th February 2024 26th February 2024	Report	Yes	Lesley Tansey Head of Finance Tel: 01509 634828 lesley.tansey@charnwood.gov.uk

Decision Item	What is the nature of decision to be taken?	Who will take the decision?	When is the earliest a decision will be taken?	Documents to be considered?	Will the report be considered in public?	Who can give me more information?
2024-25 General Fund and HRA Revenue Budgets and Council Tax	To seek approval to the Revenue Budget for 2024-25 and to propose the Council Tax for approval by Council.	Cabinet Council	8th February 2024 26th February 2024	Report	Yes	Lesley Tansey Head of Finance Tel: 01509 634828 lesley.tansey@charnwood.gov.uk
Garage Site Strategy	To approve the Garage Site Strategy.	Cabinet	7th March 2024	Report	Yes	Katie Moore Head of Strategic Housing Tel: 01509 634671 katie.moore@charnwood.gov.uk
Sheltered Accommodation Strategy Framework	To approve the Sheltered Accommodation Strategy Framework.	Cabinet	7th March 2024	Report	Yes	Peter Oliver Director Housing and Wellbeing Tel: 01509 634952 peter.oliver@charnwood.gov.uk
Housing Repairs and Maintenance Policy	To approve the Housing Repairs and Maintenance Policy.	Cabinet	7th March 2024	Report	Yes	Janet Glass Head of Landlord Services Tel: 01509 634507 janet.glass@charnwood.gov.uk
Support for the Voluntary and Community Sector	To consider changes to the Community Grants, Member Grants and Community Facilities Grants schemes.	Cabinet	7th March 2024	Report	Yes	Peter Oliver Director Housing and Wellbeing Tel: 01509 634952 peter.oliver@charnwood.gov.uk
Homelessness and Rough Sleeping Reduction Strategy	To approve the Council's Homelessness and Rough Sleeping Reduction Strategy.	Cabinet	7th March 2024	Report	Yes	Katie Moore Head of Strategic Housing Tel: 01509 634671 katie.moore@charnwood.gov.uk

Decision Item	What is the nature of decision to be taken?	Who will take the decision?	When is the earliest a decision will be taken?	Documents to be considered?	Will the report be considered in public?	Who can give me more information?
Housing Capital Programme	To approve the annual investment programme for improvements to the Council's housing stock.	Cabinet	7th March 2024	Report	Yes	Peter Oliver Director Housing and Wellbeing Tel: 01509 634952 peter.oliver@charnwood.gov.uk
Local Development Scheme	To approve a revised Local Development Scheme (LDS) so that the programme for the preparation of planning documents for Charnwood is agreed.	Cabinet	7th March 2024	Report	Yes	Richard Bennett Head of Planning and Growth Tel: 01509 634763 richard.bennett@charnwood.gov.uk
Corporate Delivery Plan 2024/25	To approve the Corporate Delivery Plan 2024-25.	Cabinet	7th March 2024	Report	Yes	Helen Gretton Head of Transformation, Strategy and Performance Tel: 01509 634556 helen.gretton@charnwood.gov.uk
General Fund and RRA Revenue Outturn Report (2023/24) and Carry Forward of Budgets	To report the Council's revenue expenditure results for 2023/24 subject to audit.	Cabinet	July 2024	Report	Yes	Lesley Tansey Head of Finance Tel: 01509 634828 lesley.tansey@charnwood.gov.uk
Capital Plan Outturn 2023/24	To report the Council's capital expenditure results for 2023/24 subject to audit.	Cabinet	July 2024	Report	Yes	Lesley Tansey Head of Finance Tel: 01509 634828 lesley.tansey@charnwood.gov.uk
Charnwood Grants	To consider applications received in Round 1 of the Charnwood Community Grants and Community Facilities Grants Schemes for 2024/25.	Cabinet	July 2024	Report	Yes	Peter Oliver Director Housing and Wellbeing Tel: 01509 634952 peter.oliver@charnwood.gov.uk

Decision Item	What is the nature of decision to be taken?	Who will take the decision?	When is the earliest a decision will be taken?	Documents to be considered?	Will the report be considered in public?	Who can give me more information?
Capital Plan Amendment Report	To consider and approve amendments to the Capital Plan.	Cabinet Council	September 2024 November 2024	Report	Yes	Lesley Tansey Head of Finance Tel: 01509 634828 lesley.tansey@charnwood.gov.uk
Charnwood Grants	To consider applications received in Round 2 of the Charnwood Community Grants and Community Facilities Grants Schemes for 2024/25.	Cabinet	November 2024	Report	Yes	Peter Oliver Director Housing and Wellbeing Tel: 01509 634952 peter.oliver@charnwood.gov.uk
Draft General Fund and HRA 2025-26 Budgets	To seek approval to the Draft Revenue Budget for 2025-26 as a basis for consultation.	Cabinet	December 2024	Report	Yes	Lesley Tansey Head of Finance Tel: 01509 634828 lesley.tansey@charnwood.gov.uk
Capital Plan Amendment Report	To consider and approve amendments to the Capital Plan.	Cabinet Council	December 2024 January 2025	Report	Yes	Lesley Tansey Head of Finance Tel: 01509 634828 lesley.tansey@charnwood.gov.uk

EXECUTIVE MEETINGS TO BE HELD IN PRIVATE

The following items are due to be considered by the Council’s Cabinet and the public could potentially be excluded since exempt or confidential information could be considered.

Decision Item	What is the nature of decision to be taken?	Who will take the decision?	When is the earliest a decision will be taken?	Documents to be considered?	Will the report be considered in public?	Who can give me more information?

When items are considered in exempt or confidential session, the reasons for exemption would fall into one or more of the following categories:

1. Information relating to any individual.
2. Information which is likely to reveal the identity of an individual.
3. Information relating to the financial or business affairs of any particular person (including the authority holding that information).
4. Information relating to any consultations or negotiations, or contemplated consultations or negotiations, in connection with any labour relations matter arising between the authority or a Minister of the Crown and employees of, or office holders under, the authority.
5. Information in respect of which a claim to legal professional privilege could be maintained in legal proceedings.
6. Information which reveals that the authority proposes—
 - (a) to give under any enactment a notice under or by virtue of which requirements are imposed on a person; or
 - (b) to make an order or direction under any enactment.
7. Information relating to any action taken or to be taken in connection with the prevention, investigation or prosecution of crime.

CABINET MEMBERS

Members of the Council's Cabinet are as follows:

Name (Group)	Lead Member Responsibilities
Councillor Miah (Labour)	Leader of the Council Responsibility for Corporate Strategy and oversight, Strategic Relationships, Communications, Corporate Performance, Emergency Planning, Equalities, Diversity and Inclusion.
Councillor Hamilton (Labour)	Deputy Leader – Public and Private Sector Housing Responsibility for Repairs & Investment, Tenancy Management, Supported Housing, Rents & Income Management, Leaseholders and Lifeline, Refugee Resettlement, Housing Options, Allocations & Lettings, Housing Needs, Empty Homes and HMO Licensing. Training and Development (Members and officers).
Councillor Ashcroft (Labour)	Finance, Customer & Support Services, Revenues and Benefits Responsibility for Capital and Revenue budgets and the MTFS. Revenues and Benefits services, Audit & Risk Democratic Services, Legal Services, HR, Electoral Services, ICS and customer experience.
Councillor Jadeja (Labour)	Planning Responsibility for Development Control, Conservation & Landscape, Building Control and S106 Agreements.
Councillor Jones (Labour)	Climate Action, Net Zero, Property and Assets Responsibility for Climate Action and Net Zero and Property and Assets, Armed Forces.
Councillor Tillotson (Labour)	Economic Development, Regeneration and Town Centres Responsibility for Economic Development strategy and policy, Enterprise Zone, Town Deal and UKSPF. Markets & events, Town Centre Management, Public Conveniences, Tourism and visitor economy.
Councillor A. Gray (Labour)	Waste, Open Spaces and Leisure Facilities Responsibility for Waste strategy and services, Open Spaces strategy, Grounds Maintenance and Engineering, Leisure Centres, Town Hall and Museums.
Councillor Blackshaw (Labour)	Communities and Neighbourhoods Responsibility for Community Safety & Neighbourhood Development, Community Grants, Safeguarding, CCTV, Sports & Active Recreation, Regulatory Services, Parking, Env Health, Street Management and Licensing.