

PLEASE NOTE CHANGE OF TIME

REGENERATION SERVICES COMMITTEE AGENDA



Thursday 12th February 2015

at 4.00 pm

in Committee Room B
at the Civic Centre, Hartlepool.

MEMBERS: REGENERATION SERVICES COMMITTEE

Councillors S Akers-Belcher, Cook, Cranney, Dawkins, Hargreaves, Morris and Payne

1. **APOLOGIES FOR ABSENCE**
2. **TO RECEIVE ANY DECLARATIONS OF INTEREST BY MEMBERS**
3. **MINUTES**
 - 3.1 To receive the minutes of the meeting held on 26th January 2015
(previously published)
4. **BUDGET AND POLICY FRAMEWORK**
 - 4.1 New Dwellings Outside of Development Limits Supplementary Planning Document – *Assistant Director (Regeneration)*
5. **KEY DECISIONS**

No items



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6. OTHER ITEMS REQUIRING DECISION

- 6.1 Culture and Place Strategy Scoping Report – *Assistant Director (Regeneration)*
- 6.2 Housing Services Policies (For Stock Management) – *Assistant Director (Regeneration)*

7. ITEMS FOR INFORMATION

- 7.1 Quarterly Update Report for Public Protection – *Director of Public Health*
- 7.2 Council Plan 2015/16 – Regeneration and Neighbourhoods Department Proposals – *Director of Regeneration and Neighbourhoods*
- 7.3 Culture and Information Services Quarterly Report – October-December 2014 – *Assistant Director (Regeneration)*
- 7.4 Update on the Empty Property Purchasing Scheme – *Assistant Director (Regeneration)*
- 7.5 Strategic Financial Management Report – As at 31 December 2014 – *Director of Regeneration and Neighbourhoods, Director of Public Health and Chief Finance Officer*
- 7.6 Quarterly Report – Adult Education – *Assistant Director (Regeneration)*

8. ANY OTHER BUSINESS WHICH THE CHAIR CONSIDERS URGENT

FOR INFORMATION:

Date of next meeting – Thursday 12th March at 9.30am in the Civic Centre, Hartlepool.



REGENERATION SERVICES COMMITTEE

12th February 2015



Report of: Assistant Director (Regeneration)

Subject: NEW DWELLINGS OUTSIDE OF
DEVELOPMENT LIMITS SUPPLEMENTARY
PLANNING DOCUMENT

1. TYPE OF DECISION/APPLICABLE CATEGORY

1.1 Key Decision part of Budget and Policy Framework.

2. PURPOSE OF REPORT

2.1 The purpose of this report is to seek permission of the Regeneration Services Committee to re-consult the public on the Draft New Dwellings Outside of Development Limits Supplementary Planning Document (SPD). The re-consultation follows changes in planning legislation which need to be reflected on the SPD. The revised SPD is attached at **Appendix 1** to this report.

3. BACKGROUND

3.1 The Planning Policy Statement 7(PPS7): Sustainable Development in Rural Areas was deleted in 2012 and subsequently replaced by the National Planning Policy Framework (NPPF). PPS7 Annex A outlined functional criteria which were used to assess proposals for residential development in the countryside.

3.2 The NPPF does not repeat the PPS7 Annex A functional criteria and as a result there has since been uncertainty for developers and the Council on what is expected as part of special justification from applicants with regards to proposals for residential development in the countryside outside of development limits. There is therefore a need for a Supplementary Planning Document (SPD) to provide guidance in accordance to an existing planning policy framework.

3.3 The existing planning policy framework allows for new dwellings in the countryside subject to the proposals being in accordance with criteria established in the following policies:

- Local Plan (2006) policy Rur7 and Rur12
- Policies in the emerging Local Plan (2016) which once adopted will replace the 2006 Local Plan
- National Planning Policy Framework (NPPF) paragraph 55
- Government Planning Practice Guidance (2014)

3.4 At present a five year housing land supply cannot be illustrated so the SPD has had to be amended to reflect that, but in a way which is flexible and allows the SPD to remain relevant when a five year supply is demonstrated.

3.5 In order to ensure any development is in accordance with the existing planning policy framework in most cases, it is essential that a justification test is undertaken. This SPD therefore seeks to provide detail as to when a justification test will be required and details what information the applicant will be required to submit as part of the justification test.

3.4 The justification test assessment criteria are established in Table 1 and are in accordance with the current planning framework as outlined in the SPD (see **Appendix 1**). Therefore, any new dwellings outside of development limits will not be permitted unless the criteria established in Table 1 are satisfied.

3.5 According to the current National Planning Policy Framework, the need for new dwellings in the countryside is driven by many factors; among the few circumstances in which isolated residential development may be justified are:

- 1) **Rural Enterprise:** Accommodation is required to enable agricultural, forestry and other rural based enterprise full-time workers to live at, or in the immediate vicinity of, their place of work, or
- 2) **Heritage:** The development would represent the best viable use or secure the future of a heritage asset, or
- 3) **Redundant or Disused Buildings:** The development would re-use redundant or disused buildings and lead to an enhancement to the immediate setting, or
- 4) **Vitality of the Rural Communities:** The proposal will either enhance or maintain the vitality of the rural communities by promoting the retention and development of local services and community facilities in villages such as local shops, meeting places, cultural buildings, public houses, places of worship etc. and;
- 5) **Outstanding Design:** as this is a subjective issue there are no justification criteria included within the SPD

- 6) **Relevant Policies:** the proposal should meet the requirements of all other relevant planning policies in the Local Plan and the NPPF.

4. PROPOSALS

- 4.1 During preparation of the Local Plan 2012, which has since been withdrawn, the SPD was accordingly drafted and consulted on. However, preparations for a new Local Plan are now underway hence the need to re-draft and re-consult on the New Dwellings Outside of Development Limits SPD, accordingly.
- 4.2 It is proposed that public consultation be undertaken on the SPD starting on Friday 20th February 2014 and running for a minimum period of eight weeks.
- 4.3 The public consultation will be undertaken in accordance with the Statement of Community Involvement (SCI). The SCI was prepared in compliance with the Hartlepool Compact and its associated protocols.

5. RISK IMPLICATIONS

- 5.1 There are no risk implications associated with this SPD.

6. SECTION 17 OF THE CRIME AND DISORDER ACT 1998 CONSIDERATIONS

- 6.1 The Crime and Disorder Act 1998 requires local authorities to consider crime and disorder reduction in the exercise of all their duties, activities and decision-making. The Council is committed to securing safe and secure environments within the borough.
- 6.2 Safety and security is a key consideration when assessing planning applications; however the issue is not of major relevance as the New Dwellings Outside of Development Limits SPD consultation will not be conducted face-to-face or physically but by mail.

7. FINANCIAL CONSIDERATIONS

- 7.1 There are no foreseeable major financial considerations in consulting on the New Dwellings Outside of Development Limits SPD.

8. LEGAL CONSIDERATIONS

- 8.1 There are no foreseeable legal considerations in consulting on the New Dwellings Outside of Development Limits SPD.

9. EQUALITY AND DIVERSITY CONSIDERATIONS

- 9.1 There are no foreseeable equality and diversity considerations in consulting on the New Dwellings Outside of Development Limits SPD.

10. RECOMMENDATIONS

- 10.1 That Regeneration Committee members note the content of the report and permit Planning Policy to undertake the consultation on the SPD.

11. REASONS FOR RECOMMENDATIONS

- 11.1 This SPD will form part of the planning policy framework and will provide detailed guidance to developers and the Council regards to proposals for isolated dwellings in the open countryside. The SPD will thus be a material consideration in the determination of planning applications once adopted.

12. BACKGROUND PAPERS

- 12.1 The Adopted Hartlepool Local Plan (2006) with specific regard to policies Rur9 and Rur12
http://www.hartlepool.gov.uk/downloads/file/961/hartlepool_local_plan_2006
- 12.2 The National Planning Policy Framework (NPPF) with specific regard to paragraph 55
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/6077/2116950.pdf
- 12.3 Government Planning Practice Guidance (2014)
<http://planningguidance.planningportal.gov.uk/blog/guidance/housing-and-economic-development-needs-assessments/methodology-assessing-economic-development-and-main-town-centre-uses/>

13. CONTACT OFFICERS

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New Dwellings Outside of Development Limits

Supplementary Planning Document

Draft

January 2015

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1. INTRODUCTION

- 1.1 The need for new dwellings in the countryside is driven by many factors; one of the few circumstances in which residential development may be justified is when accommodation is required to enable agricultural, forestry and other rural based enterprise full-time workers to live at, or in the immediate vicinity of, their place of work.
- 1.2 The existing planning policy framework allows for new dwellings in the countryside subject to the proposals being in accordance with criteria established in the policies. To ensure any development is in accordance with the planning policy framework, in most cases it is necessary that a justification test is undertaken.
- 1.3 This Supplementary Planning Document (SPD) provides the guidance on whether the principle of a new dwelling in the countryside is appropriate and as to when a justification test will be required and details what information the applicant will be required to submit as part of the justification test.
- 1.4 This SPD seeks to replace the explicit guidance outlined in Planning Policy Statement 7: Sustainable Development in Rural Areas, with specific regard to Annex A. Since the cancellation of PPS7 in 2012 there has been uncertainty with regard to what is expected from applicants, with many applications being submitted still using the old Annex A guideline criteria. The SPD seeks to help applicants make successful applications through establishing a framework on where detail is required as part of an application, with regard to the justification test; replacing the cancelled PPS7 Annex A guideline criteria.

2. NEED FOR NEW DWELLINGS OUTSIDE OF DEVELOPMENT LIMITS

2.1 Most of the land in the borough which falls outside of development limits can be characterised as being “countryside”. Therefore most dwellings proposed outside of the development limits will be, by definition: development in the countryside. Isolated dwellings/homes, by definition are ‘stand alone’ settlements with 1 or 2 buildings or families in them. Isolated dwellings usually have negligible services, if any.

2.2 The Hartlepool Local Plan (2006) and Paragraph 55 of the National Planning Policy Framework (NPPF) makes clear that new isolated homes in the countryside require special justification for planning permission to be granted. Circumstances in which residential development may be justified are:

- 1) **Rural Enterprise:** Accommodation is required to enable agricultural, forestry and other rural based enterprise full-time workers to live at, or in the immediate vicinity of, their place of work, or
- 2) **Heritage:** The development would represent the best viable use or secure the future of a heritage asset, or
- 3) **Redundant or Disused Buildings:** The development would re-use redundant or disused buildings and lead to an enhancement to the immediate setting, or
- 4) **Outstanding Design:** The development is of truly outstanding design, architecture, sustainable construction methods etc, or
- 5) **Vitality of the Rural Communities:** The proposal will either enhance or maintain the vitality of the rural communities by promoting the retention and development of local services and community facilities in villages such as local shops, meeting places, cultural buildings, public houses, places of worship etc. and;
- 6) **Relevant Policies:** the proposal should meet the requirements of all other relevant planning policies in the Local Plan and the NPPF.

2.3 Historically, in Hartlepool, there have not been many cases of new dwellings outside of development limits justified through heritage or outstanding design housing need. Therefore it is anticipated that the majority of the new dwellings outside of development limits proposed will be justified through the rural enterprise housing need argument.

Rural Enterprise

2.4 It will often be as convenient and more sustainable for rural based workers to live in the main urban area or in nearby villages or in suitable existing dwellings, so avoiding new and potentially intrusive and unsustainable development in the countryside. However, there will be some cases where the nature and demands of the work concerned make it essential for one or more people engaged in the enterprise to live at, or very close to, the site of their work. Whether this is essential in any particular case will depend on the needs of the enterprise concerned and not on the personal preferences or circumstances of any of the individuals involved.

2.5 It is essential that all applications for planning permission for new occupational dwellings in the countryside are assessed thoroughly with the aim of detecting attempts to abuse (e.g. through speculative proposals) the concession that the

NPPF makes for such dwellings. In particular, it will be important to establish whether the stated intentions to engage in farming, forestry or any other rural-based enterprise, are genuinely financially viable and are reasonably likely to materialise and are capable of being sustained for a reasonable period of time. It will also be important to establish that the needs of the intended enterprise require one or more of the people engaged in it to live nearby.

Heritage

- 2.6 There may be appropriate justification where a new dwelling, conversion or change of use of a building to residential use would represent the best viable use of a heritage asset or secure the future of the asset. The heritage justification is an individual justification and as a result the heritage justification can be made without the need to justify the need via the rural enterprise need.

Redundant or Disused Buildings

- 2.7 There may be appropriate justification where a new dwelling results from the conversion or change of use of redundant and/or disused building, providing that the development would lead to an enhancement to the immediate setting.

Outstanding Design

- 2.8 Notwithstanding the rural enterprise, heritage justification and re-use of redundant buildings, in exceptional circumstances, new dwellings outside of development limits may be permitted where the design is truly outstanding, groundbreaking, innovative, reflecting the highest standards in architecture and the development significantly enhances the immediate setting.

Vitality of the Rural Communities

- 2.9 There maybe appropriate justification if the new dwellings enhance or maintain the vitality of rural communities by promoting the retention and development of local services and community facilities in villages. Examples are services such as local shops, meeting places, cultural buildings, public houses, places of worship and other similar facilities.

Relevant Policies

- 2.10 In addition to requirements of paragraph 55 in the NPPF and polices RUR 7 and RUR 12 of the Local Plan, other policy areas in both the NPPF and the Local Plan will need to be met and these will be determined through the planning application process.

3. EXISTING PLANNING POLICY

- 3.1 The current Local Plan (2006) includes policies RUR7 and RUR12 which outline when development in the countryside and also specifically new housing in the countryside will be appropriate. The policy wording is detailed in appendix 1. Notwithstanding the Local Plan policies, the other main planning policy consideration with regard to the principle of new dwellings in the countryside is the National Planning Policy Framework (NPPF); detailed in appendix 2.
- 3.2 The borough has specific policy areas in the current Hartlepool Local Plan (2006), including the supply of housing, where relevant policies are out-of-date. As at November 2014 the housing supply policy areas are out-of-date as the Council cannot effectively demonstrate a five-year supply of deliverable housing sites in accordance with NPPF paragraph 49. The specific details and explanation of the current planning policy framework are illustrated in the “*Saved Policies 2006 Hartlepool Local Plan Planning Policy Framework Justification (November 2014)*” document which can be viewed at on the Council website: http://www.hartlepool.gov.uk/downloads/file/10709/hbc_policy_framework-november_2014_update.
- 3.3 As at November 2014 the current Local Plan policy situation means that policy RUR12 is out-of-date however policy RUR7 is still, and will be in the long term, in full accordance with the NPPF. The important consideration with regard to policy RUR7 is that there is a requirement for an applicant to justify the viability of the rural enterprise; this justification is outlined in section 4. For the duration of this SPD it is likely that at some point the Council will be able to effectively demonstrate a five-year supply of deliverable housing sites in accordance with NPPF paragraph 49. Once this has been demonstrated, with specific regard to this SPD, Local Plan policy RUR12 will be in full accordance with the NPPF.
- 3.4 As a result of the partial Local Plan policy void with regard to the supply of housing the NPPF, although not solely, is the main planning policy consideration with regard to decision making on the principle of new housing in the countryside. The NPPF identifies when new housing in the countryside may be appropriate. The NPPF allows for new dwellings in the countryside subject to proposals according with the criteria established in paragraph 55, which states:

“To promote sustainable development in rural areas, housing should be located where it will enhance or maintain the vitality of rural communities. For example, where there are groups of smaller settlements, development in one village may support services in a village nearby. Local planning authorities should avoid new isolated homes in the countryside unless there are special circumstances such as:

- *the essential need for a rural worker to live permanently at or near their place of work in the countryside; or*
- *where such development would represent the optimal viable use of a heritage asset or would be appropriate enabling development to secure the future of heritage assets; or*
- *where the development would re-use redundant or disused buildings and lead to an enhancement to the immediate setting; or*
- *the exceptional quality or innovative nature of the design of the dwelling. Such a design should:*

- *be truly outstanding or innovative, helping to raise standards of design more generally in rural areas;*
- *reflect the highest standards in architecture;*
- *significantly enhance its immediate setting; and*
- *be sensitive to the defining characteristics of the local area.”*

3.5 The NPPF specifically directs local planning authorities to avoid new isolated homes in the countryside unless there are special circumstances. In order to ensure any development is in accordance with the NPPF it is essential that a functional test is undertaken which allows the applicant to demonstrate the “special circumstances” of the proposed development. The functional test will be required for all relevant development that would be considered under NPPF paragraph 55 and Local Plan (2006) policy RUR7. Local Plan Rural Policy RUR12 will only be considered when the five-year supply of deliverable housing sites can be demonstrated.

3.6 Section 4 outlines the functional test requirements with regard to justification made under the rural enterprise or heritage needs. The justification is illustrated in appendix 3.

3.7 NPPF paragraph 153 states that:

“Supplementary planning documents should be used where they can help applicants make successful applications or aid infrastructure delivery, and should not be used to add unnecessarily to the financial burdens on development.”

This SPD seeks to help applicants make successful applications through establishing a framework on where detail is required as part of an application. The application detail required is outlined in section 4 which illustrates the functional test detail required in order for the applicant to make a successful application.

3.8 This SPD itself does not seek to add financial burdens on development through any planning conditions, Community Infrastructure Levy or developer contributions via a section 106 Legal Agreement above a level that would normally be required in the saved policies in the Hartlepool Local Plan (2006) and elsewhere in the NPPF.

3.9 This SPD is in accordance with the principles of the NPPF and as a result is a material consideration in the decision making process with regard to new dwellings in the countryside.

3.10 As previously illustrated, the current policy framework for determining the principle of development involving new dwellings outside of development limits is primarily although not exclusively:

- NPPF Paragraph 55
- Local Plan (2006) Policy RUR7
- Local Plan (2006) Policy RUR12 (only when the five-year supply of deliverable housing sites can be demonstrated)

- 3.11 Table 1 in section 4 illustrates the functional test criteria and identifies the specific policy areas to which the functional test criteria applies. Notwithstanding the policy framework identified explicitly, depending upon the nature of the proposals, other saved policies in the Local Plan (2006), other paragraphs in the NPPF/NPPG and policies in the Tees Valley Minerals & Waste DPDs may be applicable in determining planning applications.

4. THE JUSTIFICATION TEST

4.1 A justification test is required for new dwellings outside of development limits where the development falls in the following categories:

- **Rural Enterprise:** Accommodation is required to enable agricultural, forestry and other rural based enterprise full-time workers to live at, or in the immediate vicinity of, their place of work, or
- **Heritage:** The development would represent the best viable use or secure the future of a heritage asset, or
- **Redundant or Disused Buildings:** The development would re-use redundant or disused buildings and lead to an enhancement to the immediate setting or
- **Outstanding Design:** The development is of truly outstanding design, architecture, sustainable construction methods etc, or
- **Vitality of the Rural Communities:** The proposal will either enhance or maintain the vitality of the rural communities by promoting the retention and development of local services and community facilities in villages such as local shops, meeting places, cultural buildings, public houses, places of worship and other similar community facilities, and;
- **Relevant Policies:** the proposal should meet the requirements of all other relevant planning policies in the Local Plan and the NPPF.

4.2 There is no requirement to undertake a justification test where new dwellings outside of development limits are proposed due to their truly outstanding design, architecture, sustainable construction methods etc. as detailed in paragraph 55 in the NPPF. This is due to the subjective nature of what is considered “exceptional quality or innovative design” and the difficulty in establishing minimum benchmarks what can be set out in a criteria framework. The justification under quality and design will therefore not be assessed through this SPD but will need to be demonstrated by the applicant at the time the application is made.

4.3 The justification test criteria are assessed against the criteria established in the planning policy framework consisting of policies detailed in paragraphs 3.3 to 3.5. The assessment criteria are established in table 1. In accordance with the planning policy framework, any new dwellings outside of development limits will not be permitted unless the criteria established in table 1 are satisfied.

Rural Enterprise

4.4 In order to justify housing need through rural enterprise, all applicants will be required to submit the relevant information to answer the questions 1.1 to 1.11 in table 1 to the Local Planning Authority in order to justify the housing need.

Heritage

4.5 For applications which are justified under heritage need, applicants will be required to submit relevant information to answer the questions 2.1 to 2.7 in table 1 to the Local Planning Authority.

Redundant or Disused Buildings

4.6 For applications which are justified under the re-use of redundant or disused buildings which lead to the enhancement of the immediate setting, applicants will be

required to submit relevant information to answer the questions 3.1 to 3.4 in table 1 to the Local Planning Authority.

Vitality of the Rural Communities

- 4.7 For applications justified under the vitality of the rural communities, applicants will be required to submit information to answer questions 5.1 to 5.4 in table 1.

Relevant Policies

- 4.8 Notwithstanding the requirements set out in paragraphs 4.1 to 4.8, all applications will need to be in accordance with the relevant policies in the 2006 Local Plan and the NPPF, as established in question 5.1 in table 1.

Important Advice to Applicants

- 4.9 In order for the application for a dwelling outside of development limits to be determined without delay it is recommended that the applicant includes evidence which satisfies the questions posed in table 1 on submission of the planning application. Failure to submit the relevant supporting information may result in delay as more information could be sought by the Council from applicants in order to make a decision on the justification test.
- 4.10 Table 1 outlines the justification test criteria and identifies the potential mechanism whereby applicants could demonstrate the answers to the Council. Applicants only need to answer the questions and provide evidence relating to the type of need applied for; for instance if justification is sought through criteria subject 1, there will be no requirement for the applicant to answer questions on criteria subject 2 and 3. However criteria subject 4 needs to be answered in all applications.
- 4.11 If applicants are in any doubt as to what evidence is required early consultation with the Council is recommended. The Council offers a One Stop Shop planning advice service where for a small fee, planning advice can be obtained prior to any application being submitted.

Table 1: Justification Test Assessment Criteria

Criteria Subject	Functional Test Criteria	Application Assessment Mechanism	NPPF P55 Criteria	LP Rur7 Criteria	LP Rur12 Criteria	Justification
<p>1. Rural Enterprise</p> <p>(a) There is a clearly established functional need and that they are essential for a full time rural worker(s) to live permanently at or near their place of agricultural, forestry or other rural based enterprise considered acceptable by the Borough Council</p>	<p>1.1 Is it essential for full time workers to tend to agricultural or rural enterprise business at short notice?</p> <p>1.2 Is it essential for full time workers to quickly deal with emergencies that could otherwise cause loss of agricultural produce such as crops and livestock?</p> <p>1.3 Is it essential for full time workers to protect livestock or business infrastructure from theft and/or vandalism day and night?</p>	<p>Planning Statement</p> <p>Police reports which cover incidents of crime and/or anti-social behaviour at the site</p>	<p>1</p>	<p>(v) (ix)</p>	<p>(a)</p>	<p>In order for a dwelling in the country side to be deemed appropriate the applicant has to demonstrate that the operational needs of the enterprise requires a round the clock on-site presence. The applicant will need to demonstrate the requirement in order to satisfy the Council's concern that the proposed development is not just a speculative residential development proposal in a potentially unsustainable location.</p> <p>The need to demonstrate the on-site presence is set out in the NPPF paragraph 55 and Local Plan (2006) policy RUR7 and RUR12.</p>

Criteria Subject	Functional Test Criteria	Application Assessment Mechanism	NPPF P55 Criteria	LP Rur7 Criteria	LP Rur12 Criteria	Justification
<p>(b) The agricultural, forestry or other rural based enterprise considered acceptable by the Borough Council has been established for at least three years, has been profitable for at least one of them, is currently financially sound and has a clear prospect of remaining so.</p>	<p>1.4 Has the enterprise been established for three or more years?</p> <p>1.5 Has the enterprise been profitable for at least one of the three years it has been established?</p> <p>1.6 Is there a clear prospect of the enterprise remaining economically viable in the long term?</p>	<p>Business accounts</p>	<p>1</p>	<p>(vii)</p>	<p>(b)</p>	<p>The need for the round the clock on-site presence will primarily be driven by the long term economic viability of the rural enterprise, notwithstanding animal welfare in cases of livestock production. If the business is not proven to be currently viable and/or there is no clear prospect of remaining so there will be no need for an on-site presence as there will be no business in operation.</p> <p>The need to demonstrate the financial soundness of the rural enterprise is intrinsically related to the on-site presence and is set out in the NPPF paragraph 55 and Local Plan (2006) policy RUR7 and RUR12.</p>

Criteria Subject	Functional Test Criteria	Application Assessment Mechanism	NPPF P55 Criteria	LP Rur7 Criteria	LP Rur12 Criteria	Justification
(c) The need could not be met by another existing dwelling nearby.	<p>1.7 Are there any other suitable dwellings nearby which can meet the housing need?</p> <p>1.8 Have suitable dwellings or buildings suitable for conversion been sold separately from the farm and/or rural enterprise business holding? Such a sale could constitute a lack of housing need.</p>	<p>Residential property search Report</p> <p>Historical land use Report</p>	1	(i)	n/a	<p>If it is accepted that there is a genuine need for a round the clock on-site presence the applicant will need to further demonstrate that there are no suitable dwellings nearby which can meet the housing need. The applicant will need to demonstrate the housing situation in order to satisfy the Council's concern that that the proposed development is not just a speculative residential development proposal in a potentially unsustainable location when there is suitable and available housing nearby.</p> <p>The need to demonstrate the lack of existing housing provision is intrinsically related to the on-site presence and is set out in the NPPF paragraph 55 and Local Plan (2006) policy RUR7.</p>

Criteria Subject	Functional Test Criteria	Application Assessment Mechanism	NPPF P55 Criteria	LP Rur7 Criteria	LP Rur12 Criteria	Justification
<p>The dwelling(s) proposed is of a size commensurate with the size/value of the agricultural, forestry or other rural enterprise it is supporting.</p>	<p>1.9 Is the size of the dwelling proportionate to the functional requirements of the rural enterprise?</p> <p>1.10 Is the market value of the dwelling proportionate to the current and/or future income generated through the rural enterprise?</p> <p>1.11 Is the dwelling sited so as to meet the identified functional need and does it relate well to existing buildings and/or other dwellings?</p>	<p>Planning Statement</p> <p>Property Valuation & Business Accounts</p> <p>Plans & Drawings</p>	<p>1</p>	<p>(i) (vii)</p>	<p>(b) (c)</p>	<p>If it is accepted that there is a genuine need for a round the clock on-site presence the applicant will need to further demonstrate that the proposed dwelling(s) is of a size that relates to the rural enterprise business model.</p> <p>The applicant will need to demonstrate the proportionate size of the dwelling(s) in order to satisfy the Council's concern that that the proposed development is not a speculative residential development proposal which cannot be supported (in isolation) by the anticipated turnover of the rural enterprise.</p> <p>For instance, it is highly unlikely that a rural enterprise with a turnover of £20,000 can realistically support a high quality 5 bedroom detached dwelling, with the accompanying mortgage/rent value; the dwelling would not be commensurate with the size/value of the rural enterprise it is supporting. If a future worker/business owner cannot afford to live in the dwelling then there would be no way of ensuring the round the clock on-site presence.</p> <p>The need to demonstrate the proportionate size of the proposed dwelling is intrinsically related to the on-site presence and is set out in the NPPF paragraph 55 and Local Plan (2006) policy RUR7 and RUR12.</p>

Criteria Subject	Functional Test Criteria	Application Assessment Mechanism	NPPF P55 Criteria	LP Rur7 Criteria	LP Rur12 Criteria	Justification
<p>2. Heritage</p> <p>Where relevant the development would represent the best viable use or secure the future of a heritage asset.</p>	<p>2.1 Will it not materially harm the heritage values of the place/asset and/or its setting?</p> <p>2.2 Will it avoid detrimental fragmentation of management of the place/asset and/or its setting?</p> <p>2.3 Will it secure the long term future of the place/heritage asset and its setting; and where appropriate, its continued use for a sympathetic purpose?</p> <p>2.4 Is it necessary to resolve problems arising from the inherent needs of the place/heritage asset, rather than the circumstances of the present owner, or the purchase price paid?</p> <p>2.5 Is sufficient subsidy not available from any other heritage/conservation source?</p> <p>2.6 Can it be demonstrated that the amount of development is the minimum necessary to secure the future of the place/heritage asset, and that its form minimises harm to other public interests?</p> <p>2.7 Does the public benefit of securing the future of the significant place/heritage asset through such development clearly outweigh the disbenefit of breaching other public policies?</p>	<p>Heritage Statement (Where Relevant)</p>	<p>2</p>	<p>(ii) (iii)</p>	<p>(d) (ii)</p>	<p>In order for a dwelling in the country side to be deemed appropriate the applicant has to demonstrate that the development would rescue a heritage asset in danger of net harm. The applicant will need to demonstrate that the heritage asset will not be harmed and that its long term future will be secured by the development and that the development proposed is appropriate with regard to the heritage asset.</p> <p>The applicant will need to demonstrate the requirement in order to satisfy the Council's concern that that the proposed development is not just a speculative residential development proposal in a potentially unsustainable location and that the development would represent the best viable use and secure the future of the heritage asset.</p> <p>The need to demonstrate heritage asset justification is set out in the NPPF paragraph 55. Some of the functional test criteria are set out in the Local Plan (2006) policy RUR7 and RUR12</p>

Criteria Subject	Functional Test Criteria	Application Assessment Mechanism	NPPF P55 Criteria	LP Rur7 Criteria	LP Rur12 Criteria	Justification
<p>3. Redundant or Disused Buildings</p> <p>The development would re-use redundant or disused buildings and lead to an enhancement to the immediate setting.</p>	<p>3.1 Does the development re-use a redundant or disused building?</p> <p>3.2 Does the development involve demolishing the redundant or disused building?</p> <p>3.3 Has the building been vacant for at least 12 months and reasonable marketing efforts conducted to secure existing use?</p> <p>3.4 Does the re-development of the building lead to the enhancement of the immediate setting?</p>	<p>Planning Statement</p> <p>Plans & Drawings</p> <p>Sales and marketing records</p>	<p>3</p>	<p>(ii)</p> <p>(iii)</p> <p>(vi)</p>	<p>(d)</p> <p>(i)</p> <p>(ii)</p>	<p>In order for a dwelling in the country side to be deemed appropriate the applicant has to demonstrate that the existing building to be converted into residential use is redundant and disused and that the re-use of the building will lead to the enhancement of the immediate setting.</p> <p>Whilst it is difficult to set benchmark criteria to assess any “enhancement” of the immediate setting it will be expected that the development will improve the overall appearance of the vacant building and grounds, the immediate curtilage and the immediate surrounding area.</p> <p>If the development involves demolishing the redundant building, the applicant needs to demonstrate that the existing accommodation no longer meets modern standards and is incapable of economic repair or adaptation and is no longer required by the enterprise.</p> <p>The applicant will need to demonstrate the requirement in order to satisfy the Council's concern that that the proposed development is not just a speculative residential development proposal in a potentially unsustainable location. The need is set out in the NPPF paragraph 55. Some of the functional test criteria are set out in the Local Plan (2006) policy RUR7 and RUR12.</p>

Criteria Subject	Functional Test Criteria	Application Assessment Mechanism	NPPF P55 Criteria	LP Rur7 Criteria	LP Rur12 Criteria	Justification
<p>4. Vitality of the Rural Communities Proposals will enhance or maintain the vitality of rural communities</p>	<p>4.1 will the proposal promote the retention and development of local services and community facilities?</p> <p>4.2 Is the proposal adjoining an existing village envelop?</p> <p>4.3 Is the size of the proposal commensurate with the size and form of the existing settlement?</p> <p>4.4 Would the development maintain the character and distinctiveness of the settlement?</p>	<p>Planning Statement</p> <p>Plans and Drawings</p>	<p>NPPF P55 as whole</p>	<p>(iii) (iv) (vi)</p>	<p>(d)</p>	<p>The planning system strives to respond positively to demands of rural diversification and to assist in ensuring that the vitality and vibrancy of the Borough's rural areas is maintained and/or enhanced. As such, the Council needs to ensure that any proposed dwelling development in the countryside is not just speculative but will contribute to the vitality and vibrancy of the Borough's rural areas.</p> <p>Under the NPPF's direction to promote sustainable development in rural areas, the applicant therefore needs to demonstrate that the dwelling is located where it will enhance or maintain the vitality and vibrancy of rural communities; how and which rural services will benefit; how it will contribute to diversification of the rural economy; how it will afford people the opportunity to work and reduce the need to travel by car into town centres for basic essential services and how it will enhance the rural environment and rural landscapes.</p>

Criteria Subject	Functional Test Criteria	Application Assessment Mechanism	NPPF P55 Criteria	LP Rur7 Criteria	LP Rur12 Criteria	Justification
<p>5. Relevant Policies</p> <p>Proposals are in accordance with other relevant policies in the Local Plan and the NPPF.</p>	<p>5.1 Are the proposals in accordance with all relevant policies in the Local Plan and NPPF?</p>	<p>Planning Statement Plans & Drawings</p>	<p>NPPF as a whole</p>	<p>Local Plan as a whole</p>	<p>Local Plan as a whole</p>	<p>Notwithstanding the need to satisfy the specific criteria of the functional test, in order for the development proposals to be considered acceptable in planning terms all relevant Local Plan policies and NPPF paragraphs need to be satisfied.</p>

END OF SPD

Appendix 1: Local Plan (2006) Policy Extract

Policy RUR7: Development in the Countryside

DEVELOPMENT IN THE COUNTRYSIDE

IN ADDITION TO POLICIES GEP1, Rur11, Rur13, Rur16 AND OTHER RELEVANT LOCAL PLAN POLICIES, THE FOLLOWING FACTORS WILL BE TAKEN INTO ACCOUNT IN DETERMINING APPLICATIONS FOR PLANNING PERMISSION IN THE OPEN COUNTRYSIDE:

- i. RELATIONSHIP OF THE DEVELOPMENT TO OTHER BUILDINGS IN TERMS OF SITING, SIZE AND COLOUR,
- ii. VISUAL IMPACT ON THE LANDSCAPE,
- iii. COMPATIBILITY OF THE DESIGN OF THE DEVELOPMENT WITHIN ITS SETTING AND THE LANDSCAPE GENERALLY,
- iv. USE OF TRADITIONAL OR SYMPATHETIC MATERIALS,
- v. OPERATIONAL REQUIREMENTS OF THE AGRICULTURE AND FORESTRY INDUSTRIES,
- vi. REQUIREMENT WHERE APPROPRIATE FOR ADDITIONAL TREE AND HEDGE PLANTING AND OTHER RELATED ENVIRONMENTAL IMPROVEMENTS,
- vii. VIABILITY OF A FARM ENTERPRISE,
- viii. ADEQUACY OF THE SEWAGE DISPOSAL ARRANGEMENTS,
- ix. PROXIMITY TO EXISTING INTENSIVE LIVESTOCK UNITS, AND
- x. ADEQUACY OF THE ROAD NETWORK.

WITHIN THE TEES FOREST AREA THE BOROUGH COUNCIL WILL IMPOSE PLANNING CONDITIONS AND WILL SEEK LEGALLY BINDING AGREEMENTS, AS APPROPRIATE, TO ENSURE THE PLANTING OF TREES AND HEDGEROWS IN ASSOCIATION WITH NEW DEVELOPMENT.

Policy RUR12: New Housing in the Open Countryside

NEW HOUSING IN THE OPEN COUNTRYSIDE

ISOLATED NEW DWELLINGS WILL NOT BE PERMITTED IN THE OPEN COUNTRYSIDE UNLESS IT CAN BE DEMONSTRATED THAT:

- a) THEY ARE ESSENTIAL FOR THE EFFICIENT FUNCTIONING OF AGRICULTURAL, FORESTRY OR OTHER APPROVED OR ESTABLISHED USES IN THE COUNTRYSIDE,
- b) THE ENTERPRISE FOR WHICH THEY ARE REQUIRED IS ECONOMICALLY VIABLE,
- c) THEY ARE OF A SIZE COMMENSURATE WITH THE ESTABLISHED FUNCTIONAL REQUIREMENT,
- d) THE SITING, DESIGN, SCALE AND MATERIALS WILL NOT BE SIGNIFICANTLY DETRIMENTAL TO THE RURAL ENVIRONMENT.

PROPOSALS FOR ONE FOR ONE REPLACEMENT DWELLINGS WILL ONLY BE APPROVED WHERE:

- i. THE EXISTING ACCOMMODATION NO LONGER MEETS MODERN STANDARDS AND IS INCAPABLE OF ECONOMIC REPAIR OR ADAPTATION, AND
- ii. THE SCALE OF THE PROPOSED DEVELOPMENT IS BROADLY SIMILAR TO THE ORIGINAL AND THE FORM, SCALE, MASSING AND GENERAL DESIGN IS SUCH TO MINIMISE VISUAL INTRUSION.

INFRASTRUCTURE INCLUDING SEWAGE DISPOSAL TO SERVE HOUSING IN THE RURAL AREA MUST BE ADEQUATE TO MEET THE NEEDS OF THE DEVELOPMENT.

Appendix 2: NPPF Extract

Paragraph 55

“To promote sustainable development in rural areas, housing should be located where it will enhance or maintain the vitality of rural communities. For example, where there are groups of smaller settlements, development in one village may support services in a village nearby. Local planning authorities should avoid new isolated homes in the countryside unless there are special circumstances such as:

- the essential need for a rural worker to live permanently at or near their place of work in the countryside; or
- where such development would represent the optimal viable use of a heritage asset or would be appropriate enabling development to secure the future of heritage assets; or
- where the development would re-use redundant or disused buildings and lead to an enhancement to the immediate setting; or
- the exceptional quality or innovative nature of the design of the dwelling. Such a design should:
 - be truly outstanding or innovative, helping to raise standards of design more generally in rural areas;
 - reflect the highest standards in architecture;
 - significantly enhance its immediate setting; and
 - be sensitive to the defining characteristics of the local area.”

Paragraph 153

“Supplementary planning documents should be used where they can help applicants make successful applications or aid infrastructure delivery, and should not be used to add unnecessarily to the financial burdens on development.”

REGENERATION SERVICES COMMITTEE

12th February 2015



Report of: Assistant Director (Regeneration)

Subject: CULTURE AND PLACE STRATEGY SCOPING
REPORT

1. TYPE OF DECISION/APPLICABLE CATEGORY

1.1 Non Key Decision.

2. PURPOSE OF REPORT

2.1 The purpose of this report is to establish the scope of the Council's Culture and Place Strategy and to agree a mechanism for the Council's contribution to the North East Case for Culture Manifesto.

3. BACKGROUND

3.1 The current Hartlepool Borough Council Cultural Strategy expired in 2014. It is proposed that a new strategy is written covering the period 2015-2030 with a review every five years, this aligns with the time period covered in the North East Case for Culture Manifesto, attached at 3.2.

3.2 Hartlepool has been asked to contribute to the North East Partnership in their aim to prepare a manifesto for culture to 2030, this is to be presented to the new Government in June 2015. It will create a positive and constructive vision for the arts and heritage. It will illustrate how culture can contribute to the economy, health and wellbeing, and a sense of place and community.

4. SCOPE OF THE REVIEW

4.1 The North East Case for Culture Manifesto will look at the following areas which will provide the basis the Hartlepool's Culture and Place Strategy:

- Economy – what has culture got to offer the economy of the North East?

- Health and wellbeing – how can culture contribute to the health and wellbeing of people living and working in the North East?
- Sense of place and community – what has culture got to offer the North East as a ‘place’ and its communities?
- Distinctiveness/image and profile of the region – how does culture contribute to making the North East a distinctive and attractive place?
- National/international work – what are your ambitions to develop national/international work, links and collaborations in the future?
- Vision – what are your ideas and aspirations for developing your sector over the next fifteen years?
- Realising your vision/aspirations – what specific interventions could help make this happen?

5. CONSULTATION – how this will happen

5.1 An external facilitator will work with three groups to discuss the issues raised in 4.1 in relation to Hartlepool.

- Senior Council Officers and Elected Members.
- Council staff from Culture and Information, Tourism, Economic and Business Development, Education, Health and Sport.
- The wider cultural sector – artists, National Museum of the Royal Navy, the Heugh Gun Battery, Hartlepool Art Club, schools, Cleveland College of Art and Design.

5.2 The consultation sessions to take place in early March 2015.

5.3 Hartlepool's findings to be submitted to the North East partnership by 20th March.

5.4 Manifesto launched in June 2015.

5.5 Hartlepool Borough Council Culture and Place Strategy to be delivered to the Regeneration Committee in September 2015 for consideration. This will include an action plan for delivery which can be monitored and reviewed on an ongoing basis.

6. FINANCIAL CONSIDERATION

6.1 The cost of consultation will be financed with existing budgets.

7. EQUALITY AND DIVERSITY CONSIDERATIONS

7.1 A comprehensive Equality Impact Assessment will be undertaken as part of the Culture and Place Strategy.

8. RECOMMENDATIONS

8.1 That Members of the Regeneration Services Committee;

- Consider and agree the proposed scope of the Culture and Place Strategy.
- Advise on further items for inclusion within the scope of the strategy.

9. REASONS FOR RECOMMENDATIONS

9.1 To enable Hartlepool to be a proactive partner in the North East Case for Culture Manifesto and to formulate an innovative and challenging Culture and Place Strategy for the town.

10. CONTACT OFFICERS

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REGENERATION SERVICES COMMITTEE

12th February 2015



Report of: Assistant Director (Regeneration)

Subject: HOUSING SERVICES POLICIES (FOR STOCK MANAGEMENT)

1. TYPE OF DECISION/APPLICABLE CATEGORY

Non Key.

2. PURPOSE OF REPORT

2.1 The report is to advise Regeneration Services Committee about the policies and procedures (**see Appendix A – M**) that are required to deliver an efficient and cost effective Housing Management Service in line with statutory regulations.

3. BACKGROUND

3.1 The Finance and Policy Committee has previously considered a series of reports relating to the development of the Council's Housing Services to develop a more robust service, which provides the statutory elements, additional core services and enhanced housing services; meeting the aims and objectives of the adopted Housing Strategy (2011-15) developed by the Council with the Housing Partnership.

3.2 On 28th March 2014, Committee approved internalising the management of Council owned stock into the remit of the Housing Services Team. On 30th June 2014, Committee approved the proposal to set up a Social Lettings Agency in Hartlepool.

4. PROPOSALS

4.1 Policies

Robust policies and procedures are required to deliver a housing management service. Housing management involves responsibilities to

collect rent, recover debt, provide responsive repairs and maintenance, void preparation and undertake tenancy management duties ranging from the allocation of the property, tenancy sign up, tenancy visits and dealing with any complaints including reports of anti social behaviour.

- 4.2 The effective delivery of these services also involves accessing the expertise and support from other Council teams and internal Service Level Agreements have been developed with Legal, Finance, Building Maintenance and Consultancy and Community Safety.
- 4.3 The policies that have been developed for implementation by the Housing Services Team include, but are not limited to, the following:
- Aids and Adaptations Policy
 - Complaints Policy
 - Decoration Policy
 - Debt Recovery Policy
 - Estate Management Policy
 - Rechargeable Repairs Policy
 - Repairs and Maintenance Policy
 - Rent Setting and Service Charge Policy
 - Tenant Involvement and Consultation Policy
 - Right to Buy Policy
 - Tenancy Policy
 - Tenancy Management Policy
 - Void Management Policy
- 4.4 Housing Services will follow the existing Tees Valley Compass Allocations Policy when dealing with applications to the housing register, allocations and lettings.
- 4.5 Housing Services will follow the Council's existing Anti-Social Behaviour Policy when dealing with nuisance complaints.
- 4.6 All Housing Services staff will be provided with training on each of the policies and procedures to ensure effective implementation. Staff will also be kept aware of any changing national or local policy drivers which may impact either directly or indirectly on each policy.
- 4.7 The importance of working in partnership with our customers to continuously improve services and raise standards is recognised and each policy will be reviewed in consultation with customers and will respond to customer feedback, comments and complaints. A review of each policy will take place every three years unless there are any legislative or regulatory changes or if there are any issues raised that necessitates a review.
- 4.8 Monitoring of each policy will take place through regular reporting to Hartlepool's Housing Partnership and to Regeneration Services Committee through the Quarterly Housing Report. There will be a published set of

service standards to support the delivery of each policy. The aim of the service standards is to let customers know what they can expect from the service. There is a national regulatory framework, which sets out standards that local authorities must meet for their housing management services. Officers will ensure that the national standards are reflected in the housing service standards.

4.9 Regulation and Audit Requirements

The HCA is the Regulator of Social Housing in England (the Regulator) and was passed this responsibility under the Localism Act 2011. The Regulator has distinct roles in relation to economic regulation and consumer regulation and providers of social housing are required to meet the relevant standards. Economic standards do not however apply to local authorities in recognition that their responsibilities in these areas are subject to other regulatory arrangements.

4.10 Consumer standards apply to all registered providers and councillors are responsible for ensuring their organisation meets the consumer standards. The Regulator's role is limited to setting the consumer standards and intervening only where failure of the standard could lead to risk of serious harm to tenants (the 'Serious Detriment Test'). The consumer standards are:

- Tenant Involvement and Empowerment
- Home
- Tenancy
- Neighbourhood and Community

4.11 The standards are set so that tenants, landlords and stakeholders know the outcomes that are expected. This is achieved through setting out policies and publishing accessible, relevant and timely information.

4.12 The Regulator has no role in monitoring providers' performance or routine compliance with the consumer standards. Government policy advocates a local approach and further information about the local mechanisms is provided by DCLG – 'Implementing Social Housing Reform: Directions to the Social Housing Regulator – Summary of Responses' published in November 2011. The Regulator's regulatory and enforcement powers will only be used where it is necessary to address failures against these standards that give rise to actual or potential serious detriment to tenants (or potential tenants).

4.13 The key requirements of the Housing Services Team are to comply with the duties to tenants as set out in legislation, complying with contractual duties to tenants as set out in the various tenancy agreements. Complying with the HCA's regulator's standards and requirements (set out above), providing help and support to sustain tenancies, but taking enforcement action where necessary.

5. RISK IMPLICATIONS

- 5.1 The effective management of Council owned stock must be delivered by developing and implementing robust and effective policies and procedures detailing the Council's statutory functions. Tenancy management failure would have not only a reputational risk for the Council but would also have a risk of not maximising rent collection. It is important that the Council owned stock is managed well to enhance the Council's reputation and with effective policies in place, that staff have received training on, this risk would be significantly mitigated.

6. LEGAL CONSIDERATIONS

There are a number of legal considerations that must be included in the development of Housing Services policies and they must be compliant with the requirements of:

- Housing Act 1996
- Homelessness Act 2002
- Localism Act 2011
- Anti-Social Behaviour, Crime and Policing Act 2014

7. STAFF CONSIDERATIONS

Housing Services officers need to be made aware of all new policies. Staff training will be required regarding the procedures which have been developed for effective implementation of each policy.

8. EQUALITY AND DIVERSITY CONSIDERATIONS

- 8.1 The Council is committed to delivering services to people who need them without discriminating against any client or service user. It aims to treat all clients with courtesy and respect regardless of their gender, race, age, disability, religion, belief or sexual orientation.
- 8.2 An Equality Impact Needs Assessment will be carried out on each policy to ensure the impact of its practices do not negatively impact upon any individual.

9. SECTION 17 OF THE CRIME AND DISORDER ACT 1998 CONSIDERATIONS

- 9.1 Hartlepool Borough Council recognises that Community Safety affects all our lives, people, communities and organisations. People need to feel safe and this means developing stronger, confident and more cohesive communities. Community Safety includes reducing crime and disorder and tackling anti-

social behaviour, offending and re-offending, domestic abuse, drug and alcohol abuse, promoting fire safety, road safety and public protection. The implementation of robust Tenancy Management Policies and adoption of the Council's existing Anti-Social Behaviour Policy will contribute towards this.

10. RECOMMENDATIONS

- 10.1 Committee is requested to:
- a) Note the contents of the report
 - b) Approve the policies and procedures (**see Appendices A – M**) which are required to deliver a housing management service

11. REASONS FOR RECOMMENDATIONS

- 11.1 The recommendations will ensure the delivery of a robust and effective housing management service delivered by the Housing Services Team.

12. APPENDICES

- A. Aids and Adaptations Policy
- B. Complaints Policy
- C. Decoration Policy
- D. Debt Recovery Policy
- E. Estate Management Policy
- F. Rechargeable Repairs Policy
- G. Repairs and Maintenance Policy
- H. Rent Setting and Service Charge Policy
- I. Tenant Involvement and Consultation Policy
- J. Right to Buy Policy
- K. Tenancy Policy
- L. Tenancy Management Policy
- M. Void Management Policy

13. CONTACT OFFICER

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HOUSING SERVICES AIDS AND ADAPTATIONS POLICY

Background

Since Large Scale Voluntary Transfer in 2004 the Council has developed new build social rented properties which were completed in 2010. In addition to the new build stock the Council has, as part of its overall Empty Homes Programme, acquired empty homes in the town and this will continue. These properties have been managed externally on service level agreements. The Council will also acquire additional stock through other funding programmes.

However, in April 2014 the Council's Finance and Policy Committee approved for the management of these properties to be brought back in-house.

This policy will apply to all tenants in Hartlepool Borough Council owned stock.

Purpose of the policy

The purpose of this policy is directly linked to the vision of the Council's Housing Strategy which is to:

Develop and maintain successful communities where people want to live, by meeting the housing needs of our residents now and in the future.

Aims of the policy

The aims of the policy are to:

- Enable and support customers to live independently in their current and future homes
- Promote, encourage and ensure fair access for customers to all appropriate adaptations services
- Work in partnership to deliver a seamless service to customers, providing services and equipment that are cost effective and value for money

- Make best use of our housing stock

Related policies

- Compass Common Allocation Policy May 2013
- HBC Repairs and Maintenance Policy

The Aids and Adaptations Policy

Definitions

Aids and equipment refers to anything *portable*. Examples include bath lifts, showering equipment, reachers and grabbers.

An adaptation is a *fixed* alteration to a dwelling that makes it accessible and suitable for a disabled person.

Minor adaptations are ones that are relatively inexpensive (up to £500) and may be fitted easily and quickly. They typically involve the installation of aids to existing facilities to ensure they can be fully accessed and utilised by the customer. Examples include grab rails, banister rails, lever taps and half steps.

Major adaptations require technical involvement in assessing the feasibility and sustainability of an adaptation. Examples include level access showers, stairlifts, ramps and extensions.

Funding

The Council as landlord will meet the costs to supply and fit adaptations to its properties. These costs are met through a budget that is agreed annually by the Council.

This policy will ensure that the most appropriate solution will be sought and aims to offer best value for money whilst meeting the needs of the customer. Wherever possible the appropriate installation of adaptations will be carried out through planned maintenance programmes. Financial support and assistance may also be offered to customers agreeing a transfer to suitable housing if this is cost effective and the most appropriate solution to meet their needs.

How to apply

Customers can apply for aids and adaptations by contacting Housing Services.

Aids and equipment are supplied through the Occupational Therapy Team within Child and Adult Services Social Care and referrals are made through the Duty Team.

Customers will self refer for minor adaptations to Housing Services and will receive a home visit to identify the risks and all works required prior to them being ordered.

For major adaptations an occupational therapist will carry out an assessment of the customer's needs and in conjunction with the customer and Housing Services will establish the most appropriate solution.

In most circumstances people will be dealt with in date order of their application.

Maintenance and repairs

The Council will meet the costs of all routine repairs and maintenance to any adaptations supplied through this policy.

Recycling and removal of adaptations

The Council endeavors to make savings where possible through recycling of adaptations such as stairlifts, through floor lifts and modular (metal) ramps when the property becomes available for re-letting.

Other structural adaptations may not be removed but will be assessed on an individual basis.

Re-housing as an option

In cases where major adaptations to a customer's home are required and it is difficult to provide a cost effective solution, assistance will be offered to help the customer move into suitable alternative accommodation or housing that is suitable for adaptation.

Re-letting adapted property

All adaptations completed to a property will be recorded as part of the property details. This information will be used to ensure future allocations are made to applicants who require such adaptations.

Adapted social rented housing is advertised through the Compass Choice Based Lettings Scheme which covers the Tees Valley. Such properties are re-let to applicants who match the requirements of the property.

Equality and Diversity

The Council is committed to delivering services to people who need them without discriminating against any client or service user. It aims to treat all clients with courtesy and respect regardless of their gender, race, age, disability, religion, belief or sexual orientation.

An Equality Impact Needs Assessment has been carried out on this policy to ensure the impact of its practices do not negatively impact upon any individual.

Customer Involvement and Consultation

The Council recognises the importance of working in partnership with our customers to continuously improve services and raise standards. This policy will be developed and

reviewed in consultation with customers and will respond to customer feedback, comments and complaints.

Staff Training

Housing Services staff will be trained on this policy and will be kept aware of any changing national or local policy drivers which may impact either directly or indirectly on this policy.

Monitoring and Review

Monitoring of this policy will take place through regular reporting to Hartlepool’s Housing Partnership.

A review of the policy will also take place every three to five years unless there are any legislative or regulatory changes or if there are any issues raised that necessitates a review.

There will be a published set of service standards for this policy.

Complaints

The Council will make every effort to resolve a complaint to the customer's satisfaction.

Please refer to the Housing Complaints Policy for further details.

Useful Contacts

Hartlepool Borough Council Housing Services
Civic Centre
Victoria Road
Hartlepool
TS24 8AY

Telephone: 01429 266522

Email: HousingServices@hartlepool.gov.uk

POLICY NUMBER:	HMRP11
RESPONSIBLE OFFICER:	
DATE AGREED:	
REVIEW DATE:	



HOUSING SERVICES COMPLAINTS POLICY

Background

Since Large Scale Voluntary Transfer in 2004 the Council has developed new build social rented properties which were completed in 2010. In addition to the new build stock the Council has, as part of its overall Empty Homes Programme, acquired empty homes in the town and this will continue. These properties have been managed externally on service level agreements. The Council will also acquire additional stock through other funding programmes.

However, in April 2014 the Council's Finance and Policy Committee approved for the management of these properties to be brought back in-house.

This policy will apply to all tenants in Hartlepool Borough Council owned stock.

Purpose of the policy

The purpose of this policy is directly linked to the vision of the Council's Housing Strategy which is to:

Develop and maintain successful communities where people want to live, by meeting the housing needs of our residents now and in the future.

Aims of the policy

The aims of the policy are to:

- Deal with complaints efficiently and effectively
- Use information to improve services
- Provide services that customers want
- Be clear and transparent in dealing with issues

Related policies

- Hartlepool Borough Council – Corporate Complaints, Comments & Compliments Procedure – October 2013

The Complaints Policy

Definition

A complaint is an expression of dissatisfaction, however made, about the standard of service, action or lack of action by the Council, its staff, or contractors or agents providing services on behalf of the Council that requires a response.

How to Complain

Customers can speak to any member of Housing Services staff and they will help to sort out the issue as soon as possible.

If Housing Services staff cannot resolve the issue and the customer wants to pursue a formal complaint the details will be passed to the Departmental Complaints Officer and the Corporate Complaints Procedure¹ will be followed.

If the customer is unhappy with the decision made by the Council following its investigations they can contact a designated person.

A designated person is any MP, local councillor or tenant panel. The role of the designated person is to help resolve disputes between tenants and their landlords.

If the designated person cannot help they can refer a complaint to the Housing Ombudsman.

Complaints to the Ombudsman do not have to be referred by a designated person, but if they are not there must be at least 8 weeks from the end of the Council's complaints process before the Ombudsman can consider the case.

The Housing Ombudsman can be contacted on

www.housing-ombudsman.org.uk/

Tel: 0300 111 3000

Equality and Diversity

The Council is committed to delivering services to people who need them without

¹ Corporate Complaints, Comments and Compliments Procedure October 2013

discriminating against any client or service user. It aims to treat all clients with courtesy and respect regardless of their gender, race, age, disability, religion, belief or sexual orientation.

An Equality Impact Needs Assessment has been carried out on this policy to ensure the impact of its practices do not negatively impact upon any individual.

Customer Involvement and Consultation

The Council recognises the importance of working in partnership with our customers to continuously improve services and raise standards. This policy will be developed and reviewed in consultation with customers and will respond to customer feedback, comments and complaints.

Staff Training

Housing Services staff will be trained on this policy and will be kept aware of any changing national or local policy drivers which may impact either directly or indirectly on this policy.

Monitoring and Review

Monitoring of this policy will take place through regular reporting to Hartlepool's Housing Partnership.

A review of the policy will also take place every three to five years unless there are any legislative or regulatory changes or if there are any issues raised that necessitates a review.

There will be a published set of service standards for this policy.

Useful Contacts

Hartlepool Borough Council Housing Services
Civic Centre
Victoria Road
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Telephone: 01429 266522

Email: HousingServices@hartlepool.gov.uk

POLICY NUMBER:

HMRP08

RESPONSIBLE OFFICER:	
DATE AGREED:	
REVIEW DATE:	



HOUSING SERVICES DECORATION POLICY

Background

Since Large Scale Voluntary Transfer in 2004 the Council has developed new build social rented properties which were completed in 2010. In addition to the new build stock the Council has, as part of its overall Empty Homes Programme, acquired empty homes in the town and this will continue. These properties have been managed externally on service level agreements. The Council will also acquire additional stock through other funding programmes.

However, in April 2014 the Council's Finance and Policy Committee approved for the management of these properties to be brought back in-house.

This policy will apply to all tenants in Hartlepool Borough Council owned stock.

Purpose of the policy

The purpose of this policy is directly linked to the vision of the Council's Housing Strategy which is to:

Develop and maintain successful communities where people want to live, by meeting the housing needs of our residents now and in the future.

Aims of the policy

The aims of the policy are to:

- Contribute to the effective maintenance of the Council's housing stock by providing incoming customers a property with a good decoration standard on re-let
- Explain how the Council will make good damaged decoration following planned maintenance and investment work

- Explain how the Council will make good damaged decoration following responsive repairs, including one off major repair work

Related policies

- HBC Repairs and Maintenance Policy
- HBC Void Management Policy
- HBC Tenancy Management Policy
- HBC Debt Recovery Policy

The Decoration Policy

Voids

The Council has introduced a minimum standard of a home that every customer can expect when signing their tenancy agreement and this includes redecoration where appropriate.

A decision to partly or fully redecorate properties will be applied on an individual basis depending on its internal condition when it becomes void and if it is below a reasonable standard of decoration.

Decoration will apply to transferring applicants but not to new tenancies created by mutual exchange.

Redecoration will not be used to change the interior decoration of a property because it is not the incoming customers' personal choice (unless the decoration is a strong colour that would prove costly to change, for example black)

Occupied Properties

The Council will make good or compensate for damaged decorations following responsive repair work, including one off major repairs work. Not all repairs will cause damage, but where they do, this will be rectified.

Following planned maintenance and investment work, the Council will make good any decoration that has been damaged. Not all improvement works will cause damage or require the full decoration of a room.

Examples of repair work that may result in damage to decoration include:

- Full or partial electrical rewire
- Following installation or repair of Damp Proof Course
- Following replacement of a full or partial heating system
- Window / door repair or replacement
- Loose / detached banister or handrail
- Leaking roof
- Kitchen or bathroom repair or replacement

This policy does not remove the need for customers to adequately insure the contents of their home from damage.

For the purpose of this policy damage will mean partially stripped rooms, badly torn wallpaper that would prove unacceptable to live with, poorly painted walls.

Decoration will not take place where a customer has caused damage or has neglected the interior decoration of the property. The customer will be responsible for any decoration work that may be required prior to moving out to bring it up to a reasonable standard. Where appropriate the outgoing customer will be recharged the appropriate costs to bring the property back up to a reasonable standard.

Equality and Diversity

The Council is committed to delivering services to people who need them without discriminating against any client or service user. It aims to treat all clients with courtesy and respect regardless of their gender, race, age, disability, religion, belief or sexual orientation.

An Equality Impact Needs Assessment has been carried out on this policy to ensure the impact of its practices do not negatively impact upon any individual.

Customer Involvement and Consultation

The Council recognises the importance of working in partnership with our customers to continuously improve services and raise standards. This policy will be developed and reviewed in consultation with customers and will respond to customer feedback, comments and complaints.

Staff Training

Housing Services staff will be trained on this policy and will be kept aware of any changing national or local policy drivers which may impact either directly or indirectly on this policy.

Monitoring and Review

Monitoring of this policy will take place through regular reporting to Hartlepool's Housing Partnership.

A review of the policy will also take place every three to five years unless there are any legislative or regulatory changes or if there are any issues raised that necessitates a review.

There will be a published set of service standards for this policy.

Complaints

The Council will make every effort to resolve a complaint to the customer's satisfaction.

Please refer to the Housing Complaints Policy for further details.

Useful Contacts

Hartlepool Borough Council Housing Services
Civic Centre
Victoria Road
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POLICY NUMBER:	HMRP29
RESPONSIBLE OFFICER:	
DATE AGREED:	
REVIEW DATE:	



HOUSING SERVICES DEBT RECOVERY POLICY

Background

Since Large Scale Voluntary Transfer in 2004 the Council has developed new build social rented properties which were completed in 2010. In addition to the new build stock the Council has, as part of its overall Empty Homes Programme, acquired empty homes in the town and this will continue. These properties have been managed externally on service level agreements. The Council will also acquire additional stock through other funding programmes.

However, in April 2014 the Council's Finance and Policy Committee approved for the management of these properties to be brought back in-house.

This policy will apply to all tenants in Hartlepool Borough Council owned stock.

Purpose of the policy

The purpose of this policy is directly linked to the vision of the Council's Housing Strategy which is to:

Develop and maintain successful communities where people want to live, by meeting the housing needs of our residents now and in the future.

Aims of the policy

The aims of the policy are to:

- Establish a framework for the recovery of a range of debts which includes:
 - Current and former rent arrears
 - Current and former recharges
 - Sundry debts
- Maximise income to improve and maintain stock through the collection of rent and recharges, including rent arrears

- Create a culture where customers attach a high level of importance to ensuring their rent is paid
- Adopt a fair but firm approach to debt recovery which is sensitive to individuals' circumstances
- Take proactive steps to maximise income collection through a preventative approach, firm enforcement action and effective monitoring arrangements
- Support and work with customers experiencing financial difficulties at the earliest opportunity
- Work in partnership with voluntary and specialist advice agencies to help tackle financial exclusion
- Comply with legal requirements and financial regulations

Related policies

- HBC Pre-Eviction Protocol
- HBC Rent Setting and Service Charge Policy
- HBC Rechargeable Repairs Policy
- Compass Choice Based Lettings Policy

The Debt Recovery Policy

Rent Obligations

Customers will be made aware of their obligation to pay rent and service charges. The Council will be clear around what is included in their rental charge, the frequency of rent payments and the date the rent is due. Any benefit entitlements will also be made clear to customers.

Access and Information

The Council offers a range of payment options to enable current and former customers to pay their rent or debts at a time, place and in a manner that is suitable to them. These options include:

- By PayPoint payment card at any shop across the town displaying the PayPoint sign
- By PayPoint payment card at any post office across the town
- By cash or PayPoint card at the Civic Centre cash office
- By Direct Debit

Customers will be contacted at the earliest possible stage providing clear information on outstanding debts. Customers will be informed promptly on any changes to their rent charges and who to contact regarding a query to any debt owed. Customers will be contacted via their preferred means of contact and all reasonable attempts will be made.

Clear and concise information on debts owed will be provided, including on demand statements of customers current rent accounts.

All customers will be issued with a rent statement twice a year.

An accessible service with confidential facilities will be available for customers to discuss outstanding debts and customers will be encouraged to contact the Council at the earliest opportunity if they are having difficulty paying.

Where customers leave their homes for long periods of time such as being detained in prison, advice will be provided on housing benefit entitlement and homelessness legislation in order to avoid homes being empty for long periods of time and reducing any debts which may accrue.

Prioritisation of Debt

Where customers have more than one debt these will be prioritised for recovery:

- Current tenant rent charges
- Current tenant recharges including court fees
- Any other current debt
- Former tenant arrears
- Former tenant recharges including court fees
- Any other former debt

Recovery Approach

The Council will ensure that all reasonable attempts to recover debts are made and regular payments will be encouraged.

Where full payment cannot be made to clear outstanding balances customers will be given an opportunity to negotiate an agreed repayment plan before action is taken. Action will be put on hold if the repayment plan is adhered to.

The Council will keep timescales to a minimum before and between actions ensuring that action is taken promptly to prevent debt increasing.

Customers identified as vulnerable will be provided support and the Council will liaise with relevant support agencies.

Customers will be advised of the consequences of non-payment and where repayment agreements are not adhered to, the next stage in enforcement action will be taken.

Eviction action will always be the last resort, but where arrears continue to rise and all other efforts to resolve the situation have failed, then eviction action is the ultimate sanction. All cases will be reviewed before eviction action is approved by the Head of Housing.

The Council will utilise the legal action as indicated in tenancy agreements in order to maximise income collection where customers have failed to adhere to repayment agreements and where all other approaches have failed.

In relation to former tenants, Housing Services will follow the existing corporate processes where the debt remains unpaid and may use external tracing agencies and debt recovery agents.

Payment Deductions

Where customers owe a debt the Council will seek to deduct amounts in lieu of payment entitlements i.e. disturbance allowances, home loss payments or other compensation payments.

Liaison with Agencies and Partners

The Council will help to maximise customers' income through carrying out benefit entitlement checks. Regular contact will be made with benefit agencies to assist prompt processing of claims, minimise overpayments and tackle fraud.

Welfare benefit and independent money advice services will be promoted and referrals will be made for specialist support where appropriate.

Support

The Council will try to prevent homelessness, wherever possible, by providing timely advice and intervention through its pre-eviction protocol. Special circumstances and vulnerability will be recognised and customers will be given advice and assistance to maximise their income.

Where appropriate, eligible customers will be supported to make Discretionary Housing Payment applications to receive short term support where they are struggling with rent payments.

Joint Tenancies

With regard to current and former rent arrears, joint tenants are both liable for payment of any debt. In the case of former arrears the Council will consider the individual circumstances of the case and may agree to recover a proportion of the debt from either person.

Incentives

A range of incentives might be developed in the future to support customers to switch to the most reliable and cost effective payment methods i.e. Credit Union Jam Jar Account, Standing Order, and Direct Debit.

The Council may also offer incentive schemes such as prize draws for clear rent accounts and accounts where rent payments have been maintained.

Credits

Where credits are outstanding in current and former accounts a pro-active approach will be taken to make customers aware, including where a customer is deceased contacting their next of kin.

Rehousing Requests

The Compass Choice Based Lettings Policy will be followed with regard to outstanding debts for both current and former debts.

Sundry Debtors

Other services may be provided to customers for which a charge is levied, including:

- Court fees
- Rechargeable repairs

Standard terms and conditions will be provided for the payment of sundry debts issued on invoices raised to customers. Invoices will be raised promptly following the supply of goods or services, making arrangements to pay, recording payments and producing reminders to pay.

Debt Write Off

The Council recognises that it is good practice to ensure the effective management of bad debts, and will write off debts only where there is no realistic possibility of recovery or where debts become uneconomical to pursue. This also applies to arrears outstanding after the death of a tenant with no estate to recover the debt.

Tolerated Trespasser

Tolerated Trespasser is the term for a person who was a tenant, but has breached the terms of a Suspended Possession Order, prior to a transfer of landlord and has lost their tenant status.

Tolerated Trespassers no longer have the following rights:

- Preserved Right to Buy;
- Right to Exchange;
- Right to Assign the Tenancy;
- Right to Succession;
- Right to Repair;
- Right to Claim for Disrepair

Equality and Diversity

The Council is committed to delivering services to people who need them without discriminating against any client or service user. It aims to treat all clients with courtesy and respect regardless of their gender, race, age, disability, religion, belief or sexual orientation.

An Equality Impact Needs Assessment has been carried out on this policy to ensure the impact of its practices do not negatively impact upon any individual.

Customer Involvement and Consultation

The Council recognises the importance of working in partnership with our customers to continuously improve services and raise standards. This policy will be developed and

reviewed in consultation with customers and will respond to customer feedback, comments and complaints.

Staff Training

Housing Services staff will be trained on this policy and will be kept aware of any changing national or local policy drivers which may impact either directly or indirectly on this policy.

Monitoring and Review

Monitoring of this policy will take place through regular reporting to Hartlepool’s Housing Partnership.

A review of the policy will also take place every three to five years unless there are any legislative or regulatory changes or if there are any issues raised that necessitates a review.

There will be a published set of service standards for this policy.

Complaints

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POLICY NUMBER:	HMRP04
RESPONSIBLE OFFICER:	
DATE AGREED:	
REVIEW DATE:	



HOUSING SERVICES ESTATE MANAGEMENT POLICY

Background

Since Large Scale Voluntary Transfer in 2004 the Council has developed new build social rented properties which were completed in 2010. In addition to the new build stock the Council has, as part of its overall Empty Homes Programme, acquired empty homes in the town and this will continue. These properties have been managed externally on service level agreements. The Council will also acquire additional stock through other funding programmes.

However, in April 2014 the Council's Finance and Policy Committee approved for the management of these properties to be brought back in-house.

This policy will apply to all tenants in Hartlepool Borough Council owned stock.

Purpose of the policy

The purpose of this policy is directly linked to the vision of the Council's Housing Strategy which is to:

Develop and maintain successful communities where people want to live, by meeting the housing needs of our residents now and in the future.

Aims of the policy

The aims of the policy are to:

- Ensure residents live in a safe, secure and well maintained environment
- Outline the Council's approach to the management of its properties, estates and neighbourhoods
- Manage the environment and common areas around the Council's properties
- Ensure all residents are aware of their respective responsibilities

Related policies

- HBC Anti-Social Behaviour Policy
- HBC Tenancy Management Policy
- HBC Tenant Involvement and Consultation Policy

The Estate Management Policy

Grass Cutting and Garden Maintenance

Within the tenancy agreement customers must keep their gardens maintained in a reasonable condition and action may be taken against customers who fail to do so, unless there is a good reason why they cannot do the work themselves. In these circumstances assistance may be given to help with garden maintenance.

Trees and hedges must not be cut down or removed without written permission.

The Council will ensure that gardens of void properties are monitored and cut during the period that they are empty and meet the required standard for the new customer.

Estate walkabouts will identify whether there are any gardens in an unreasonable condition. Gardens must be kept tidy and free from rubbish and debris.

The Council is responsible for the maintenance of open spaces.

Communal Areas

The shared areas of any flats will be maintained by the Council. This includes:

- Floors
- Internal surfaces
- Identifying repairs
- Ensuring there is no build up of flammable material, rubbish etc
- Ensuring landscaped areas, including lawns, are maintained
- Picking up litter from external shared areas
- Checking items are not being stored in communal areas
- Removing graffiti

Vulnerable Customers

The Council will ensure that vulnerable customers are identified at the earliest opportunity, either through an estate walkabout or home visit.

If necessary, customers will be referred for support from the appropriate support provider.

Repairs

Any repairs that are identified during an estate walkabout will be reported to the Council's Building Design and Construction team.

Estate Walkabouts

Housing Services Officers will ensure that they visit each estate at least fortnightly and customers will be given the opportunity to work in partnership with the Council to identify issues.

The walkabout will identify whether there are any issues with overgrown gardens, litter, car parking problems, graffiti, vandalism, street cleaning, dog fouling, anti social behaviour etc.

Any issues that are identified will be referred to the relevant department / organisation and monitored by Housing Services.

Parking

Tenants must not

- Park or keep on their garden any vehicle, caravan or other form of transport without having an approved hardstanding, access or dropped kerb. Approval will require written permission and any necessary planning permission and permission from the Highways Agency;
- Park or keep any vehicle, caravan or other form of transport on grass verges or other landscaped areas;
- Use estate car parks for any other purpose than parking their vehicle;
- Obstruct access to any other property, service road or block access for vehicles.

Action may be taken against customers who fail to comply with this.

Infestations

Housing Services Officers will assist any customer experiencing infestation at their property.

Household Waste and Recycling

Customers will recycle and dispose of household waste in accordance with Council policy

Equality and Diversity

The Council is committed to delivering services to people who need them without discriminating against any client or service user. It aims to treat all clients with courtesy and respect regardless of their gender, race, age, disability, religion, belief or sexual orientation.

An Equality Impact Needs Assessment has been carried out on this policy to ensure the impact of its practices do not negatively impact upon any individual.

Customer Involvement and Consultation

The Council recognises the importance of working in partnership with our customers to continuously improve services and raise standards. This policy will be developed and reviewed in consultation with customers and will respond to customer feedback, comments and complaints.

Staff Training

Housing Services staff will be trained on this policy and will be kept aware of any changing national or local policy drivers which may impact either directly or indirectly on this policy.

Monitoring and Review

Monitoring of this policy will take place through regular reporting to Hartlepool's Housing Partnership.

A review of the policy will also take place every three to five years unless there are any legislative or regulatory changes or if there are any issues raised that necessitates a review.

There will be a published set of service standards for this policy.

Complaints

The Council will make every effort to resolve a complaint to the customer's satisfaction.

Please refer to the Housing Complaints Policy for further details.

Useful Contacts

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POLICY NUMBER:	HMRP17
RESPONSIBLE OFFICER:	
DATE AGREED:	
REVIEW DATE:	



HOUSING SERVICES RECHARGEABLE REPAIRS POLICY

Background

Since Large Scale Voluntary Transfer in 2004 the Council has developed new build social rented properties which were completed in 2010. In addition to the new build stock the Council has, as part of its overall Empty Homes Programme, acquired empty homes in the town and this will continue. These properties have been managed externally on service level agreements. The Council will also acquire additional stock through other funding programmes.

However, in April 2014 the Council's Finance and Policy Committee approved for the management of these properties to be brought back in-house.

This policy will apply to all tenants in Hartlepool Borough Council owned stock.

Purpose of the policy

The purpose of this policy is directly linked to the vision of the Council's Housing Strategy which is to:

Develop and maintain successful communities where people want to live, by meeting the housing needs of our residents now and in the future.

Aims of the policy

The aims of the policy are to:

- Contribute to the effective maintenance of the Council's housing stock and ensure expenditure is managed well
- Provide clear guidance on the circumstances when recharges will occur
- Provide clear guidance where discretion will be used
- Outline the process for rechargeable repairs and payment arrangements

Related policies

- HBC Repairs and Maintenance Policy
- HBC Debt Recovery Policy
- HBC Void Management Policy

The Rechargeable Repairs Policy

Definition

A rechargeable repair occurs where:

- The repair has been caused as a result of neglect, misuse or abuse by the tenant, their family or visitors to the property
- The repair is the responsibility of the tenant
- The repair is required when moving out of a house to bring it up to an acceptable standard
- Sub-standard or unauthorised improvements or alterations have been made to the property

Circumstances for making a recharge

The Council is responsible for repairing and maintaining the bricks and mortar of the property and for any fixtures and fittings originally provided, including carpets. The Council will not be responsible for any furniture or white goods that have been provided. Customers are informed about their repair responsibilities when they sign their tenancy agreement and will, except in certain circumstances, be recharged for repairs which are their responsibility.

Customers will have the choice of completing or arranging for the work to be undertaken themselves but this must be done to a high standard and approved by a Housing Services Officer.

If the Council completes the work then this will be recharged to the customer.

Repairs identified during a pre-void inspection that are not due to fair wear or tear will be treated as rechargeable.

Discretionary circumstances

Cases will be dealt with on an individual basis and discretion may be exercised, depending on the circumstances. The following may be taken into account:

- Age, health and disability of the customer
- Death of a tenant with no estate

The final decision to waive the partial or full costs will be made by the Head of Housing Services.

Where damage to the property has been caused by vandalism or a violent action towards the tenant or member of their household, a report to the police should be made and crime reference number obtained. An insurance claim will then be considered.

Identification of rechargeable repairs

On receiving a report of a repair the Council will identify both the urgency for completion and the responsible party. Where information is incomplete or a technical decision has to be made the repair request will be passed for a pre-inspection.

Once it has been established that the repair is the tenant's responsibility they will be advised of the cost as soon as possible. Charges for repairs are based on current repair costs plus an administration charge of 20%.

An Officer will attend the property to undertake the repair and will take photographs of the damage. The tenant will be asked to sign a Rechargeable Repairs Agreement before the repair is undertaken. If this agreement is not signed, the only work that will be carried out will be to make safe anything that could pose a risk to the tenant and their household.

In circumstances where a tenant has not paid a previous recharge or kept to a repayment plan the Council will not undertake any further rechargeable repairs, apart from to make safe anything that could pose a risk to the tenant and their household.

In the case of emergency repairs that are rechargeable, due to the limited timescales involved, the Council will complete the repair and the customer will be invoiced for the cost after completion.

A list of the most common repair items and associated costs will be included as an appendix to this policy that can be made available to tenants

Void repairs

When a tenant gives notice to terminate their tenancy, they will be responsible for the full costs of clearing out the property and any other rechargeable repairs identified and photographed during the pre-void inspection. During the pre-void inspection the tenant will be:

- Made aware of their responsibilities regarding any repairs and costs
- Asked to sign a list of rechargeable repairs which will be used a checklist to ensure their responsibilities have been met
- Given the opportunity to rectify the disrepair themselves or sign the Rechargeable Repairs Agreement

If the termination of tenancy has been received due to the tenant transferring the offer of accommodation will be suspended or withdrawn if there are extensive repairs required. Any offers of accommodation will not be made if there are any rechargeable repairs debts outstanding.

Recharge payments

Invoices for rechargeable repairs will be based on the final repair cost plus an administration charge.

In circumstances where a customer may be experiencing financial hardship and is unable to meet the cost of the invoice in full an affordable repayment plan may be negotiated.

In the event that a customer fails to pay the costs for rechargeable repairs or defaults on a repayment plan, recovery will be sought in accordance with the Debt Recovery Policy.

Incentives

Where a rechargeable repair is paid for in full prior to the commencement of the work the administration cost will be waived.

Appeals process

If a customer wishes to have their liability for the cost of a repair reviewed they must contact Housing Services. If the customer is not satisfied that the issue has been resolved they will be asked to follow the Housing Complaints Policy.

Equality and Diversity

The Council is committed to delivering services to people who need them without discriminating against any client or service user. It aims to treat all clients with courtesy and respect regardless of their gender, race, age, disability, religion, belief or sexual orientation.

An Equality Impact Needs Assessment has been carried out on this policy to ensure the impact of its practices do not negatively impact upon any individual.

Customer Involvement and Consultation

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Staff Training

Housing Services staff will be trained on this policy and will be kept aware of any changing national or local policy drivers which may impact either directly or indirectly on this policy.

Monitoring and Review

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Complaints

The Council will make every effort to resolve a complaint to the customer's satisfaction.

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Useful Contacts

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POLICY NUMBER:	HMRP19
RESPONSIBLE OFFICER:	
DATE AGREED:	
REVIEW DATE:	



HOUSING SERVICES REPAIRS AND MAINTENANCE POLICY

Background

Since Large Scale Voluntary Transfer in 2004 the Council has developed new build social rented properties which were completed in 2010. In addition to the new build stock the Council has, as part of its overall Empty Homes Programme, acquired empty homes in the town and this will continue. These properties have been managed externally on service level agreements. The Council will also acquire additional stock through other funding programmes.

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This policy will apply to all tenants in Hartlepool Borough Council owned stock.

Purpose of the policy

The purpose of this policy is directly linked to the vision of the Council's Housing Strategy which is to:

Develop and maintain successful communities where people want to live, by meeting the housing needs of our residents now and in the future.

Aims of the policy

The aims of the policy are to:

- Provide an efficient and cost effective repairs service
- Advise customers which repairs the Council is responsible for and which repairs are their responsibility
- Monitor the performance of the repairs service to seek continuous improvement

Related policies

- HBC Aids and Adaptations Policy
- HBC Debt Recovery Policy
- HBC Rechargeable Repairs Policy
- HBC Void Management Policy

The Repairs and Maintenance Policy

Responsive Repairs

The Council provides a responsive repairs service based on 3 main categories:

- Emergency
- Priority
- Routine

All other repairs fall into the cyclical or planned maintenance categories and are detailed below.

Repair Categories

Details of the types of defect and work in each category are detailed in Appendix 1.

(Currently under development)

Emergency

- The Council will operate a 24 hour emergency service 365 days per year
- Response to an emergency will be within 4 hours with full rectification within 3 days
- The emergency category is defined as danger to life or limb or where there is a serious risk of considerable damage to the property
- A duty of care will be applied if a person is elderly, disabled or has young children and repairs may be dealt with in these instances that under normal circumstances would not be deemed an emergency

Priority

- Priority repairs will be completed within 7 days

Routine

- Routine repairs will be completed within 28 days

Cyclical Maintenance

- A programme of cyclical maintenance will be carried out to ensure appliances and systems are safely maintained in accordance with regulations, legislation and manufacturer's instructions
- Examples include a gas check every 12 months and electrical check every 3 years

Planned Maintenance

- This applies to work that is programmed in advance, normally over a 30 year period, and which usually involves the replacement of external or internal elements of the house or common parts
- Examples of planned maintenance works includes kitchen and bathroom replacement, windows, roofs, external walls, cladding systems, heating systems and electrical systems.

Right to Repair

The Council has a duty to ensure certain repairs are undertaken in accordance with the Right to Repair legislation. These are repairs that if they were not carried out would put at risk the health, safety and security of customers.

Performance Targets for Responsive Repairs

Timescales for responsive repairs will be monitored on a quarterly basis and key performance indicators will be reviewed annually.

Performance information will be produced in relation to:

- Customer satisfaction
- Percentage of responsive repairs completed on time

10- 20% of repairs will be inspected after completion to monitor quality standards.

Access and appointments system

All repairs requiring access to a property will be undertaken by appointment. The appointment will be made at the customer's convenience for the work to be done within the agreed timescale for the category of repair.

The Council's trade's people will carry identification.

Responsibility for Repairs

The Council is responsible for repairing and maintaining the bricks and mortar of the property and for any fixtures and fittings originally provided, including carpets. The Council will not be responsible for any furniture or white goods that have been provided. Customers are informed about their repair responsibilities when they sign their tenancy agreement and will, except in certain circumstances, be recharged for repairs which are their responsibility

Details of the types of defect and whose responsibility they are to repair are detailed in Appendix 1.

Repairs and replacements not caused by normal wear and tear are the responsibility of the customer.

Rechargeable Repairs

Where repairs or replacements are needed as a result of any action or neglect by the tenant and their household, sub tenant, visitor or third part or any pets this will be recharged to the tenant

Pre-Inspection Criteria

If a reported repair is likely to be complex, costly or unclear from the customer's description a pre-inspection may be carried out. The customer will then be advised of the date of repair to enable the work to be carried out within the agreed timescale for that category of repair.

Adaptations

Adaptation to meet the needs of elderly or disabled customers will be provided in accordance with the Aids and Adaptations Policy.

Alterations

Customers must obtain written permission before they make alterations or carry out improvements to their home. Consent will not be unreasonable withheld. The customer will be responsible for any repairs, maintenance or replacement of the improvement/alteration.

Customer Satisfaction Monitoring

The Council will aim to contact 100% of customers for feedback about the repairs service.

Equality and Diversity

The Council is committed to delivering services to people who need them without discriminating against any client or service user. It aims to treat all clients with courtesy and respect regardless of their gender, race, age, disability, religion, belief or sexual orientation.

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Customer Involvement and Consultation

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Staff Training

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Monitoring and Review

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HOUSING SERVICES RENT SETTING AND SERVICE CHARGES POLICY

Background

Since Large Scale Voluntary Transfer in 2004 the Council has developed new build social rented properties which were completed in 2010. In addition to the new build stock the Council has, as part of its overall Empty Homes Programme, acquired empty homes in the town and this will continue. These properties have been managed externally on service level agreements. The Council will also acquire additional stock through other funding programmes.

However, in April 2014 the Council's Finance and Policy Committee approved for the management of these properties to be brought back in-house.

This policy will apply to all tenants in Hartlepool Borough Council owned stock.

Purpose of the policy

The purpose of this policy is directly linked to the vision of the Council's Housing Strategy which is to:

Develop and maintain successful communities where people want to live, by meeting the housing needs of our residents now and in the future.

Aims of the policy

The aims of the policy are to:

- Explain how the Council will set rent levels and service charges
- Meet the statutory, regulatory and contractual obligations in setting rents and service charges
- Ensure all customers are advised clearly at the start of their tenancy what their rent is and any service charges that apply

- Communicate clearly any change to the rent ensuring proper notice is provided in line with statutory, regulatory and contractual obligations

Related policies

- HBC Debt Recovery Policy

The Rent Setting and Service Charges Policy

Rent Setting

The Council's secure and flexible tenants' rents will be set in accordance with guidance issued by the Government¹. There are two main models that are used to set social rents and affordable rents.

Rent is charged over 52 weeks a year and rent increases will take place from the 1st April each year.

The Council will ensure that rent increases are clearly communicated to our customers and 28 days notice will be given. The notification will include how the rent and any service charges have been changed and how they have been calculated.

Service Charges

Additional services provided to groups of our customers will be charged to those customers benefitting from those services.

All service charges will be reviewed annually. Each year the actual cost of providing the services that are charged for will be reviewed and if the actual costs are different from the service charge this will be adjusted in future charges. There will be no profit made from service charges.

Social Rents

In line with Government policy social rents will be set based on a formula. The formula takes account of:

- The condition and location of a property – reflected in its value;
- Local earnings; and
- Property size (specifically the number of bedrooms in a property)

New tenants will pay the same rent as the outgoing tenant of the property.

¹ DCLG, May 2014, Guidance on Rents for Social Housing
<https://www.gov.uk/government/publications/guidance-on-rents-for-social-housing>

Affordable Rents

Properties let on affordable rent are exempt from the social rent expectations. Homes let on affordable rent terms should be made available at a rent level of up to 80 percent of gross market rents, inclusive of service charges where these are applicable.

Property size and location should be taken into account when determining what rent level a property might achieve.

On each occasion that an affordable rent tenancy is issued for a property (whether to a new tenant or an existing tenancy is re-issued) the rent should be re-set based on a new valuation, to ensure it remains at no more than 80 percent of the relevant market rent.

The only exception to this is where the property is re-let to the same tenant as a consequence of the introductory tenancy coming to an end.

Equality and Diversity

The Council is committed to delivering services to people who need them without discriminating against any client or service user. It aims to treat all clients with courtesy and respect regardless of their gender, race, age, disability, religion, belief or sexual orientation.

An Equality Impact Needs Assessment has been carried out on this policy to ensure the impact of its practices do not negatively impact upon any individual.

Customer Involvement and Consultation

The Council recognises the importance of working in partnership with our customers to continuously improve services and raise standards. This policy will be developed and reviewed in consultation with customers and will respond to customer feedback, comments and complaints.

Staff Training

Housing Services staff will be trained on this policy and will be kept aware of any changing national or local policy drivers which may impact either directly or indirectly on this policy.

Monitoring and Review

Monitoring of this policy will take place through regular reporting to Hartlepool's Housing Partnership.

A review of the policy will also take place every three to five years unless there are any legislative or regulatory changes or if there are any issues raised that necessitates a review.

There will be a published set of service standards for this policy.

Complaints

The Council will make every effort to resolve a complaint to the customer's satisfaction.
Please refer to the Housing Complaints Policy for further details.

Useful Contacts

Hartlepool Borough Council Housing Services
Civic Centre
Victoria Road
Hartlepool
TS24 8AY

Telephone: 01429 266522

Email: HousingServices@hartlepool.gov.uk

POLICY NUMBER:	HMRP12
RESPONSIBLE OFFICER:	
DATE AGREED:	
REVIEW DATE:	



HOUSING SERVICES TENANT INVOLVEMENT AND CONSULTATION POLICY

Background

Since Large Scale Voluntary Transfer in 2004 the Council has developed new build social rented properties which were completed in 2010. In addition to the new build stock the Council has, as part of its overall Empty Homes Programme, acquired empty homes in the town and this will continue. These properties have been managed externally on service level agreements. The Council will also acquire additional stock through other funding programmes.

However, in April 2014 the Council's Finance and Policy Committee approved for the management of these properties to be brought back in-house.

This policy will apply to all tenants in Hartlepool Borough Council owned stock.

Purpose of the policy

The purpose of this policy is directly linked to the vision of the Council's Housing Strategy which is to:

Develop and maintain successful communities where people want to live, by meeting the housing needs of our residents now and in the future.

Aims of the policy

The aims of the policy are to:

- Establish effective and genuine consultation mechanisms with customers
- Maximise customer involvement to inform decision making, improve services and increase customer satisfaction
- Provide a range of formal and informal opportunities

- Provide information to support, raise awareness and encourage participation
- Involve customers in reviewing policies and procedures
- Engage customers in ways in which they feel comfortable and which are appropriate and effective

Related policies

- HBC Estate Management Policy

The Tenant Involvement and Consultation Policy

Principles

The Council will ensure that no individual, group or community is excluded or disadvantaged and will encourage young people, people with disabilities, BME community and vulnerable groups and individuals to participate in consultation and involvement opportunities.

The Council will ensure that there is transparency about how decisions are made, who makes them and how much influence customers have.

A range of methods of involvement will be developed for formal and informal methods of involvement and consultation.

Customers will be consulted to establish their preferred method of contact.

Customers will be provided with appropriate and relevant information to track performance across a range of customer facing services such as rent collection, debt recovery, re-let times, responsive repairs and anti-social behaviour.

Involvement

Formal involvement will include:

- Identification of 'community champions'. All customers, existing and new, will be asked if they would like to be consulted and involved on a range of issues that affect their homes and neighbourhoods and the way that they are managed. Community champions will be consulted on an ad hoc basis as and when there are specific issues (on a street and/or neighbourhood level) or when there are wider issues to be considered such as policy changes.

Informal involvement will include:

- Estate walkabouts. These will give customers the opportunity to work in partnership with the Council to identify issues such as litter, car parking problems etc.

- Newsletters. These will be developed and made available to customers as and when there are important changes to service provision, policy changes or key information to make available.
- Customer satisfaction surveys. These will be sent out following requests for responsive repairs, the provision of other customer facing services and there will be annual housing management surveys. Surveys can be either written, undertaken during a home visit or completed over the telephone and incentives may be offered.
- Annual report. This will be made available to all customers and will detail performance information across a range of housing services. Customers will be given the opportunity to comment on the information that is provided and how the report is presented.
- Mystery shopping of services. Customers may be asked to carry out mystery shopping exercises from the comfort of their own home to test whether services meet the expectations that have been set.

Consultation

Customers will be consulted upon issues that are likely to have a significant impact upon service delivery, their home or neighbourhood. Consultation will be undertaken in the following circumstances:

- Changes to policy or procedure
- Service changes
- Tenancy agreement alteration
- Improvements to homes (planned maintenance)
- Improvements to the estate environment

Equality and Diversity

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Customer Involvement and Consultation

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Staff Training

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Monitoring and Review

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POLICY NUMBER:	HMRP15
RESPONSIBLE OFFICER:	
DATE AGREED:	
REVIEW DATE:	



HOUSING SERVICES RIGHT TO BUY POLICY

Background

Since Large Scale Voluntary Transfer in 2004 the Council has developed new build social rented properties which were completed in 2010. In addition to the new build stock the Council has, as part of its overall Empty Homes Programme, acquired empty homes in the town and this will continue. These properties have been managed externally on service level agreements. The Council will also acquire additional stock through other funding programmes.

However, in April 2014 the Council's Finance and Policy Committee approved for the management of these properties to be brought back in-house.

This policy will apply to all tenants in Hartlepool Borough Council owned stock.

Purpose of the policy

The purpose of this policy is directly linked to the vision of the Council's Housing Strategy which is to:

Develop and maintain successful communities where people want to live, by meeting the housing needs of our residents now and in the future.

Aims of the policy

The aims of the policy are to:

- Provide customers with a transparent policy on the statutory requirements of the Right to Buy
- Ensure customers who purchase receive a fair and high quality service

Related policies

- HBC Tenancy Management Policy

The Right to Buy Policy

Eligibility

Tenants can apply to buy their home if they have a **secure** or **flexible** tenancy and the property is their only home. For tenancies that started before **18 January 2005** the tenant must have spent 2 years as a tenant in the public sector to have the right to buy. For tenancies that started after **18 January 2005** they must have spent 5 years as a tenant in the public sector.

A member of the family (aged 18 or over) who has lived in the property continually for at least 12 months may share in the Right to Buy application.

The Council can refuse the Right to Buy in the following situations:

- If the tenant has been served with a Postponed Possession Order and the terms of that order have been breached
- If the home is scheduled for demolition
- If the tenant or anyone residing with them has been served with an injunction order, an Anti Social Behaviour Order, possession order (for anti social behaviour) or a demotion order is in force or pending against the tenancy
- If a court has made a possession order
- If the tenant is an undischarged bankrupt or has a bankruptcy petition pending

Some properties are exempt from the Right to Buy. These include properties occupied in connection with a tenant's employment and housing specially provided for older people and, in certain cases, people with disabilities.

Right to Buy Discount

The maximum discount is £77,000 across England and this will increase each year in April in line with the consumer price index (CPI).

The discount is based on:

- how long the customer has been a tenant with a public sector landlord
- the type of property they are buying - a flat or house
- the value of the property

Houses - The discount is 35% for a public sector tenant for 5 years. The discount goes up by 1% for every extra year the tenant been a public sector tenant, up to a maximum of 70% – or £77,000 (whichever is lower).

Flats - The discount is 50% for a public sector tenant for 5 years. The discount goes up by 2% for every extra year the tenant has been a public sector tenant, up to a maximum of 70% – or £77,000 (whichever is lower).

Tenants who apply to buy their home and intend to sell or dispose of the property within 5 years of the date of purchase will be required to pay back some or the entire discount. Customers who intend to sell within 10 years must offer the Council first right of refusal to buy back the property before it can be sold on the open market.

The Cost Floor

A property cannot be sold for less than the cost floor amount for the first 10 years for Right to Buy. The cost floor is the cost of building or acquiring the building plus any works carried out to it. This period is 15 years if your home was built or acquired after 2 April 2012.

How to apply

Customers can apply by completing the Right to Buy application form that is available to download from the Council's website www.hartlepool.gov.uk or by contacting Housing Services.

For customers who qualify for the Right to Buy a Council valuer will undertake a valuation of the property

Useful links

Gov.uk – [Right to Buy Information](#)

Department for Communities and Local Government – [Right to Buy information](#)

Equality and Diversity

The Council is committed to delivering services to people who need them without discriminating against any client or service user. It aims to treat all clients with courtesy and respect regardless of their gender, race, age, disability, religion, belief or sexual orientation.

An Equality Impact Needs Assessment has been carried out on this policy to ensure the impact of its practices do not negatively impact upon any individual.

Customer Involvement and Consultation

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Staff Training

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Monitoring and Review

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POLICY NUMBER:	HMRP44
RESPONSIBLE OFFICER:	
DATE AGREED:	
REVIEW DATE:	



HOUSING SERVICES TENANCY POLICY

Background

Since Large Scale Voluntary Transfer in 2004 the Council has developed new build social rented properties which were completed in 2010. In addition to the new build stock the Council has, as part of its overall Empty Homes Programme, acquired empty homes in the town and this will continue. These properties have been managed externally on service level agreements. The Council will also acquire additional stock through other funding programmes.

However, in April 2014 the Council's Finance and Policy Committee approved for the management of these properties to be brought back in-house.

This policy will apply to all tenants in Hartlepool Borough Council owned stock.

Purpose of the policy

The purpose of this policy is directly linked to the vision of the Council's Housing Strategy which is to:

Develop and maintain successful communities where people want to live, by meeting the housing needs of our residents now and in the future.

Aims of the policy

The aims of the policy are to:

- Fulfil the Council's legal duties as set out in the Localism Act
- Meet local housing need by offering tenancies which are compatible with the purpose of the housing and the needs of individual households
- Support sustainable communities
- Prevent homelessness

Related policies

- Compass Common Allocations Policy May 2013
- Tees Valley Tenancy Strategy

The Tenancy Policy

a. Tenancy Types

Where the Council has purchased stock to remain in its ownership there are a range of tenancies that can be offered. All current tenants will remain on their existing tenancy types.

In alignment with the Tees Valley Tenancy Strategy the preference is for lifetime tenancies to be offered. However, due to the particular and specific nature of the Empty Property Purchasing Scheme, it has been approved by Members that that Local Authority Flexible Tenancies will be used for all properties let through this scheme.

The table below summarises the range of tenancies that the Council offers, the circumstances in which these tenancies will be offered and the length of tenancy:

Tenancy Type	Circumstances	Length	Rent Type
Introductory Tenancy	Properties acquired through LANB <ul style="list-style-type: none"> • New tenants who have not held a social housing tenancy previously 	12 months (although can be extended for a further 6 months)	Social rent
Secure Tenancy	Properties acquired through LANB <ul style="list-style-type: none"> • Existing tenants • Transferring tenants from other social landlords 	Lifetime	Social rent
Local Authority Flexible Introductory Tenancy	Properties let through the EPPS <ul style="list-style-type: none"> • New tenants who have not held a social housing tenancy previously 	12 months	Affordable rent
Local Authority	Properties let through	2 years in	Affordable rent

Flexible Tenancy	the EPPS <ul style="list-style-type: none"> • New tenants who have successfully conducted a Local Authority Flexible Introductory Tenancy 	exceptional circumstances ¹ 5 years in most circumstances	
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The following process applies to all properties let through the Empty Property Purchasing Scheme. It may also apply to any future scheme that the Council might introduce that adds to its growing stock portfolio but will depend on the specific and individual requirements of any scheme (and will be subject to the Council's Committee approval before adopting).

b. Ending a Local Authority Flexible Introductory Tenancy

If a Local Authority Flexible Introductory Tenancy is not conducted properly the Council will serve a notice requiring possession giving at least 2 months notice of issuing of possession proceedings.

c. Ending a Local Authority Flexible Tenancy

A tenancy may be ended if there is valid ground for possession (as set out in Schedule 2 of the Housing Act 1988). In the case of a flexible tenancy the Council will serve the tenant with a Notice of Seeking Possession that outlines the relevant grounds for possession which are set out in the tenancy agreement.

If a tenant wishes to end their tenancy before the fixed term end date they may do so by issuing a formal written notice surrendering their tenancy. The tenant must ask the Council to consider a surrender giving four weeks notice. If it is a joint tenancy, the surrender offer must be signed by all joint tenants.

Surrender will be allowed subject to the following circumstances:

- It is in the best interest of the landlord (Hartlepool Borough Council)
- It is in the best interest of the customer or neighbourhood
- The property condition does not breach tenancy conditions
- The rent account is clear

Where a property is abandoned, a Forfeiture Notice will be served on the property giving the tenant four weeks to respond. If there has been no response at the end of this period the landlord may take possession of the property. In these circumstances a Court Order is not required.

¹ Tees Valley Tenancy Strategy 2012, page 14

d. At the end of the Local Authority Flexible Tenancy

The Council will commence the review of each flexible tenancy nine months before the tenancy is due to end to determine whether a new flexible tenancy should be offered. Six months before the end of the term a notice will be served on the tenant formally stating if another flexible tenancy will be offered or if the Council will be requiring possession of the property.

At the end of the flexible tenancy the following options are available:

- To re-issue a new flexible tenancy;
- For the tenant to remain in the property but on new terms;
- To assist the tenant to find alternative (and more suitable accommodation), including a range of homeownership options;
- To assist the tenant to purchase the property;
- Not to offer any other form of tenancy.

e. Advice and assistance

The Council will provide advice and assistance to customers to look at alternative housing provision and secure more appropriate accommodation where necessary. The purpose of this will be to ensure that tenants are aware of the different housing options available to them given their particular circumstances and provide appropriate support to access the different options.

Where a tenant has been identified as vulnerable the Council will ensure that they have access to additional support to help understand their tenancy and the review process.

f. Right to Review

In circumstances where the Council uses a Mandatory Ground for possession or are ending the flexible tenancy, tenants will have the right to review the decision to end their tenancy. The review process that will be undertaken will be in line with the Tees Valley Tenancy Strategy Appendix B².

g. Mutual Exchange

Mutual Exchange rights are detailed in our Tenancy Agreements.

All requests for permission to mutual exchange must be made to the Council.

Where any tenant wishes to exchange their property for a home with another landlord, then our tenant and the assignee must be made aware if the tenancies are different. For example, if a tenant attempts to exchange a secure transfer tenancy for an affordable rent tenancy with another Registered Provider then they must be made aware that they will lose the protected rights and the benefit of social rent if the tenancy is exchanged with another non-protected transferring tenant.

² Tees Valley Tenancy Strategy 2012, Appendix B, page 6

h. Assignment and Succession

Succession rights are detailed in our Tenancy Agreements.

The Localism Act 2011 reduced the automatic statutory rights of succession for all new secure tenancies (including flexible tenancies). From April 2012 there is only a statutory right of one succession to a spouse or partner. There is no statutory right of succession for other family members. No changes have been made to secure tenancies that began before April 2012.

Succession rights for Local Authority Flexible Tenancies will be limited to the surviving joint tenant or, where the agreement is in one name, to the spouse, providing that they have occupied that tenancy as their only or principal home.

The Council may agree to offer a new flexible tenancy to any family member of the deceased; however this is a discretionary option only and not a contractual or statutory right.

Assignment rights are detailed in our Tenancy Agreements.

In some circumstances a tenant may assign their tenancy to another person who complies with certain criteria as laid out in their tenancy agreement and within this policy.

Applications for assignment are only permitted by statute in the following limited circumstances:

- (i) By way of mutual exchange;
- (ii) Where a court has made an order to transfer the tenancy under either:
 - (a) Matrimonial Causes Act 1973, Section 24;
 - (b) Matrimonial and Family Proceedings Act 1984, Section 17(1);
 - (c) Paragraph 1 of Schedule 1 to the Children Act 1989;
 - (d) Part 2 of Schedule 5 or Paragraph 9(2) or (3) of Schedule 7 to the Civil Partnership Act 2004;
- (iii) To a potential qualifying successor if the tenancy agreement gives this right. A person who is a potential qualifying successor is identified in the succession clauses in the tenancy agreement and can be agreed in certain circumstances.

Equality and Diversity

The Council is committed to delivering services to people who need them without discriminating against any client or service user. It aims to treat all clients with courtesy and respect regardless of their gender, race, age, disability, religion, belief or sexual orientation.

An Equality Impact Needs Assessment has been carried out on this policy to ensure the impact of its practices do not negatively impact upon any individual.

Customer Involvement and Consultation

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Staff Training

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Monitoring and Review

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Telephone: 01429 266522

Email: HousingServices@hartlepool.gov.uk

6.2
APPENDIX K

POLICY NUMBER:	HMRP14
RESPONSIBLE OFFICER:	
DATE AGREED:	
REVIEW DATE:	



HOUSING SERVICES TENANCY MANAGEMENT POLICY

Background

Since Large Scale Voluntary Transfer in 2004 the Council has developed new build social rented properties which were completed in 2010. In addition to the new build stock the Council has, as part of its overall Empty Homes Programme, acquired empty homes in the town and this will continue. These properties have been managed externally on service level agreements. The Council will also acquire additional stock through other funding programmes.

However, in April 2014 the Council's Finance and Policy Committee approved for the management of these properties to be brought back in-house.

This policy will apply to all tenants in Hartlepool Borough Council owned stock.

Purpose of the policy

The purpose of this policy is directly linked to the vision of the Council's Housing Strategy which is to:

Develop and maintain successful communities where people want to live, by meeting the housing needs of our residents now and in the future.

Aims of the policy

The aims of the policy are to:

- Ensure that tenancies are managed fairly and effectively
- Assist customers to manage and sustain their tenancies
- Enable the Council to meet its statutory requirements
- Make the best use of Council stock

Related policies

- Compass Allocations Policy
- HBC Anti-Social Behaviour Policy
- HBC Estate Management Policy
- HBC Rechargeable Repairs Policy
- HBC Repairs and Maintenance Policy
- HBC Tenancy Policy
- HBC Tenant Involvement and Consultation Policy

The Tenancy Management Policy

Types of Tenancy

Introductory Tenancies and Local Authority Flexible Introductory Tenancies are issued to customers in their first year of tenancy. Introductory tenants do *not* have:

- A secure tenancy
- The right to take in lodgers
- The right to sub-let part of their home
- The right to exchange / swap their home
- The right to buy their home
- The right to make improvements

Secure Tenancies and Local Authority Flexible Tenancies are normally granted after the first year has passed unless proceedings have begun to evict the tenant or a decision has been made to extend the introductory tenancy.

Secure tenants have the following rights:

- The right of succession
- The right to take in lodgers
- The right to sub-let part of their home
- The right to exchange
- The right of assignment
- The right to buy (unless their property is exempt)
- The right to repair
- The right to make improvements
- The right to compensation for improvements
- The right to be consulted
- The right to manage

New Tenants

Once the prospective tenant(s) have agreed to accept the property an appointment will be made for them to sign their tenancy agreement and it will begin from the following Monday. The responsibilities of the tenant will be explained during the sign up process.

All new tenants will be visited within the first six weeks of the tenancy start date to find out how they are settling into their new home, discuss rent/benefit issues and identify any repairs that may be required.

New tenants will be asked if they want to be identified as ‘community champions’ for customer involvement and consultation purposes.

The needs of vulnerable customers will also be identified and may be referred for support if appropriate.

Unauthorised Occupancy

This can take the following forms:

- Unauthorised sub-letting
- Non-occupation as the tenant’s principal home
- Fraudulently obtaining the tenancy
- Wrongly claimed succession
- Unauthorised assignment or mutual exchange

In these circumstances the Council may seek possession through the courts.

Succession and Assignment

The right of succession and assignment are detailed in our tenancy agreements and further detail can be found in the Tenancy Policy.

Mutual Exchange

The Council will consider applications for the mutual exchange of properties between social housing tenants. They must not take place without prior, written approval being given.

Customers may find another social housing tenant to exchange properties with via the Compass Choice Based Lettings system.

Consent can be refused for the following reasons:

- Where a court order for possession exists
- Where possession proceedings have begun
- Where an application has been made for a demoted tenancy, injunction or anti-social behaviour order

- Where the property would be unsuitable to the needs of the person who would be occupying it

Consent will be given or refused within six weeks of the application to exchange being received.

Abandoned Properties

The Council recognises that tenants may be away from their homes for an extended period of time for a number of reasons. Where this is going to exceed four weeks customers are required to give written notice including contact details.

Where it is believed that the property has been abandoned the Council will respond to such reports within one working day.

Prompt and appropriate action will be taken in accordance with legislative requirements.

Checks will be made to establish, as far as is practicable, that a property has been permanently abandoned before taking possession action.

The cost of any storage, lock changes and damage to the property may be recharged to the customer.

Sub-letting and Lodgers

A secure tenant may sub-let part of their home with written consent and approval by the Head of Housing. All requests will be considered and permission will not be unreasonably refused.

The tenant's responsibility to pay the rent and adhere to the tenancy terms will remain unaffected.

If a customer wishes to rent out a room or rooms in their property the new occupier will be referred to as lodger. A lodger may help to meet local housing need and make better use of stock through reducing under-occupation.

Overcrowding and Under-occupation

In circumstances where the property may become too small or too large for the household to live in, the tenant can apply to transfer their tenancy through the Compass Choice Based Lettings system.

Death of a Tenant

The executor or administrator of the deceased tenant can end the tenancy by surrender or giving notice to quit.

If a termination notice is not received the Council will serve a Notice to Quit on the Personal Representative(s) where probate has been filed.

If there are other persons left in the property this will be dealt with in accordance with the succession policy.

Any outstanding debt, such as rent or rechargeable repairs, may be claimed through the estate.

Home Visits

Home visits may be undertaken to ensure the Council delivers an effective, efficient and high quality management service through the enforcement of tenancy conditions. Home visits will also be used to identify customers in need of advice, support or assistance.

Property Condition

Tenants should maintain their properties in a reasonable condition at all times in accordance with their tenancy agreement. However, cases highlighted through a home visit or referral will be investigated to establish any necessary support needs.

Ending a Tenancy

4 week notice must be given in writing where a customer wants to end their tenancy. The tenancy should end midday on a Monday and the keys returned by this time (excluding bank holidays) or a further week's rent may be charged. Customers who leave the property before the end of the four week period will still be responsible for paying their rent until the end of the notice period.

Tenancy Enforcement

The Council's Anti-Social Behaviour team deals with all breaches of tenancy apart from rent arrears.

Running a Business from the Property

Customers must apply for permission to run a business from their home and permission will not be unreasonably refused. In some cases planning permission and building regulation consent may also be required.

Keeping Pets

The type and number of pets that a customer will be allowed to keep will depend on the property type and size and written permission must be requested.

Permission will normally be for small domestic animals and birds. Permission will not be granted for the following:

- Farm animals – for example, sheep, goats, pigs, cattle, horses, chickens, ducks;
- Animals registered under the Dangerous Wild Animals Act 1976 – examples of animals registered under the Act are certain types of venomous snake, certain types of spider and various breeds of monkey;
- Dogs specified in the Dangerous Dogs Act 1991.

Support

Where a customer is to be evicted from their property, they will be referred to the Housing Advice Team following the Council's Pre-Eviction Protocol. Advice and support will be given to the customer on the implications of the eviction and potential homelessness.

Equality and Diversity

The Council is committed to delivering services to people who need them without discriminating against any client or service user. It aims to treat all clients with courtesy and respect regardless of their gender, race, age, disability, religion, belief or sexual orientation.

An Equality Impact Needs Assessment has been carried out on this policy to ensure the impact of its practices do not negatively impact upon any individual.

Customer Involvement and Consultation

The Council recognises the importance of working in partnership with our customers to continuously improve services and raise standards. This policy will be developed and reviewed in consultation with customers and will respond to customer feedback, comments and complaints.

Staff Training

Housing Services staff will be trained on this policy and will be kept aware of any changing national or local policy drivers which may impact either directly or indirectly on this policy.

Monitoring and Review

Monitoring of this policy will take place through regular reporting to Hartlepool's Housing Partnership.

A review of the policy will also take place every three to five years unless there are any legislative or regulatory changes or if there are any issues raised that necessitates a review.

There will be a published set of service standards for this policy.

Complaints

The Council will make every effort to resolve a complaint to the customer's satisfaction.

Please refer to the Housing Complaints Policy for further details.

Useful Contacts

Hartlepool Borough Council Housing Services
 Civic Centre
 Victoria Road
 Hartlepool
 TS24 8AY

Telephone: 01429 266522

Email: HousingServices@hartlepool.gov.uk

POLICY NUMBER:	HMRP02
RESPONSIBLE OFFICER:	
DATE AGREED:	
REVIEW DATE:	



HOUSING SERVICES VOID MANAGEMENT POLICY

Background

Since Large Scale Voluntary Transfer in 2004 the Council has developed new build social rented properties which were completed in 2010. In addition to the new build stock the Council has, as part of its overall Empty Homes Programme, acquired empty homes in the town and this will continue. These properties have been managed externally on service level agreements. The Council will also acquire additional stock through other funding programmes.

However, in April 2014 the Council's Finance and Policy Committee approved for the management of these properties to be brought back in-house.

This policy will apply to all tenants in Hartlepool Borough Council owned stock.

Purpose of the policy

The purpose of this policy is directly linked to the vision of the Council's Housing Strategy which is to:

Develop and maintain successful communities where people want to live, by meeting the housing needs of our residents now and in the future.

Aims of the policy

The aims of the policy are to:

- Minimise rent loss through reducing the length of the void period and void repair costs
- Let properties as quickly and efficiently as possible and make clear the Council's minimum standard on re-let

- Ensure tenants are aware of their repair responsibilities and end of tenancy obligations
- Contribute to the effective maintenance and management of the Council's housing stock

Related policies

- HBC Repairs and Maintenance Policy
- HBC Rechargeable Repairs Policy
- HBC Debt Recovery Policy

The Void Management Policy

Ending the tenancy (start of the void process)

4 week notice must be given in writing where a customer wants to end their tenancy. The tenancy should end midday on a Monday and the keys returned by this time (excluding bank holidays) or a further week's rent may be charged. Where the keys are not returned, the cost of changing locks will be recharged to the outgoing tenant.

In the case of a transfer, tenants will be asked to give four weeks' notice.

Where the keys are handed in prior to the end of the notice period this will be accepted as surrender by mutual agreement and the void property procedures will be implemented to enable the property to be re-let as soon as possible.

Tenants should leave the property and garden areas in a clean and tidy condition as laid out in the tenancy agreement. When a valid notice is received outgoing tenants will be reminded of their rights and responsibilities in relation to ending the tenancy.

The property will be inspected before the tenant moves out to enable:

- Housing Services to agree any improvements which are eligible for compensation¹
- Identify any rechargeable repairs

The outgoing tenant will be responsible for the full costs of clearing out the property and any other rechargeable repairs as laid out in the Rechargeable Repairs Policy.

The tenant will also be informed about the status of their rent account and any sub accounts and encouraged to make payments to clear any outstanding debt before the end of the tenancy. Failure to do so will mean that the tenant will be pursued for any outstanding debt as laid out in the Debt Recovery Policy.

Void works

¹ Secure tenants have the right to improve their home and to claim compensation from the Council for the cost of the improvement when they leave their home

The Council aims to identify and complete all necessary repairs to enable a property to be re-let as soon as possible. All repairs will be completed in line with the Council's minimum standards for re-let, whilst ensuring void costs are kept as low as possible. The Council has introduced a minimum standard of a home that every customer can expect when signing their tenancy agreement and this includes redecoration where appropriate.

All properties will be issued with electrical and gas safety certificates and also with an up-to-date energy performance certificate.

To reduce the void re-let times repairs will be classified into two categories:

- Essential repairs that must be completed while the property is empty, including safety checks
- Non-essential or minor repairs that can be completed once the new tenant has moved into the property

If a property becomes void where planned maintenance is being undertaken it will be prioritised for these works to be completed.

Every attempt will be made for all repairs to be completed prior to the new tenant moving in.

Additional works on hard to let properties

In some individual circumstances the Council will carry out additional measures to improve a property prior to re-let.

Lettable Standard

All properties let by the Council will be to a minimum standard that every customer can expect and this is detailed in Appendix 1. **(Currently under development)**

Equality and Diversity

The Council is committed to delivering services to people who need them without discriminating against any client or service user. It aims to treat all clients with courtesy and respect regardless of their gender, race, age, disability, religion, belief or sexual orientation.

An Equality Impact Needs Assessment has been carried out on this policy to ensure the impact of its practices do not negatively impact upon any individual.

Customer Involvement and Consultation

The Council recognises the importance of working in partnership with our customers to continuously improve services and raise standards. This policy will be developed and

reviewed in consultation with customers and will respond to customer feedback, comments and complaints.

Staff Training

Housing Services staff will be trained on this policy and will be kept aware of any changing national or local policy drivers which may impact either directly or indirectly on this policy.

Monitoring and Review

Monitoring of this policy will take place through regular reporting to Hartlepool’s Housing Partnership.

A review of the policy will also take place every three to five years unless there are any legislative or regulatory changes or if there are any issues raised that necessitates a review.

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Useful Contacts

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Civic Centre
Victoria Road
Hartlepool
TS24 8AY

Telephone: 01429 266522

Email: HousingServices@hartlepool.gov.uk

POLICY NUMBER:	HMRP16
RESPONSIBLE OFFICER:	
DATE AGREED:	
REVIEW DATE:	

REGENERATION SERVICES COMMITTEE

12th FEBRUARY 2015



Report of: Director of Public Health

Subject: QUARTERLY UPDATE REPORT FOR PUBLIC PROTECTION

1. TYPE OF DECISION/APPLICABLE CATEGORY

This report is for information.

2. PURPOSE OF REPORT

2.1 To update the Regeneration Services Committee on performance and progress across key areas of the Public Protection service.

3. BACKGROUND

3.1 The Public Protection service consists of three discrete teams: Commercial Services, Environmental Protection and Trading Standards & Licensing.

3.2 The Commercial Services Team carries out inspections, complaint investigations and sampling to ensure that food is safe and fit to eat and that workplaces are safe.

3.3 The Environmental Protection Team is involved with noise and pollution related matters as well as providing a comprehensive service for pest control and managing and promoting the open market.

3.4 The Trading Standards & Licensing Team ensures that the business sector complies with a wide range of trade and consumer legislation. The team also issues and carries out enforcement relating to a large variety of licences, including Alcohol, Entertainment, Takeaways, Taxis, Gambling and Fireworks.

3.5 This report provides an update on performance and progress across key areas of the Public Protection service for 2014/15.

4. OUTLINE OF WORK

4.1 The work carried out by the Public Protection Service falls into three distinct areas:

1. Planned work. This consists predominately of programmed interventions, sampling and projects.
2. Reactive work. This involves responding to matters such as accident notifications, complaints and infectious disease notifications.
3. Licensing. The processing and issue of licences and permits.

5. PROGRAMMED WORK

5.1 The majority of the work programmed for 2014/15 for the Food, Health & Safety at Work and Trading Standards service areas is detailed in their respective service plans.

5.2 Planned Work. All interventions carried out by the service are risk based in accordance with national guidance. The table below details the number of inspections carried out in each area of work.

Interventions	Q1	Q2	Q3	Q4	Total
Food Hygiene	62	94	70		226
Food Standards	36	56	45		137
Feed Hygiene	2	0	11		13
Animal Health	2	0	3		5
Health & Safety	48	42	43		133
Trading Standards	16	53	21		90
Licensing	15	17	21		53
Prescribed Processes	0	0	0		0
Smoke Free	69	110	88		267

SAMPLING

5.3 A programme of sampling has been drawn up to assess the microbiological quality, composition and labelling of food, water & environmental surfaces. Details of the programme are included in the Food Law Enforcement & Health & Safety Service Plans. The table detailed below provides the details of the samples taken.

Sample Details	Q1	Q2	Q3	Q4	Total
Microbiological Water *	56	48	46		150
Microbiological Food & Environmental	40	100	75		215
Food Labelling & Composition	9	13	64		86
Water Chemical	6	3	4		13

*Microbiological water samples are taken from swimming pools, spa pools, private water supplies & mains supplies.

5.4 The Tees Valley Authorities have been successful in their bid to receive funding as part of the Food Standards Agency National Coordinated Food sampling Programme 2014 -15.

5.5 Sampling projects include:

Ice Cream sampling: During the second quarter a survey was undertaken to look at the microbiological standard of ice-cream on sale in the borough. During the quarter, 17 premises were visited and 29 samples of ice-cream and 44 swabs were taken. Unsatisfactory results were obtained from 8 out of the 17 premises. A total of 3 unsatisfactory ice cream results and 17 unsatisfactory swab results were obtained from these premises.

Advice was given to the businesses on correct cleaning practices and cleaning products. Re-samples were taken and satisfactory results were obtained for all but one premises. Further advice has been given to this business and re-sampling is ongoing.

Pease Pudding & Stuffing: During the third quarter a survey was undertaken to look at the microbiological standard of pease pudding and stuffing on sale in the borough. During the quarter, 14 premises were visited, these included butchers' shops and sandwich shops. In total 32 samples of pease pudding, 14 samples of stuffing and 8 swabs were taken from these premises. One unsatisfactory stuffing result, 5 unsatisfactory pease pudding results and 3 unsatisfactory swab results were obtained from the premises visited. Borderline results were also obtained for 11 pease pudding samples and 4 stuffing samples. Borderline results indicate a review of hygiene practices, at the premises, are required.

Advice was given to the businesses on hygiene practices within the premises. For those businesses where unsatisfactory swabs were obtained, advice was given on correct cleaning practices and cleaning products. Re-samples were taken and satisfactory results were obtained for all premises.

PROJECTS

5.6 The following projects are being carried out this year.

- **Barbecue Safety Weekend:** In August, the Food Team participated in the Food Standards Agency's 'Barbecue Safety Weekend', with the aim of promoting better hygiene standards at domestic events in Hartlepool across the Bank Holiday period.

Promotional material was delivered to all the butchers in Hartlepool and they were encouraged to hand out free hygiene advice leaflets to members of the public during the days leading up to the Bank Holiday. In addition, a press release was placed in the Hartlepool Mail, further promoting the initiative and reminding consumers about some basics which could improve food hygiene e.g. not washing chicken prior to cooking it.

Feedback from the butchers involved indicated that members of the public found the information both useful and interesting.

- **Food Hygiene Rating Scheme project:** For several years Hartlepool Borough Council has operated the 'Food Hygiene Rating Scheme', the national initiative which has now been taken up by almost every Local Authority in England. The scheme aims to tell consumers about the hygiene standards in all food businesses, including restaurants, cafes, takeaways, supermarkets, schools and many more. Most consumers will now be familiar with the green rating sticker which rates hygiene standards on a scale between zero and five. These ratings are also available on the associated website, operated by the Food Standards Agency.

In September and October the Food Team took part in an Agency-led project designed to increase the number of businesses displaying the rating stickers prominently at their premises. This involved carrying out visits to 3,4 and 5-rated businesses in Hartlepool to assess whether they were displaying their rating, providing replacement stickers where necessary and also explaining the benefits of the scheme to the food business operators.

This project attracted funding of several thousand pounds, which we have now been awarded. The project proved very successful in Hartlepool, with significant improvements in the numbers of businesses displaying their rating for the benefit of consumers in Hartlepool. A full report has been submitted to the Food Standards Agency.

- **Sunbed Safety:** All sunbed shops have now been visited under the Sunbed Safety Project. 55 sunbeds that are available for use in tanning studios were tested with 18 being found to be non-compliant at the initial inspection - a 33% failure rate. All sunbed shops that had non-complaint sunbeds worked with the Trading Standards Officers to have the sunbeds tubes replaced to fall within the permitted irradiance level. The project is set to continue with officers aiming to test all sunbeds being offered for home use from Hartlepool traders.
- **Underage Sales:** A test purchase operation was carried out in August which resulted in one general dealers selling alcohol to the Council's two 15 year old male volunteers. Both the licence holder and the sales assistant were formally interviewed and, because no blame could be attached to the licence holder who had trained his staff, a Fixed Penalty Notice of £90 was issued to the assistant.
- The South and some of the centre of Hartlepool has been established as a Community Alcohol Partnership area (CAP) and the Trading Standards team has been contributing to the project by visiting licensed premises to ensure they do not sell alcohol to children.
- Trading Standards officers have provided training for staff and a questionnaire has been developed for licensees to check the knowledge and competence of their staff.

- **Takeaways:** Ongoing work continues in relation to the provision of hot food takeaways in Hartlepool, with regular meetings now held with the Planning Department. All the relevant hot food takeaways in Hartlepool have now been identified and mapped, with the intention of developing planning policy to cover future provision of takeaways in the town.
- **Out Of Hours Noise:** The Public Protection service provided an out of hours noise service between 10:00pm and 3:00am every Friday and Saturday night from Friday 6th June 2014 through to Sunday 31st August 2014. The service dealt with a total of 77 calls during July and August. The majority of the calls concerned noise from parties and amplified music. The majority of the complaints were resolved informally with the individuals concerned, six noise abatement notices were served where the informal approach was unsuccessful or it was likely that the nuisance would recur.
- **Odour Monitoring:** Over the last quarter we have continued the odour monitoring exercise in partnership with the Environment Agency around a number of waste sites. The exercise involved establishing a number of pre-selected monitoring sites at relevant locations around the identified waste sites and a daily monitoring programme was established. The monitoring was undertaken four times a day, twice every morning and twice every afternoon and twice a day over the weekend. The frequency of the monitoring was reduced to twice per day on weekdays and once per day over the weekends on 15th September as the monitoring had not identified any odour problems from any of the sites and we had not received any complaints for some time.

The information from the monitoring exercise was collated with the weather conditions over the monitoring period in particular the wind speed and direction. This exercise has provided us with valuable information concerning the potential sources of odours that can give rise to complaints and has also established that these are not necessarily always emanating from the waste sites. Works to complete the capping of a landfill site and completion of a land reclamation scheme on Coronation Drive were still ongoing but were nearing completion. The frequency of the monitoring will be re-assessed as the works are completed.

- **BIS E-cigarette Safety Project:** The Department for Business, Innovation and Skills (BIS) recently invited bids from Trading Standards Departments nationally for funding for projects to ascertain the safety of consumer goods.

Hartlepool Trading Standards submitted a bid for £10,000 of funding to examine the contents and labelling of electronic cigarettes refill liquids that contain potentially lethal concentrations of nicotine if not correctly formulated and detailed instructions are not provided and followed. The bid was considered favourable by BIS but as there were 6 bids submitted from other Trading Standards Departments concerning the electronic safety of e-cigarettes BIS decided that an amalgamation of the bids into one project should be considered. This project bid has been accepted and funding of up to £25,000 is available from BIS for the sampling, examination and testing of e-cigarettes and nicotine refill liquids to relevant safety standards and legislation requirements.

This national project is being co-ordinated by SWERCOTS (South Western Region Co-ordinating Body for Trading Standards) and Hartlepool Trading Standards are a participating partner with the Yorkshire and Humber region and West Sussex Trading Standards service.

- **Operation Henry:** On two days in August and September Hartlepool Trading Standards took part in Operation Henry, a national rolling program of investigations and enforcement into retail premises suspected of supplying illegal tobacco products. The program, funded by the National Trading Standards Board, has seen operations carried out throughout the country with the North East being the most recent to take part.

Operation Henry was facilitated and supported by the North East Trading Standards Enforcement Unit and funding provided was used to employ Wagtail UK's trained tobacco sniffer dogs to help detect hidden caches of illegal tobacco. From intelligence received 6 retail and licensed premises were identified in Hartlepool as suitable targets for inspection using the sniffer dogs. Acting on very specific intelligence received Operation Henry proved to be very successful in one of the retail premises inspected where the sniffer dog indicated the presence of tobacco beneath the shop counter. Examination of the counter revealed three concealed drawers beneath it in which pouches of illegal imported hand rolling tobacco were found – the location and brand of which exactly matching the intelligence provided by a member of the public. The 9 tobacco pouches were seized and a simple caution is being issued.

The two weeks of enforcement action in the North East was a very successful venture and resulted in the seizure of a total of 65,915 cigarettes and 235 kilograms of tobacco that were detected by the sniffer dogs in a variety of concealed and disguised locations.

- **Say 'No' to Doorstep Callers Campaign:** In December as part of our No Cold Calling project a joint press release was issued with Cleveland Police promoting the availability of the Trading Standards Service's 'Say No to Doorstep Callers' stickers that are available free of charge. The story was reported in the local press and regional radio.

The stickers are particularly aimed at the elderly and vulnerable who do not want to deal with cold callers such as roofers and builders – both of which have been the subject of many complaints in recent months. Residents are advised to REACT when contacted by an unsolicited visitor: -

R – Refuse Entry
 E – Explain 'I don't deal with doorstep traders'
 A – Ask them to Leave
 C – Close the Door
 T – Telephone Trading Standards

REACTIVE WORK

6.1 The reactive work carried out by the Public Protection service is in the main complaint related. Other reactive work relates to accident & infectious disease notifications. Details of all reactive work are given in the table below.

Number of Complaints by Service Area	Q1	Q2	Q3	Q4	Total
Food	23	23	16		62
Health & Safety at Work	14	15	10		39
Pest Control - Rats	181	156	170		507
Pest Control - Mice	18	18	24		60
Pest Control - Insects/other pests	145	384	88		617
Noise	148	257	100		505
Air Pollution	28	46	20		94
Trading Standards	114	138	78		330
Accident Notifications	17	24	23		64
Licensing	2	4	4		10
Infectious Disease Notifications	41	73	42		156

Salmonella in Imported Eggs: In September the Food Standards Agency provided us with intelligence concerning an outbreak of Salmonella food poisoning in England, with at least 250 confirmed cases. This serious outbreak appeared to be linked to certain consignments of eggs from the continent, possibly from Germany.

As a result, the Food Team visited all caterers in Hartlepool who were known to use significant quantities of eggs within their business. This included cafes, restaurants, takeaways and other small retailers within the area. Officers checked the origin of the eggs being used, that businesses could trace their suppliers correctly and provided advice in relation to the safe use of eggs in cooking. Free leaflets were given to the businesses at the time of the visit. Happily, no eggs were found which were associated with the outbreak, though interestingly eggs were found which had originated from Holland and Spain, as well as those from UK producers.

Doorstep Sellers: Trading Standards officers were able to secure a £1500 refund for an elderly lady that had been supplied an inferior stairlift for her home. This was achieved due to good partnership working between officers and the British Healthcare Trade Association.

In another incident, officers were able to prevent an elderly lady from having to pay £2490 for home improvement work that she did not want. Despite being told that their services were not wanted the company continued to pressurise the lady until Trading Standards served a 'Protection from Harassment' Notice on them which required them to stay away for good.

Exterior Home Insulation Fraud: In August Trading Standards in Hartlepool began to get reports and complaints from residents that exterior insulating cladding that they had accepted be installed on their homes for free under a Government Green Deal scheme had not been completed leaving properties with unfinished guttering and drainage and subject to the ravishes of the coming winter weather. The installation company at first made promises to return to complete the work, which they did not do and then became uncontactable leaving up to a possible 40 properties in Hartlepool where installation, rendering and associated work has not been finished.

Affected properties include non-installation and faulty guttering and drainage systems that in one case has caused ingress of water into the resident's home causing flooding and severe damp, damage to home security and satellite television systems, window sills not been replaced and building rubble and debris being left at properties etc.

At first this appeared to be a tale of woe involving a cowboy builder but investigations have revealed that the installation company appear to be the victim of a major fraud instigated by a former employee of a Hartlepool home insulation company who created false documentation and accounts to enable the work to start with promised funding of up to £200,000 not being forthcoming causing the installation company to go into liquidation.

As the installation company no longer exists there is little prospect that residents would be able to claim back money they would have to pay to have the work completed and enquiries are currently ongoing involving the Department of Energy and Climate Change who are responsible for Green Deal schemes who have asked for details of all the affected residents and uncompleted work be sent to them in the hope that the energy companies who are funding this grant scheme may be able to do something to rectify this situation.

- **Cold calling gardening services:** A trader who cold called an elderly Hartlepool householder over the summer and took £350 from her for insignificant and substandard work returned to her property to try and obtain further work. Fortunately the victim had called Trading Standards in relation to the initial complaint and, as such, she was aware that she should tell them 'no' and inform Trading Standards immediately. The consumer did this and that same day in a joint operation between Trading Standards and the Police, the rogue traders were stopped in their vehicle and their details obtained. The rogue trader can now be pursued and appropriate action taken.
- **Quick thinking bank saves elderly man £15000:** The Trading Standards team received a call from a local bank that was concerned about an elderly customer trying to withdraw £15000. Trading Standards officers became involved and established that the £15000 was to purchase solar panels that had been sold by an unsolicited doorstep caller. Officers assisted the victim to cancel his contract and no money was lost.

- **Operation Alvis:** In October 2014, approximately 20 officers (consisting of Hartlepool Public Protection staff, Cleveland Police and the Regional Scambusters Team) carried out simultaneous early morning raids on three houses in the Cleveland area in relation to an alleged serious fraud that involved Hartlepool residents. A large quantity of computers, mobile phones and files were seized and a number of PACE interviews have now been conducted. Due to the complexity of this case it will take many months to prepare the case files to bring the case to court.
- **£2800 returned to elderly resident:** Following the receipt of a complaint about a cowboy roofer where the elderly victim had been conned out of £2000, Trading Standards officers discovered that the victim had also recently purchased a burglar alarm system for £2800 that had never been 'wired up' and was, in effect completely useless. Officers approached the company concerned and were able to secure a full refund of £2800.

7. LICENSING

7.1 The number of licences & permits issued by the service are detailed in the table below. The majority are issued under delegated powers, however if an objection is received during the consultation process or the applicant does not meet the necessary criteria the application will be determined by a Licensing Sub Committee.

Number of Licenses / Permits Issued	Q1	Q2	Q3	Q4	Total
HC / PH - Drivers	117	107	134		358
HC / PH - Vehicles	87	109	133		329
Operators Licenses	2	0	3		5
New Licensing Act Applications	4	4	7		15
Licensing Act - Variations	4	1	5		10
Licensing Act - Personal licenses	20	6	11		37
Licensing Act - Temporary Events Notice	27	29	49		102
Licensing Act (Other)	18	26	24		68
Street Trading applications	8	8	12		28
Other	2	7	8		17

8 ENFORCEMENT

8.1 During this period one improvement notice was served under the Health & Safety at Work Act 1974 and two improvement notices under food legislation.

**9. SECTION 17 OF THE CRIME AND DISORDER ACT 1998
CONSIDERATIONS**

9.1 There are no implications under Section 17.

10. RECOMMENDATIONS

10.1 That the Regeneration Services Committee notes the content of the report and the progress made across key areas of the Public Protection service.

**11. APPENDICES AVAILABLE ON REQUEST, IN THE MEMBERS LIBRARY
AND ON-LINE**

11.1 There are no appendices to this report

12. BACKGROUND PAPERS

12.1 There are no background papers

13. CONTACT OFFICER

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Hartlepool
TS24 8AY

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E-mail: louise.wallace@hartlepool.gov.uk

REGENERATION SERVICES COMMITTEE

12th February 2015



Report of: Director of Regeneration and Neighbourhoods

Subject: COUNCIL PLAN 2015/16 – REGENERATION AND
NEIGHBOURHOODS DEPARTMENT PROPOSALS

1. TYPE OF DECISION/APPLICABLE CATEGORY

Non-Key Decision

2. PURPOSE OF REPORT

- 2.1 To provide the opportunity for the Regeneration Services Committee to consider the proposals for inclusion in the 2015/16 Council Plan that fall under the remit of the Committee for the Regeneration and Neighbourhoods Department.

3. BACKGROUND

- 3.1 A review of the Outcome Framework was undertaken as part of the 2014/15 service planning process. Some minor changes have been made to the Framework for 2015/16 which were reported and agreed by Finance and Policy Committee on 13th October 2014.
- 3.2 As in previous years detailed proposals are being considered by each of the Policy Committees throughout February in respect of their areas of responsibility. A further report will be prepared for Finance and Policy Committee on the 23rd March detailing the comments/observations of each of the Committees along with a full draft of the 2015/16 Council Plan.
- 3.3 The Council Plan will then be presented to Council for agreement on the 26th March. It is proposed that any additional updates or changes agreed by the Finance and Policy Committee on the 23rd of March will be noted when the report is presented to Full Council.

4. PROPOSALS

4.1 The Director of Regeneration and Neighbourhoods will outline the key challenges that the Council faces over the next few years and set out the proposals from the Regeneration and Neighbourhood Department for how these will be addressed.

4.2 The main focus will be on the outcomes that have been included in the Outcome Framework within Regeneration and Neighbourhoods Department and how these will be delivered in 2015/16.

4.3 The Outcomes that fall under the remit of the Regeneration Services Committee and are within the Regeneration and Neighbourhoods Department are: -

- Outcome 1: Hartlepool has improved business growth and business infrastructure and an enhanced culture of entrepreneurship.
- Outcome 2: Hartlepool has attracted new investment and developed major programmes to regenerate the area and improve connectivity.
- Outcome 3: Hartlepool has increased employment and skills levels with a competitive workforce that meets the demands of employers and the economy.
- Outcome 4: Hartlepool has increased economic inclusion of adults and is tackling financial exclusion
- Outcome 5: Hartlepool has a boosted visitor economy
- Outcome 8: Provision of high quality community learning and skills opportunities that widen participation
- Outcome 19: Hartlepool has an improved natural and built environment
- Outcome 23: Hartlepool has an improved and more balanced housing offer that meets the needs of and is of high quality design.
- Outcome 24: Hartlepool has improved housing stock where all homes across tenures offer a decent living environment.
- Outcome 25: Housing services and housing options respond to the specific needs of all communities within Hartlepool.
- Outcome 26: Local people have access to Arts, Museums, Community Centres and Events which enrich people's lives.
- Outcome 27: Local people have access to library services which enrich people's lives.

4.4 **Appendix A** provides detail on the proposed actions identified by the Regeneration and Neighbourhoods Department to deliver the outcomes that fall under the remit of the Regeneration Services Committee. Performance Indicators (PIs) that will be monitored throughout the year in order to measure progress are also included in **Appendix A** alongside a number of key risks.

5. NEXT STEPS

- 5.1 The remainder of the Council Plan proposals will be discussed at the relevant Committees between 9th February and 16th February 2015. Comments and observations from those Committees will be added to those received at today's meeting and included in the overall presentation of the final draft of the Council Plan to Finance and Policy Committee on 23rd March 2015, before being taken for formal agreement by Council at its meeting on 26th March 2015.
- 5.2 Progress towards achieving the actions and targets included in the Council Plan will be monitored throughout 2015/16 by officers across the Council and progress reported quarterly to Elected Members through reports to Finance and Policy Committee.

6. RECOMMENDATIONS

- 6.1 It is recommended that the Regeneration Services Committee: -
- considers the proposed outcome templates (**Appendix A**) for inclusion in the 2015/16 Council Plan;
 - formulates any comments and observations to be included in the overall presentation to the meeting of the Finance and Policy Committee on 23rd March 2014.

7. REASONS FOR RECOMMENDATIONS

Regeneration Services Committee has responsibility for Performance Management of issues within the Regeneration and Neighbourhoods Department within the Council Plan.

8. BACKGROUND PAPERS

There are no background papers for this report.

9. CONTACT OFFICER

Denise Ogden,
Director of Regeneration and Neighbourhoods
Hartlepool Borough Council
(01429) 523300
denise.ogden@hartlepool.gov.uk

SECTION 1 OUTCOME DETAILS			
Outcome:	1. Hartlepool has improved business growth and business infrastructure and an enhanced culture of entrepreneurship	Theme:	Jobs and the Economy

Lead Dept:	RND	Other Contributors:	
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SECTION 2 ACTIONS			
Code (existing/New)	Action	Due Date	Assignee
	Deliver one public procurement event per annum to encourage local supply chain.	Mar 16	Mick Emerson
	Provide enterprise coaching to support 100 individuals per annum	Mar 16	Mick Emerson
	Deliver 2 education business link events per annum.	Mar 16	Mick Emerson

SECTION 3 PERFORMANCE INDICATORS & TARGETS							
Code	Indicator	Assignee	Targeted or Monitor	Collection Period	Current Target (2014/15)	Future Targets	
						15/16	16/17
NI 171	New business registration rate – the proportion of new business registration per 10,000 resident population (aged 16+)	Mick Emerson	Target	Annual	Not Set	TBC	TBC
RND P085	Business stock (Business units in Hartlepool) per 10,000 resident population (aged 16+)	Mick Emerson	Target	Annual	Not Set	TBC	TBC

SECTION 4 RISKS		
Code	Risk	Assignee
RND R050	Fragility of economic recovery compared to other parts of the UK	Antony Steinberg

SECTION 1 OUTCOME DETAILS			
Outcome:	2. Hartlepool has attracted new investment and developed major programmes to regenerate the area and improve connectivity	Theme:	Jobs and the Economy

Lead Dept:	RND	Other Contributors:	
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SECTION 2 ACTIONS			
Code (existing/New)	Action	Due Date	Assignee
	Develop 2 Local Growth Fund (LGF) / Heritage Lottery Fund (HLF) bids to support the development of the waterfront and Innovation Skills Quarter (ISQ).	Mar 16	Rob Smith
	Publish master plan for the waterfront and develop 2 key projects.	Mar 16	Rob Smith
	Develop Seaton Carew regeneration scheme and undertake one public consultation exercise.	Sept 15	Rob Smith
	Relocate Council depot facility to accommodate expansion of Cleveland College of Art & Design	Dec 15	Dale Clarke
	Attend 4 European Structural and Investment Fund (ESIF) development sessions per annum.	Sept 16	Patrick Wilson

SECTION 3 PERFORMANCE INDICATORS & TARGETS							
Code	Indicator	Assignee	Targeted or Monitor	Collection Period	Current Target (2014/15)	Future Targets	
						15/16	16/17
RND P089	Value of income from external funding sources	Mick Emerson	Target	Annual	£400k	TBC	TBC

SECTION 4 RISKS		
Code	Risk	Assignee
RND R029	Inability to achieve external funding to support the delivery of long term regeneration targets	Antony Steinberg
RND P050	Fragility of economic recovery compared to other parts of the UK	Antony Steinberg
RND P060	Failure to deliver current regeneration programmes	Antony Steinberg
RND R071	Failure to deliver local economic objectives as a result of shifts in policies and priorities of external partners.	Antony Steinberg

SECTION 1 OUTCOME DETAILS			
Outcome:	3. Hartlepool has increased employment and skills levels with a competitive workforce that meets the demands of employers and the economy	Theme:	Jobs and the Economy

Lead Dept:	RND	Other Contributors:	
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SECTION 2 ACTIONS			
Code (existing/New)	Action	Due Date	Assignee
	Deliver four Hartlepool Youth Investment Programme (HYIP) meetings per annum to devise and implement careers and employment interventions.	Mar 16	Patrick Wilson
	Implement the Youth Engagement and Support (YES) project to target 76 young people classified as the most 'high risk' of becoming NEET (Not in Education, Employment or Training) to progress into education, training and employment.	Mar 16	Patrick Wilson
	Publish the Constructing Hartlepool strategy to support construction sector with the provision of trainees	Mar 16	Patrick Wilson
ERS 44	Develop successful traineeship programmes	July 15	Teresa Latcham
ERS 45	Implement the move into work programme to support residents into employment	July 15	Teresa Latcham
ERS 46	Implement the skills support for the workforce project	July 15	Maggie Heaps
ERS 65	Develop successful study programmes for 16 – 18 year olds	Sept 15	Teresa Latcham
ERS 66	Implement programmes to improve the literacy and numeracy of young adults.	July 15	Teresa Latcham
ERS 32	Deliver employer core offer activity supporting 200 unemployed people into work each year	Mar 16	Caron Auckland
ERS 35	Deliver heritage skills apprenticeship project supporting 12 apprentices	Mar 16	Patrick Wilson

SECTION 3 PERFORMANCE INDICATORS & TARGETS							
Code	Indicator	Assignee	Targeted or Monitor	Collection Period	Current Target (2014/15)	Future Targets	
						15/16	16/17
NI 151	Overall employment rate	Antony Steinberg	Target	Annual	62.8%	63%	63.5%
	Youth unemployment rate	Maggie Heaps	Target	Annual	8.3%	8%	7.5%
	Number of adults participating in skills programmes	Maggie Heaps	Target	Annual (Academic)	650	600	600

SECTION 4 RISKS		
Code	Risk	Assignee
RND R071	Failure to deliver local economic objectives as a result of shifts in policies and priorities of external partners.	Antony Steinberg
CAD R047	Failure to fulfill the targets for recruitment set by the Skills and Funding Agency leading to loss of income	Maggie Heaps
CAD R048	Failure to reach the minimum levels of performance for the Skills and Funding Agency or Ofsted	Maggie Heaps

SECTION 1 OUTCOME DETAILS			
Outcome:	4. Hartlepool has increased economic inclusion of adults and is tackling financial exclusion	Theme:	Jobs and the Economy

Lead Dept:	CED	Other Contributors:	RND
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SECTION 2 ACTIONS			
Code (existing/New)	Action	Due Date	Assignee
	Deliver employability and enterprise sessions to 100 13 – 19 year olds	Mar 16	Scott Campbell
	Deliver Youth Contract to support 52 clients with mentoring to progress into education, training or employment	Mar 16	Julie Seymour
ERS 62	Deliver Regional Growth Fund (RGF) Tees Valley Jobs & Skills Investment scheme to create 700 jobs across the Tees Valley	Mar 16	Patrick Wilson

SECTION 3 PERFORMANCE INDICATORS & TARGETS							
Code	Indicator	Assignee	Targeted or Monitor	Collection Period	Current Target (2014/15)	Future Targets	
						15/16	16/17
	None Identified						

SECTION 4 RISKS		
Code	Risk	Assignee
	None Identified	

SECTION 1 OUTCOME DETAILS			
Outcome:	5. Hartlepool has a boosted visitor economy	Theme:	Jobs and the Economy

Lead Dept:	RND	Other Contributors:	
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SECTION 2 ACTIONS			
Code (existing/New)	Action	Due Date	Assignee
ERS 70	Develop and implement a marketing and communication plan to raise the profile of Hartlepool as a place to invest and visit, utilising appropriate research data to include production of a marketing and communication plan.	Mar 16	Harland Deer
	Develop e-marketing to include 25 e-marketing campaigns per annum.	Mar 16	Harland Deer
	Deliver bespoke training courses, including the 'Discover Hartlepool' and 'My Hartlepool' projects to include four courses per annum.	Mar 16	Harland Deer
ERS 76	Undertake programme of targeted account management with key tourism businesses to provide business advice including 30 business meetings per annum.	Mar 16	Harland Deer

SECTION 3 PERFORMANCE INDICATORS & TARGETS							
Code	Indicator	Assignee	Targeted or Monitor	Collection Period	Current Target (2014/15)	Future Targets	
						15/16	16/17
RND P092	Visitor numbers	Harland Deer	Target	Annual	Not Set. Awaiting current STEAM data expected 31/1/15		
RND R093	Value of visitor economy	Dale Clarke	Target	Annual	Not Set. Awaiting current STEAM data expected 31/1/15		
RND R094	Number of unique visitors to destination Hartlepool website	Dale Clarke	Target	Annual	80,000	100,000	TBC
RND R095a	Number of social media followers (Twitter / Facebook)	Harland Deer	Target	Quarterly	1,500	2,000	TBC

SECTION 4 RISKS		
Code	Risk	Assignee
RND P050	Fragility of economic recovery compared to other parts of the UK	Antony Steinberg
RND R071	Failure to deliver local economic objectives as a result of shifts in policies and priorities of external partners.	Antony Steinberg

SECTION 1 OUTCOME DETAILS			
Outcome:	8. Provision of high quality community learning and skills opportunities that widen participation	Theme:	Lifelong Learning and Skills

Lead Dept:	RND	Other Contributors:	
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SECTION 2 ACTIONS			
Code (existing/New)	Action	Due Date	Assignee
	Provide a wide range of learning opportunities which encourage participation in Lifelong Learning –programme to include employability, family learning’ personal development and volunteering	July 15	Maggie Heaps

SECTION 3 PERFORMANCE INDICATORS & TARGETS							
Code	Indicator	Assignee	Targeted or Monitor	Collection Period	Current Target (2014/15)	Future Targets	
						15/16	16/17
ACS P053	Number of learners participating in community learning programmes	Maggie Heaps	Monitor	Annual (Academic)	Not Required		

SECTION 4 RISKS		
Code	Risk	Assignee
CAD R047	Failure to fulfil the targets for recruitment set by the SFA leading to loss of income	Maggie Heaps
CAD R048	Failure to reach the minimum levels of performance for the SFA or Ofsted	Maggie Heaps

SECTION 1 OUTCOME DETAILS			
Outcome:	19. Hartlepool has an improved natural and built environment	Theme:	Environment

Lead Dept:	RND	Other Contributors:	
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SECTION 2 ACTIONS			
Code (existing/New)	Action	Due Date	Assignee
	Deliver a Hartlepool Local Plan which sets out the spatial vision, strategic objectives and core policies for the Borough for the next 15 years	Oct 16	Andrew Carter

SECTION 3 PERFORMANCE INDICATORS & TARGETS							
Code	Indicator	Assignee	Targeted or Monitor	Collection Period	Current Target (2014/15)	Future Targets	
						15/16	16/17
NI 157a	Processing of planning applications within target: Major applications	Andrew Carter	Targeted	Financial Year	60%	TBC	TBC
NI157b	Processing of planning applications within target: Minor Applications	Andrew Carter	Targeted	Financial Year	65%	TBC	TBC
NI 157c	Processing of planning applications within target: Other applications	Andrew Carter	Targeted	Financial Year	80%	TBC	TBC
RND P009	The percentage of appeals allowed against the authorities decision to refuse planning applications	Andrew Carter	Targeted	Financial Year	50%	TBC	TBC
RND P081	Percentage of informal planning inquiries decided within 15 working days	Andrew Carter	Targeted	Financial Year	75%	TBC	TBC
RND P082	Percentage of planning complaints investigations concluded in 4 months	Andrew Carter	Targeted	Financial Year	75%	TBC	TBC

SECTION 4 RISKS		
Code	Risk	Assignee
RND R059	Failure to provide a 'Sound' Planning Policy Framework leading to a lack of clear planning guidelines	Andrew Carter
RND R073	Failure to implement new planning related legislation	Andrew Carter
RND R091	Failure to determine planning applications within specified time periods	Andrew Carter

SECTION 1 OUTCOME DETAILS			
Outcome:	23. Hartlepool has an improved and more balanced housing offer that meets the needs of and is of high quality design	Theme:	Housing
Lead Dept:	RND	Other Contributors:	

SECTION 2 ACTIONS			
Code (existing/New)	Action	Due Date	Assignee
	Develop a delivery strategy for the redevelopment of the Carr / Hopps Street area	Mar 16	Nigel Johnson
	Introduce a service within the Council to manage the authorities housing stock.	Sept 15	Nigel Johnson
	Develop and set-up a social letting agency	Mar 16	Gemma Day

SECTION 3 PERFORMANCE INDICATORS & TARGETS							
Code	Indicator	Assignee	Targeted or Monitor	Collection Period	Current Target (2014/15)	Future Targets	
						15/16	16/17
NI 155	Number of affordable homes delivered (gross)	Nigel Johnson	Target	Quarterly	50	TBC	TBC
	Percentage of HBC managed properties which are void.	Nigel Johnson	Target	Quarterly	NA	2%	2%
	Percentage of HBC property tenants in arrears.	Nigel Johnson	Target	Quarterly	NA	5%	5%
	Number of properties managed by HBC	Nigel Johnson	Target	Annual	183	203	231

SECTION 4 RISKS		
Code	Risk	Assignee
RND R061	Inability to balance demands for social housing	Nigel Johnson

SECTION 1 OUTCOME DETAILS			
Outcome:	24. Hartlepool has improved housing stock where all homes across tenures offer a decent living environment	Theme:	Housing

Lead Dept:	RND	Other Contributors:	
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SECTION 2 ACTIONS			
Code (existing/New)	Action	Due Date	Assignee
	Work with landlords to prevent homes from becoming long term empty, through early intervention	Mar 16	Martin Spaldin

SECTION 3 PERFORMANCE INDICATORS & TARGETS							
Code	Indicator	Assignee	Targeted or Monitor	Collection Period	Current Target (2014/15)	Future Targets	
						15/16	16/17
LAA H P001	Number of private dwellings empty for over 6 months and brought back into use.	Martin Spaldin	Target	Annual	Not Set	TBC	TBC

SECTION 4 RISKS		
Code	Risk	Assignee
	Inability to meet very high levels of local housing needs including affordable housing	Nigel Johnson
	Failure to respond to and implement changes to selective licensing (subject to members approval)	Linda Igoe

SECTION 1 OUTCOME DETAILS			
Outcome:	25. Housing Services and housing options respond to the specific needs of all communities within Hartlepool	Theme:	Culture and Leisure

Lead Dept:	RND	Other Contributors:	
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SECTION 2 ACTIONS			
Code (existing/New)	Action	Due Date	Assignee
	Review and monitor the impact of welfare and social housing reforms on tenancy sustainability, homelessness, tenancy satisfaction and vulnerable people on the housing waiting list.	Mar 16	Karen Kelly
	Assist people to maintain independent living through the provision of minor adaptations	Mar 16	Karen Kelly

SECTION 3 PERFORMANCE INDICATORS & TARGETS							
Code	Indicator	Assignee	Targeted or Monitor	Collection Period	Current Target (2014/15)	Future Targets	
						15/16	16/17
	Number of households where homelessness has been prevented through local authority action	Lynda Igoe	Target	Quarterly	9	TBC	TBC
	Average waiting time (days) for a disabled facilities grant to be completed	Karen Kelly	Target	Quarterly	95	TBC	TBC

SECTION 4 RISKS		
Code	Risk	Assignee
	Failure to provide correct housing advice to the public	Lynda Igoe

SECTION 1 OUTCOME DETAILS			
Outcome:	26. Local people have access to Arts, Museum, Community Centres and Events which enrich people's lives.	Theme:	Culture and Leisure

Lead Dept:	RND	Other Contributors:	
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SECTION 2 ACTIONS			
Code (existing/New)	Action	Due Date	Assignee
	Support and deliver a programme of events for Hartlepool	Mar 15	Clare Irvine
	Facilitate an entertainments programme for residents and visitors through the provision of suitable venues	Mar 15	David Worthington
	Deliver a programme of events throughout the year to residents and visitors.	Mar 15	David Worthington

SECTION 3 PERFORMANCE INDICATORS & TARGETS							
Code	Indicator	Assignee	Targeted or Monitor	Collection Period	Current Target (2014/15)	Future Targets	
						15/16	16/17
ACS P106	Number of people visiting Hartlepool Art Gallery, Museum of Hartlepool and Hartlepool Maritime Experience.	David Worthington	Targeted	Quarterly	202,000	TBC	TBC
ACS P107	Number of school visits to Hartlepool Art Gallery, Museum of Hartlepool and Hartlepool Maritime Experience.	David Worthington	Targeted	Quarterly	14,300	TBC	TBC
ACS P108a	Number of people visiting Town Hall Theatre.	David Worthington	Targeted	Quarterly	50,248	TBC	TBC
ACS P109	Number of people using Community Centres.	Sue Rybak	Targeted	Quarterly	33,061	TBC	TBC
	Number of people attending Council-organised events.	David Worthington	Monitored	Quarterly	Not Required		

SECTION 4 RISKS		
Code	Risk	Assignee
	Failure to engage with new and existing service users.	David Worthington
	Reduction in funding to provide services.	David Worthington

SECTION 1 OUTCOME DETAILS			
Outcome:	27. Local people have access to library services which enrich people's lives.	Theme:	Culture and Leisure

Lead Dept:	RND	Other Contributors:	
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SECTION 2 ACTIONS			
Code (existing/New)	Action	Due Date	Assignee
	Provide a progressive library service for the provision of safe community spaces and an outreach service that keeps pace with the changing needs of the community it serves.	Mar 16	Kay Tranter
	Providing the provision of public access computers and the Reference and Information Service.	Mar 16	Kay Tranter
	Engage with children and young adults to support their learning needs, through a programme of activities and initiatives.	Mar 16	Kay Tranter
	Undertake a review of Library Services to provide options for future service delivery and report the findings to Committee.	July 15	Kay Tranter

SECTION 3 PERFORMANCE INDICATORS & TARGETS							
Code	Indicator	Assignee	Targeted or Monitor	Collection Period	Current Target (2014/15)	Future Targets	
						15/16	16/17
ACS P062	Number of people receiving a home library service.	Kay Tranter	Targeted	Quarterly	620	640	TBC
	Number of activities which engage communities or support the wellbeing agenda.	David Worthington	Monitor	Annual	Not Required		
ACS P104	Number of hours usage of the People's Network computers.	Kay Tranter	Targeted	Quarterly	38,000	39,000	TBC
ACS P105	Number of enquiries received by the Reference and Information Service.	Kay Tranter	Targeted	Quarterly	28,000	30,000	TBC
ACS P103	Number of engagements with children and young adults in library delivered activities.	Kay Tranter	Targeted	Quarterly	16,000	16,100	TBC

SECTION 4 RISKS		
Code	Risk	Assignee
New	Failure to engage with new and existing service users.	David Worthington
New	Fluctuating public demand for information and IT support as new e-government services are implemented.	David Worthington
New	Reduction in funding to provide statutory services.	David Worthington

REGENERATION SERVICES COMMITTEE

12th February 2015



Report of: Assistant Director (Regeneration)

Subject: CULTURE AND INFORMATION SERVICES QUARTERLY
REPORT – OCTOBER-DECEMBER 2014

1. TYPE OF DECISION/APPLICABLE CATEGORY

For information.

2. PURPOSE OF REPORT

2.1 The purpose of this report is to inform and update members on the work of the Culture and Information Services Section for the period 1st October – 31st December 2014.

3. BACKGROUND

3.1 Culture and Information Services cover a wide range of functions and venues across the Borough. These venues include: Burbank Community Centre; Central Library; Hartlepool Art Gallery; Hartlepool Maritime Experience; Headland Library; Museum of Hartlepool; Owton Manor Community Centre and Library; Seaton Community Centre; Seaton Library; Masfield Centre; Town Hall Theatre and Throston Library.

3.2 The Services provided include both on-site and outreach elements and advice, support and guidance to community groups working in these areas.

4. UPDATE ON PROGRAMMES AND INITIATIVES

4.1 Culture and Information Services have achieved a number of outputs during the period October-December 2014 and the following highlights some of these key achievements and work streams.

4.2 Libraries

- **Children's Service**

The number of engagements with children for the period Sept-Dec 2014 was 4799. This relates to library led activities such as read & rhymes, library skills and author visits. Visits to the library to borrow books are not included in this figure. The annual number of engagements to date is approximately 5% higher than in 2013/14.

	2013/14	2014/15
Q1	2819	3409
Q2	7312	7592
Q3	4925	4799
Total	15056	15800

Key contributions were;

- *Author Events.*
287 children attended the Town Hall Theatre to listen to award winning children's author Jamie Thomson. Six schools participated in the event. 140 younger children and parents enjoyed a lively and interactive activity with Ian Whybrow, author of Harry and the bucketful of dinosaurs.
- *Summer Read Medal Ceremonies.*
Over 360 children and parents attended the annual Summer Read Medal Ceremonies held in the branch libraries. In addition over 400 attended the Central Library's Summer Read and Arts Award presentations which, for the first time, were held in the Council Chamber of the Civic Centre.
- *Northern Children's Book Festival.*
As part of the regional Northern Children's Book Festival Hartlepool Libraries host a fortnight of book related events across the town. This year 1250 children, from four schools had the opportunity to meet and interact with a mixture of authors and illustrators.
- *Christmas Activities*
70 children and parents attended the Central Library's Christmas Extravaganza aimed at under 5's. Stories were provided by local storyteller Tony Wilson.
- **Digital Inclusion**

Use of the People's Network computers was significantly affected by the unscheduled loss of IT services in this quarter.

No. of hours of usage	2013/14	2014/15
April – June	9,031	10,594
July-September	9,748	10,235
October-December	9980	8083

Eight Library Officers have completed in-house training on ‘Supporting Digital Access to Information and Services’. This is a national initiative by the Society of Chief Librarians to support the delivery of the Government’s E-agenda.

- **Enquiries**

The Library Reference and Information section recorded 9183 enquiries in the period October-December 2014. This is an increase of 34% on the same period in 2013.

Enquires	Q1	Q2	Q3	Q4
2012-13	6444	6106	5858	6105
2013-14	6032	7577	6857	7790
2014-15	8469	9710	9183	

- **Exhibitions – Central Gallery.**

Three exhibitions were hosted in October - December 2014 including a month long exhibition to commemorate the Bombardment of the Hartlepoons.

The exhibition was based on information and images from the Library and Museum collections. It was supported by installations depicting the contribution to the war effort of local munitions workers and a recreation of a bomb damaged home. The installations were the product of the Tees Valley Arts Council funding to commemorate WW1.

The Central Gallery also hosted a touring photographic exhibition entitled ‘Re-traced - St Cuthbert’s Final Journey’. The exhibition which had previously formed part of Durham’s Lindisfarne Gospels celebrations was enhanced by an evening event presented by the project’s photographer and author.

A supporting workshop was also delivered by the project’s author exploring how to write about location and memory.

- **Events Programme 2014**

The Library Service continues to provide author events, workshops and awareness days as an integral part of the Universal Library Offer.

Key activities include:

- ***Local History lectures***
Library staff delivered a number of lectures on local history, engaging with 129 members of local community groups.
Local author Colin Hatton gave a presentation on Railways in World War One to 40 people, whilst Edward Bunting's talks on notable houses of Hartlepool attracted over 100 people.

- ***World War 1 commemorations***

35 Home Library users visited the Central Library to attend an afternoon event themed around World War 1. Transport and catering was funded by the Freemasons.

The Headland Library provided a host of activities to commemorate the centenary of World War 1. The event, sponsored by Councillor Robbie Payne, involved the Local History Society as well as a local author and local history enthusiasts. Over 100 people visited the library to talk with the exhibitors whilst 8 people joined the Bombardment themed walk around the Headland.

Central Library held author events featuring Wendy Robertson and Marion Husband. The author's readings and talks prompted discussion around the themes of war, character, historical writing and research.

- ***Reading Groups***

The York based author Fiona Shaw visited the Central Library to help celebrate the 10th anniversary of the Friday Afternoon Reading Group.

- **Community Support**

The Library Service hosts a number of community support sessions, below is a sample of activity between October and December 2014;

- Drop-in sessions by Citizens Advice and The Open University.
- Health Watch information sessions have been held at Throston and Headland libraries.
- Seaton Carew Library hosted an exhibition by the Foggy Furze Embroiders and Quilters group and also a drop-in by the Friends of Teesmouth. Both events attracted interest from non-library members.
- New adult activities were piloted at the Central Library. The craft activities are used to encourage social interaction and stimulate a sense of well-being which are part of the nationally adopted Universal Library Offer.

- ***Dementia Collection***

A new collection of resources, including books, memory boxes and information leaflets has been established in the Central Library.

It is designed to help support people living with dementia and their carers and families.

The collection will support the Dementia Friendly Communities initiative and run alongside 'Books on Prescription: Dementia' which is a national scheme due to launch early in 2015.

4.3 Community Centres

Attendances at community centres was 8317.

In Owton Manor Community Centre, a new regular booking has been made by a fitness group.

The table below provides a comparison of attendances at the community centre's from 2013/2014 to 2014/2015.

Community Centre Performance Indicators 2013/2014 & 2014/2015

Year	Quarter 3			Annual		
	Target	Total	Difference	Target	Total	Difference
2013-14 3 centres	5500	8693	up 3193	22197	32542	up 10345

Year	Quarter 3			Annual		
	Target	Total	Difference	Target	Total	Difference
2014-15 3 centres	8389	8317	down 72	28608	-	-

4.4 Arts & Outreach

Cultural Ambassadors Scheme:

A total of 12 sessions and 42 young people engaged in the Young Cultural Ambassador Programme between October and December

Town Hall Theatre:

A total of 28 shows/events were held in the Theatre between October and December.

Visitor Figures: October to December 2014 7,558.

Breakdown:

Room	Oct	Nov	Dec
Lauder Suite	40	60	0
Audience	1563	3204	1223
Backstage	536	890	42
Total	2139	4154	1265

Overall Total	7558
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Events:

Three events were delivered between October and December attracting approximately 17,500 visitors. These events were the annual fireworks display, the Christmas Light switch on and the event to commemorate the 100th anniversary of the bombardment on the 16th December.

ISAG:

A total of 16 events were considered by the events team, 7 did not need to be progressed, 7 were undertaken as a paper exercise and 7 were presented to ISAG.

Hartlepool Art Gallery:Events/Activity:

- A total of 5 Dabble in Art sessions between October and December attracting 112 people.

Exhibitions:

Hartlepool Art Gallery:

- Two exhibitions were held between October and December – these were the ‘Times of Our Lives’ exhibition and the annual Hartlepool Art Club exhibition.

Hartlepool Art Gallery - Emerge Space:

- One exhibition – Manor School of Technology.

Projects:

- First World War Mail Art Trench Art Project began at Throston Youth Centre with artist Theresa Easton. Young people explored the social history behind Trench Art using First World War heritage at the Heugh Gun Battery, Beamish Museum and the Museum of Hartlepool. The young people learned new creative techniques and heritage research skills, transforming this understanding into Mail Art to be shared and exchanged with other young people in the UK, Germany and Australia.

Visitor Figures:

Hartlepool Art Gallery Visitor Figures: from October to December were 15,641, compared to 20,451 for the same period last year.

4.8 Museum of Hartlepool, Collections and Learning

- **Museum of Hartlepool.** Visitor figures for the 3rd Quarter were 24,960, compared to 24,710 for the same period last year.
- **Exhibition: “Voices of the Bombardment”.** The museum’s major temporary exhibition for the Commemoration of the 100th Anniversary of the Bombardment opened on 20th September. At the half way point in its run of 31st December 2014 it has been visited by just over 29,000 visitors. The addition of the Poppies from the Tower of London used in the dedication of the Bombardment Memorial on 16th December created increased footfall.
- **Learning: school visits.** There were 642 facilitated School Visits by pupils to the Museum and Art Gallery. The majority of pupils took part in workshops relating to the First World War.
- **Learning: family learning.** There were 693 participations by children and young people in out of school Family Activities at the Museum in.
- **Collections Access: “Safe and Sound”.** Progress on our new Collections Access project was made during the quarter. The project officer started in July 2014, and after consultation with partners and stakeholders it was decided in November to rename the *999: What’s Your Emergency* project *Safe and Sound* to better reflect its focus discovering the stories behind objects in our Emergency Services collections. The first volunteers were engaged this quarter, and extensive audit and research of collections across the partners (Hartlepool, Middleborough and Darlington) initiated.
- **Donations and Acquisitions.** The major acquisition in late December was the inter-museum transfer of a rare unexploded German naval shell from the Bombardment, from the Royal Albert Memorial Museum in Exeter to the Museum of Hartlepool. A full report is pending, as soon as research confirms its unique story.

4.9 Hartlepool Maritime Experience

- Comparing visitor figures from the same period 2013-2014, admissions were up 4%, income from admissions up 3%. Retail has increased this quarter and is up 17% on the same period of 2013-2014. 5 for 1 admission ticket (pay one increased admission visit 4 times free) has seen an increase of 15.5% for the same period.
- Partnership with East Durham College provided entertainment for HME annual Halloween event Spoo-Quay on 30th and 31st October. 31st was a sell out at 800 tickets.

- Christmas Crackers took place 12th December, visitor numbers increased by 35% on 2013. Income increased by 38%.
- HME was the host venue for annual Lite up a Light Hospice event.

4.10 First World War Project

- **Marketing**

We have achieved the Equivalent Advertising Value of £101,984 against a project target of £100,000. This is the amount in pounds that you would have to pay to secure advertising space equivalent to the coverage generated by a news article.

The event on 16th December in Hartlepool was covered on the national BBC Breakfast programme, and also the 1'o'clock news, as well as BBC Look North and across the day on BBC Tees. The online coverage was also the second most read story on the whole of the BBC news website that day, with more than 500,000 views.

- **Exhibition**

The exhibition has visited the following venues:

- Kirkleatham Museum
- Hartlepool Central Library
- Crown Street Library Darlington

- **Outdoor Theatre Performances**

- Redcar October at Kirkleatham Park approx 500visitors
- Middlesbrough Nov at Albert Park approx 400 visitors
- Darlington Nov at market Square approx 1500 visitors
- Hartlepool Dec at Headland approx 2000 visitors

5. SUMMARY

- 5.1 This report highlights some key areas of work and progress made over the past three months.

6. SECTION 17 OF THE CRIME AND DISORDER ACT 1998 CONSIDERATIONS

- 6.1 There are no implications under Section 17.

7. EQUALITY AND DIVERSITY CONSIDERATIONS

- 7.1 There are no equality and diversity issues in this report.

8. RECOMMENDATIONS

- 8.1 That the Regeneration Service Committee notes the content of the report and the progress made across key areas of delivery within the Culture and Information service.

9. REASONS FOR RECOMMENDATIONS

- 9.1 To inform Members of the range of recent activities of the Culture and Information section and the ongoing contribution to the Council's strategic priorities.

10. BACKGROUND PAPERS

- 10.1 There are no background papers.

11. CONTACT OFFICER

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REGENERATION SERVICES COMMITTEE

12th February 2015



Report of: Assistant Director (Regeneration)

Subject: UPDATE ON THE EMPTY PROPERTY
PURCHASING SCHEME

1. TYPE OF DECISION/APPLICABLE CATEGORY

Non Key Decision.

2. PURPOSE OF REPORT

2.1 To outline progress in implementing the Council's Empty Property Purchasing Scheme.

3. BACKGROUND

3.1 On the 22nd March 2012, Council approved the implementation of an Empty Property Purchasing Scheme to bring 48 properties back into use. Following this the Council secured £2.6million from the Department of Communities and Local Government (DCLG) 'Clusters of Empty Homes Fund' and a further report was approved by the Council on 19th October 2012 which expanded the scheme to 100 properties, with additional match funding financed from future rental income, including an additional contingency of £150,000 to tackle some of the most challenging empty homes in the poorest condition.

3.2 The objective of the scheme was to purchase and refurbish 100 long term empty homes (defined as being empty for 6 months or more) by agreement by March 2014. These properties will be let at an affordable rent and managed by Housing Hartlepool, until 31st March 2015, then managed by Hartlepool BC the Housing Services team from 1st April 2015. All 100 properties have been purchased and are either refurbished and let or currently being refurbished by the Council.

3.3 The long term strategic objectives of the scheme is to bring long term empty properties back into use (in line with the Empty Homes Strategy) and to

provide affordable accommodation which is well managed and in good condition for the residents of Hartlepool.

4. PROGRAM TO DATE

4.1 Property Acquisition

4.2 The valuation and acquisition process began in July 2012. The Council has purchased all 100 properties, the 100th property legally completed in October 2014.

4.3 Over 350 valuations and inspections have been conducted, which has resulted in many of the property acquisitions, usually after direct contact with owners by the Empty Homes Officer. Other properties acquired have been on an open market for sale basis.

4.4 Property Refurbishment

4.5 Since Members approved the scheme, detailed project planning and implementation has been underway involving a Project Team consisting of officers from Housing Services, Facilities Management, Building Consultancy, Finance and Housing Hartlepool. Officers have developed an agreed approach to ensure that properties are refurbished in accordance with expected standards and within budget. The target of 100 property refurbishments within 2 years has been a challenge, especially as there is an unavoidable delay between the date when properties are acquired and the date when the refurbishment can commence. A key barrier can be utility connection timescales once the properties have been refurbished.

4.6 To date 46 properties are complete and let and 11 properties are ready to be let. 43 properties are currently having refurbishment works undertaken. Eight new staff were appointed within the Facilities Management team to deliver this project and refurbishment work is progressing well and to an exceptionally high standard.

4.7 The Council is successfully delivering its 'Clusters of Empty Homes Funding' programme and reporting on a quarterly basis to DCLG on progress of acquisitions and refurbishment. The Council is delivering on target and is a leader in terms of delivery across the Country. Across the national programme delivery is not as expected with many Local Authorities not achieving their goals and in this regard the Council can be proud of what it has achieved thus far.

4.8 Lettings

4.9 On 21st January 2013 Members approved the use of Local Authority Flexible Tenancies for all properties let through this scheme. This will provide flexibility to the Council to dispose of these properties in the future through either shared ownership/equity or rent to home buy products achieving sustainability

in streets by increasing owner occupation. Follow up visits have been conducted with positive feedback being reported by new tenants specifically in relation to the quality and standard of properties. Open days have been held to allow potential tenants the opportunity to view the properties and officers have received very positive feedback from visitors and a number of lets have been achieved following these events.

- 4.10 The management of the stock by Housing Hartlepool as management agent on behalf of Hartlepool Borough Council remains in place until 31st March 2015. In a recent report to Finance and Policy Committee it was proposed that the management of Council owned stock is brought in-house and delivered by the Housing Services Team when the contract with Housing Hartlepool ends. This proposal includes the management of the properties purchased through this Empty Property Purchasing Scheme.

4.11 Funding Profile

- 4.12 The project is currently being delivered in line with the programme and within budget. The average cost for acquisition and refurbishment is currently £54,433 per property and to date some additional contingency has been used for various snagging issues uncovered once a tenant has moved in. It is often the case that additional works arise once the refurbishment commences, this is due to the nature of the stock the Council are purchasing as each property has been maintained to its owners level, which is not a consistent standard and the Council aims for a high level of stock condition. This has several benefits, including the tenant's satisfaction and also reduces the impact on the Council's repairs sinking fund. Additional abortive costs (valuations not resulting in a purchase) total £17,000 which brings the property average to £54,621. It was anticipated that costs would rise throughout the project as properties become more difficult to acquire or more expensive to refurbish however, work to review and keep refurbishment costs to a reasonable level and negotiation with owners at the acquisition stage has prevented this from happening to date. As properties have had refurbishment works completed a full assessment is made of the budget to ensure each property is being delivered within the projected costs subject to variations. To date all properties are being delivered within budget.

4.13 Evaluation of Phase 1 of the Programme

- 4.14 A full evaluation of Phase 1 of the programme is timetabled to commence, once all the properties refurbishments have been completed, by 31st March 2015. Realistically this will mean that the details from accounts will be available to work on in April/May and the aim will be to produce an evaluation report in late spring, early summer 2015. This will have a number of benefits, it will inform the second phase of the empty homes programme and the units required to balance the stock holding. It will inform assumptions made when the scheme was designed. It will inform the direction of future development of the stockholding and development of housing services.

5. RISKS

- 5.1 One key risk to the project is the speed at which refurbishment of properties can be completed once the acquisition has been undertaken, especially as the number of properties requiring completion on a monthly basis has increased. This issue will be monitored very closely in order to overcome any barriers to the overall project being completed on time and within budget.
- 5.2 In addition to this a robust monitoring system is required and is being developed, (please see **Appendix 1**), to improve performance across delivery and implementation of the scheme. This will be another element of the overall evaluation of the scheme as detailed in 4.14 it will also form the basis of the overall housing management and performance of the services brought back in house on the 1st April 2015.
- 5.3 DCLG also significantly reduce the risk of not delivering by a significant change to the delivery deadline, to March 2015, budgets are within target and within budget.

6. RECOMMENDATIONS

- 6.1 That Committee note the contents of the report.

7. REASONS FOR RECOMMENDATIONS

- 7.1 The report is for information only.

8. BACKGROUND PAPERS

- Minutes from Council meeting of 18th October 2012
<http://www.hartlepool.gov.uk/meetings/meeting/2719/council>
- Minutes from the Cabinet meeting of 4th October 2012
<http://www.hartlepool.gov.uk/meetings/meeting/2670/cabinet>
- Minutes from the Council meeting of 14th February 2013
[http://www.hartlepool.gov.uk/egov_downloads/14.02.13 -
_Council_Agenda.pdf](http://www.hartlepool.gov.uk/egov_downloads/14.02.13_-_Council_Agenda.pdf)
- Minutes from the Council Meeting of 25th July 2013
<http://www.hartlepool.gov.uk/meetings/meeting/2963/council>
- Minutes from the Council Meeting of 5th December 2013
<http://www.hartlepool.gov.uk/meetings/meeting/2966/council>
- Report to Finance and Policy Committee of 28th March 2014
[http://www.hartlepool.gov.uk/meetings/meeting/2983/finance_and_policy
committee](http://www.hartlepool.gov.uk/meetings/meeting/2983/finance_and_policy_committee)

9. REASONS FOR RECOMMENDATIONS

9.1 The report is for information only.

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Property No.	Date Sale Completed	Date Job Closed	Tenancy Commenced
1	07/12/2012	12/12/2012	09/09/2013
2	07/05/2013		
3	18/12/2012	28/01/2013	18/11/2013
4	15/02/2013	27/03/2013	28/10/2013
5	22/02/2013	16/04/2013	24/03/2014
6	28/02/2013	27/03/2013	28/10/2013
7	07/10/2013		31/03/2014
8	03/09/2013		21/04/2014
9	03/07/2013	25/07/2013	02/12/2013
10	27/01/2014		
11	04/04/2014		
12	31/07/2014		
13	14/03/2013		24/03/2014
14	18/04/2013		
15	12/04/2013		
16	04/10/2013		
17	17/01/2014		
18	17/03/2014		
19	22/11/2013		
20	11/07/2014		
21	02/11/2012	09/11/2012	08/04/2013
22	17/02/2014		
23	23/11/2012	22/03/2013	07/04/2014
24	07/09/2013		14/07/2014
25	21/06/2013		
26	22/02/2013	30/05/2014	
27	14/11/2013		
28	02/05/2014		
29	31/03/2014		
30	21/08/2014		
31	14/03/2013	06/06/2013	10/02/2014
32	24/01/2014		
33	19/07/2012	22/08/2012	25/03/2013
34	11/12/2013		
35	28/11/2013		
36	27/11/2013		20/10/2014
37	30/05/2014		
38	13/09/2012	04/10/2012	11/03/2014
39	02/08/2013		
40	06/08/2013	28/05/2014	27/10/2014
41	27/06/2013	25/07/2013	17/03/2014
42	12/12/2013		
43	16/04/2014		

Property No.	Date Sale Completed	Date Job Closed	Tenancy Commenced
44	06/08/2013	28/05/2014	
45	23/01/2013	03/09/2013	17/11/2014
46	13/03/2013		28/04/2014
47	04/04/2014		
48	24/10/2012	31/10/2012	25/03/2013
49	HBC		01/09/2014
50	HBC		20/10/2014
51	HBC		20/10/2014
52	HBC		01/12/2014
53	13/03/2014		
54	04/04/2014		08/12/2014
55	14/06/2012	22/08/2012	11/03/2013
56	07/09/2012	04/10/2012	03/06/2013
57	18/10/2013		27/10/2014
58	12/06/2014		
59	19/07/2012		16/06/2014
60	29/08/2012		
61	13/12/2013		30/06/2014
62	27/11/2013		
63	31/07/2014		
64	28/02/2013	22/02/2013	22/08/2013
65	16/11/2012	22/11/2012	22/07/2013
66	16/11/2012	22/11/2012	10/06/2013
67	11/12/2012	31/01/2013	23/12/2013
68	07/09/2012	04/10/2012	11/03/2013
69	11/07/2014		
70	22/08/2014		
71	23/11/2012		15/12/2014
72	22/01/2013		01/07/2013
73	11/07/2014		
74	09/10/2014		
75	28/03/2013	12/08/2014	16/06/2014
76	01/10/2013		
77	03/10/2012	29/10/2012	02/09/2013
78	25/10/2013		
79	04/01/2013	14/11/2014	17/11/2014
80	27/02/2013		
81	28/02/2013		
82	23/09/2013		
83	10/10/2013		17/11/2014
84	16/04/2014		
85	04/12/2013		
86	23/01/2014		

Property No.	Date Sale Completed	Date Job Closed	Tenancy Commenced
87	04/04/2014		
88	04/03/2014		
89	03/06/2014		
90	13/11/2013		08/12/2014
91	16/04/2014		
92	16/04/2014		
93	16/04/2014		
94	20/09/2012	04/10/2012	08/04/2013
95	07/12/2012	11/12/2012	02/12/2013
96	19/07/2012		
97	27/06/2013		
98	23/08/2013		
99	25/10/2012		15/07/2013
100	11/02/2014		

Three Beds

34	Mapleton Road
78	Raby Gardens
183	Alma Street
24	Furness Street
122	Sheriff Street
19	Borrowdale Street
27	Uppingham Street
187	Alma Street
7	Furness Street
27	Borrowdale Street
12	Borrowdale Street
3	Erroll Street
134	Sheriff Street
18	Derwent street
4	Borrowdale Street
6	Jackson Street
120	Corwall Street
17	Kimberly Street
60	Dent Street
271	West View Road

RATION DE
COMITEE

REGENERATION SERVICES COMMITTEE

12th February 2015



Report of: Director of Regeneration and Neighbourhoods, Director of Public Health and Chief Finance Officer

Subject: STRATEGIC FINANCIAL MANAGEMENT REPORT - AS AT 31st DECEMBER 2014

1. TYPE OF DECISION/APPLICABLE CATEGORY

For Information.

2. PURPOSE OF REPORT

2.1 The purpose of the report is to inform Members of the 2014/15 Forecast General Fund Outturn, 2014/15 Capital Programme Monitoring and provide details for the specific budget areas that this Committee is responsible for.

3. BACKGROUND AND REPORTING ARRANGEMENTS 2014/15

3.1 The availability and reporting of accurate and up to date financial information will become increasingly important as future budget cuts are implemented and one-off resources are used up.

3.2 The Finance and Policy Committee will continue to receive regular reports which will provide a comprehensive analysis of departmental and corporate forecast outturns, including an explanation of the significant budget variances. This will enable the Finance and Policy Committee to approve a strategy for addressing the financial issues and challenges facing the Council.

3.3 To enable a wider number of Members to understand the financial position of the Council and their service specific areas each Policy Committee will receive a separate report providing:

- A brief summary of the overall financial position of the Council as reported to the Finance and Policy Committee;
- The specific budget areas for their Committee; and
- The total departmental budget where this is split across more than one Committee. This information will ensure Members can see the whole position for the departmental budget.

3.4 **Summary of Overall Financial Position**

3.5 The latest report submitted to the Finance and Policy Committee on 30th January 2015 advised Members that there will be an overall underspend in the current year. This position reflects action taken by the Corporate Management Team to achieve underspends to help address the significant financial challenges facing the Council over the next few years and to fund one-off commitments not provided for in the approved 2014/15 budget as these items were not known at the time.

3.6 The Corporate Management Team will seek to achieve budget underspends through a combination of robust management actions, including:

- holding posts vacant, which will help reduce the number of compulsory redundancies required to balance the 2015/16 budget;
- achieving planned 2015/16 savings earlier; and
- careful management of budgets to avoid expenditure where this does not have an adverse impact on services.

3.7 The forecast outturn has been reviewed to reflect actual expenditure/income as at 31st December and an update of the forecast expenditure for the remaining months of the financial year. This has previously been reported as a range (best case and worst case). However, as we are now approaching the financial year end forecast outturn can be predicted with a greater degree of certainty therefore only one forecast figure has been provided.

3.8 The report on the position at 31st December 2014 advised Members that there is currently a net forecast budget under spend at the year-end of £188,000, which equates to 0.2% of the net annual budget. This position is still dependant on the outturn for seasonal budgets, such as winter maintenance and elderly care services. As Members will be aware the NHS is already experiencing significant demand pressures, which may impact on Council services over the remaining months, particularly if more normal winter conditions occur. Therefore, at this stage this amount is not committed. Assuming this forecast underspend is achieved a strategy for using this amount can be developed as part of the 2016/17 budget process.

4. **2014/15 FORECAST GENERAL FUND OUTTURN – Regeneration Services Committee**

4.1 The Regeneration Services Committee has responsibility for services managed by the Director of Regeneration and Neighbourhoods and the Director of Public Health. Budgets are managed at a Departmental level and therefore a summary of the Departmental position for both Directors areas of responsibility are provided below. The tables set out the overall budget position for each Department broken down by Committee, together with a brief comment on the reasons for the forecast outturn.

Budgets Managed by the Director of Regeneration and Neighbourhoods

Budget	Description of Expenditure	December Projected Outturn Adverse/ (Favourable)	Comments
£'000		£'000	
2,696	Finance & Policy Committee	(135)	Includes a favourable variance of up to £200k on Logistics/Depot which reflects a managed underspend relating to deferred repairs expenditure and increased external income generation. A favourable variance on NEPO rebates is expected of £25k and it is proposed to create a reserve to fund potential volatility in this area owing to changes in the volume of goods purchased via NEPO contracts in future years.
3,683	Regeneration Committee - Core Services	(200)	Favourable variance includes a £220k favourable variance on Planning Income and a £50k underspend on the final account for CADCAM (Aurora Court). These are partly off-set by a £80k adverse variance in relation to Hartlepool Maritime Experience income.
0	Regeneration Committee - Social Housing	(200)	Favourable variance of £200k relates to the planned contribution to the Major Repairs Reserve on Social Housing as identified in the business case.
15,588	Neighbourhoods Committee	(700)	Adverse variance on Car Parking £105k including additional running costs £85k and a projected shortfall on income relating to the free car parking at Christmas initiative. Favourable variance of £120k on Passenger Transport relating to an underspend on demand led services and a surplus on Trading activities. Favourable variance of £125k relating S38 income which reflects an underspend in previous years on costs associated with Developments for schemes completed this year. Favourable variance on Fleet £250k which includes a significant element of one-off savings on borrowing costs as replacements are deferred, as well as permanent savings generated from efficiencies in vehicle usage overall. Favourable variance of £300k relating to an underspend on the Coastal protection budget as a result of ongoing major capital investments.
21,967	Total Regeneration & Neighbourhoods	(1,235)	
Creation of Reserves			
-	Social Housing - Creation of Reserve	200	Contribution to the Major Repairs Fund in line with the approved business model for the Empty Homes Project
-	CCTV Relocation Reserve	190	One-off funding required to fund the relocation of the CCTV service following the closure of Greenbank as reported to the Finance and Policy on 18.08.14.
-	NEPO Rebates Reserve	25	Reserve created to manage the risk that income from NEPO rebates will reduce in future years following the introduction of a new recharge methodology.
-	Depot Relocation	1,065	Reserve created to part fund relocation of depot costs to enable Hartlepool College of Art and Design to build on this site, as reported to Finance & Policy Committee on 24.11.14
21,967	Total Regeneration & Neighbourhoods - Net of Reserves	245	

4.2 The favourable outturn variance (before creation of reserves) reflects increased planning income, a managed underspend on the depot (deferred repairs expenditure) and an underspend on the Coastal Protection budget arising as a result of major capital investments. This variance will be used to create a reserve to part fund the relocation of the Lynne Street Depot to enable Hartlepool College of Art and Design to build on this site.

Budgets Managed by the Director of Public Health

Budget	Description of Expenditure	December Projected Outcome Adverse/ (Favourable)	Comments
£'000		£'000	
613	Finance & Policy Committee	(780)	The expected favourable variance relates to an expected increase on the school nursing contract which did not incur an additional cost as originally projected and reduced placements within substance misuse. Substance misuse supports vulnerable individuals and it is difficult to accurately forecast placement costs. The range highlighted reflects this. Also included within this favourable variance is a contingency amount £345k set aside to fund any potential outbreak of communicable disease. Should this be required the corresponding contribution to reserves below would be reduced.
			The Public Health Grant is ring-fenced and any underspend will be transferred into a ringfenced reserve in line with the grant conditions. Please see creation of reserves section.
575	Regeneration Committee	125	The expected adverse variance relates to income pressures at the Borough Hall and Outdoor Markets as previously reported to Members.
1,188	Total Public Health	(655)	
Creation of Reserves			
-	Public Health Ring-fenced Grant	780	Reserve created in line with grant conditions for repayment or use as initially intended.
1,188	Total Public Health - Net of Reserves	125	

4.3 Further details of the specific budget areas this Committee is responsible for are provided in **Appendix A**.

5. CAPITAL MONITORING 2014/15

5.1 The 2014/15 MTFs set out planned capital expenditure for the period 2014/15 to 2016/17.

5.2 Expenditure against budget to the 30th November 2014 for this Committee can be summarised in the following table and further details are provided in **Appendix B**.

Department	2014/15 Budget including Future Years £'000	2014/15 Budget £'000	2014/15 Actual to 30/11/14 £'000	2014/15 Remaining Expenditure £'000	2014/15 Re-phased Expenditure £'000	2014/15 Variance from Budget Adverse/ (Favourable) £'000
Regeneration and Neighbourhoods	22,212	5,995	2,339	3,656	0	0
Public Health	795	725	377	318	30	0
Total	23,007	6,720	2,716	3,974	30	0

6. RECOMMENDATIONS

6.1 It is recommended that Members:

- i) Note the report;

7. REASONS FOR RECOMMENDATIONS

- 7.1 To update the Members on the Committees forecast 2014/15 General Fund Revenue budget outturn and provide an update on the Capital Programme for 2014/15.

8. BACKGROUND PAPERS

Medium Term Financial Strategy Report approved by Council on 4th February 2014.

Strategic Financial Management Report as at 30th June considered by the Finance and Policy Committee 18th August 2014.

Strategic Financial Management Report as at 30th June considered by the Regeneration Services Committee 14th August 2014.

Review of Reserves Report considered by the Finance and Policy Committee 15th September 2014.

Strategic Financial Management Report as at 30th September considered by the Finance and Policy Committee 24th November 2014.

Strategic Financial Management Report as at 30th September considered by the Regeneration Services Committee 18th December 2014.

Strategic Financial Management Report as at 31st December considered by the Finance and Policy Committee 30th January 2015.

9. CONTACT OFFICER

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REVENUE FINANCIAL MONITORING REPORT FOR FINANCIAL YEAR 2014/15 as at 31st December, 2014

BUDGETS MANAGED BY THE DIRECTOR OF REGENERATION AND NEIGHBOURHOODS

Approved 2014/2015 Budget £'000	Description of Service Area	Projected Outturn Variance - Adverse/ (Favourable) £'000	Director's Explanation of Variance
Regeneration Committee - Core Services			
22	Archaeology Services	0	
90	Community Centres	(10)	Variance relates to income generated which is slightly higher than predicted at this stage.
402	Cultural Services	80	The variance relates to a shortfall on admissions income at the Hartlepool Maritime Experience. The estimate also reflects a possible shortfall on income associated with functions. A £10k favourable variance on Town Hall Theatre ticket income is also projected at this stage.
1,187	Libraries	0	
0	Renaissance in Regions	0	
(25)	Building Control	70	Projections reflect the volatile nature of external income in this area. Any variance is expected to be covered by the Income Shortfall Reserve in 2014/15 (see Reserves below).
0	Building Control - release of Corporate Income Shortfall Reserve as per the MTFS	(70)	Release of Reserve (see above).
380	Planning Services	(220)	The favourable variance relates to planning income generated from fees. Current income levels have exceeded the budget and the latest forecast is that this will result in a favourable variance of £220k at year end. No provision has been made here for the cost of outstanding appeals which is estimated to be £140k at this stage.
664	Housing Services	0	
85	CADCAM	(50)	The favourable variance reflects the final charge expected for Aurora Court. This saving is included in the Departments 15/16 savings programme.
843	Economic Regeneration	0	
35	Economic Regeneration - External Funding	0	
3,683	Regeneration Committee - Core Services Sub Total	(200)	
Regeneration Committee - Social Housing			
0	Social Housing	(200)	This variance will be transferred into the Major Repairs Reserve in line with the approved Business model for this scheme to fund the cost of future Repairs and Maintenance on the housing stock.
0	Regeneration Committee - Social Housing Sub Total	(200)	
3,683	Regeneration Committee Sub Total - (before creation of reserves)	(400)	
Creation of Reserves			
0	Social Housing - Creation of Reserve	200	Contribution to the Major Repairs Fund in line with the approved business model for the Empty Homes Project.
3,683	Regeneration Committee Total - Net of Reserves	(200)	

PLANNED USE OF RESERVES

The above figures include the 2014/2015 approved budget along with the planned use of Departmental Reserves created in previous years. The details below provide a breakdown of these reserves

Approved 2014/2015 Budget £'000	Description of Service Area	Planned Usage 2014/2015 £'000	Variance Over/ (Under) £'000	Director's Explanation of Variance
Regeneration Committee				
30	Digital City	30	0	
163	Seaside Grant	163	0	
0	Baden Street	19	19	This variance relates to the profile of expenditure over years.
0	High Street Innovation Fund	10	10	
19	Furniture Project	19	0	
22	Archaeology Projects	0	(22)	This reserve is to sustain Archaeology projects over years. This year the projects are fully funded therefore the reserve will be carried forward for 2015/16 onwards.
84	Selective Licensing/Housing	66	(18)	This variance relates to the profile of expenditure over years.
0	CADCAM	39	39	This variance relates to the profile of expenditure over years.
0	Housing Public Health	21	21	This reserve is grant carried forward and will be spent in 14/15 in line with the grant conditions.
65	Business Grants	65	0	
67	Economic Regeneration Schemes	67	0	
4	Ward Profiles/Rural Plan	4	0	
454	Total	503	49	

REGENERATION SERVICES COMMITTEE

REVENUE FINANCIAL MONITORING REPORT FOR FINANCIAL YEAR 2014/15 as at 31st December, 2014

BUDGETS MANAGED BY THE DIRECTOR OF PUBLIC HEALTH

Approved 2014/2015 Budget £'000	Description of Service Area	Projected Outturn Variance - Adverse/ (Favourable) £'000	Director's Explanation of Variance
Regeneration Committee			
2	Environmental Protection	0	
(87)	Environmental Standards	50	Expected outturn variance relates to income pressures on Outdoor Markets.
660	Sports & Recreation Facilities	75	Expected outturn variance mainly relates to income pressures at Borough Hall.
575	Regeneration Sub Total	125	
575	Regeneration Committee Total - Net of Reserves	125	

BUDGETS MANAGED BY THE DIRECTOR OF REGENERATION & NEIGHBOURHOOD SERVICES

Project Code	Scheme Title	BUDGET		EXPENDITURE IN CURRENT YEAR					Type of Financing	2014/15 COMMENTS
		A 2014/15 and Future Years Budget £'000	B 2014/15 Budget £'000	C 2014/15 Actual as at 30/11/14 £'000	D 2014/15 Expenditure Remaining £'000	E Expenditure Rephased into 2015/16 £'000	F (C+D+E) 2014/15 Total Expenditure £'000	G (F-B) 2014/15 Variance from Budget £'000		
7218	Disabled Facility Grants	738	738	343	395	0	738	0	MIX	
7220	Private Sector Housing Grants	56	56	19	37	0	56	0	MIX	
7895	Industrial & Commercial Grants to Businesses	40	40	18	22	0	40	0	UCPB	
8123	Review of Strategy Study North Sands to Newburn Bridge	17	17	13	4	0	17	0	GRANT	
8155	Preventing Repossession	25	25	5	20	0	25	0	GRANT	The actual timing of expenditure is demand led according to cases meeting the criteria.
8210	Key Vacant Buildings Grant Scheme	38	38	30	8	0	38	0	UCPB	
8326	Baden Street Project	77	77	35	42	0	77	0	MIX	
8444	Town Wall Strengthening	931	118	18	100	0	118	0	GRANT	The budget has been restated to reflect the expectation for expenditure to be rephased into 2015/16.
8445	Seaton Carew Coast Protection	586	586	486	100	0	586	0	GRANT	
8446	Empty Property Purchasing Scheme	7,021	2,526	945	1,581	0	2,526	0	MIX	The total budget includes recently approved funding of £4.055m for Phase 2 which is expected to be spent from next financial year and an additional £0.835m on the purchase of new build properties in the Tanfield Road and Raby Road developments.
8578	South Management Unit Study	47	22	11	11	0	22	0	GRANT	
8580	Hartlepool Enterprise Centre Building Improvements	52	52	26	26	0	52	0	UCPB	
8589	Headland Structures Coastal Defence	40	40	17	23	0	40	0	GRANT	
8591	Coastal Management Strategy - Crimdon/Newburn Bridge	9,645	250	108	142	0	250	0	MIX	The total budget includes additional funding approved by Council on the 7th August of which £1.8m is funded by the Council and the remaining £7.845m from the Environment Agency and partners.
8709	WW1 Anniversary Memorial	60	60	3	57	0	60	0	MIX	
9008	Church Street - Hartlepool Vision	505	171	0	171	0	171	0	MIX	Includes an amount of £0.335m to future match funding opportunities in relation to the development of Church Street.
HMR	North Central Hartlepool Housing Regeneration	2,306	1,179	262	917	0	1,179	0	MIX	The expenditure remaining value assumes selective demolition will take place in the current financial year, but there is the possibility that this could actually cross into 2015/16.
7531	Adult Education Office Accommodation	17	0	0	0	0	0	0	GRANT	Budget to be used in 2015/16 to fund work as part of conditions of lease.
8429	Adult Education Office Replace IT	11	0	0	0	0	0	0	GRANT	As above
Regeneration & Neighbourhoods Sub Total		22,212	5,995	2,339	3,656	0	5,995	0		

BUDGETS MANAGED BY THE DIRECTOR OF PUBLIC HEALTH

Public Health		BUDGET		EXPENDITURE IN CURRENT YEAR					Type of Financing	
		A	B	C	D	E	F	G		
8634/8689	Brierton Football Pitches	658	658	377	281	0	658	0	MIX	
8103	Swimming Scheme	61	61	0	31	30	61	0	MIX	
8408	Mill House - Equipment Purchase	6	6	0	6	0	6	0	MIX	
8409	Sport & Youth Improvements	70	0	0	0	0	0	0	MIX	
Public Health Sub Total		795	725	377	318	30	725	0		
Regeneration Committee Total		23,007	6,720	2,716	3,974	30	6,720	0		

Key

RCCO Revenue Contribution towards Capital
MIX Combination of Funding Types
UCPB Unsupported Corporate Prudential Borrowing

GRANT Grant Funded
CAP REC Capital Receipt
UDPB Unsupported Departmental Prudential Borrowing

REGENERATION SERVICES COMMITTEE

12th February 2015



Report of: Assistant Director (Regeneration)

Subject: QUARTERLY REPORT – ADULT EDUCATION

1. TYPE OF DECISION/APPLICABLE CATEGORY

1.1 For information only.

2. PURPOSE OF REPORT

2.1 The purpose of the report is to update members about the work of the Adult Education service for the current academic year.

3. BACKGROUND

3.1 This report provides an update on the activities of the Adult Education service from the beginning of the academic year 2014-2015. Until the end of the first term.

3.2 The Adult Education service is fully funded through allocations which are received from the Skills Funding Agency (SFA) and the Education funding Agency (EFA) as well as income from fees.

3.3 The tuition fees for courses were increased slightly for 2014-2015 and the service has been monitoring the numbers participating to see if this has made a difference to the enrolments. To date it seems it has not made a significant difference to enrolments.

3.3 Table 1 shows the cumulative figures for the engagement of learners to date for the current academic year in some key groups.

Category	Oct 2014	Dec 2014
16 -18	10	23
19 - 24	154	409
25+	649	1625
BME	5%	8%
Disability	22%	16%
Skills courses	326	518
Community Learning	200	341
ESF project	390	1455
Total enrolments	916	2327

3.4 The Adult Skills Budget (ASB) is an allocation provided for the delivery of a range of skills provision. This type of provision includes Vocational Qualifications (NVQ), English and Maths, Apprenticeships, and other listed qualifications. It also includes the delivery of short qualifications in e.g. Interview Skills to support unemployed adults. This also includes the provision of traineeships for those aged 19-23. For the academic year 2014-2015 the ASB allocation has decreased by 27%. This will lead to a reduction in the numbers of learners who can be supported through skills provision.

3.5 Table 2 shows the cumulative number of enrolments in some key types of skills provision for the current academic year.

Aspect	Oct 2014	Dec 2014
English and Maths	127	149
NVQ's	137	147
Other Qualifications	117	117
Traineeships	6	8
Apprenticeships	6	7

3.6 The Community learning(CL) programme is designed to reach those adults who are farthest removed from learning or the labour market. The programmes concentrate on working in partnership with a range of agencies to engage with the most disadvantaged. This could be in a range of ways and a range of provision.

- 3.7 Table 3 shows the cumulative number of enrolments in some of the key aspects of the community learning provision in the current academic year.

Aspect	Oct 2014	Dec 2014
Family Learning	22	29
Volunteering	20	27
Leisure and Personal Development	84	106
Employability	64	101
ICT	16	14
Short Tasters	64	64
Health and Safety	0	56

- 3.8 The Tees Valley Workforce Skills project is a European Social Fund (ESF) funded project delivered in partnership with the other Tees Valley local authorities. It is funded to deliver training to employees of small companies in the Tees Valley. In the current academic year there are 1455 employees on programme.
- 3.9 In order to ensure that all the provision is fully accessible to all a range of support measures are put in place. These measures include providing where appropriate the provision of crèche, transport and 1-1 in class support to those individuals who may need extra support to allow them to participate in learning
- 3.10 Table 4 shows the type of support which has been delivered to date

Type of Support	Oct 2014	Dec 2014
Childcare	10	15
Equipment/Materials	6	8
Transport	2	2
In class	11	5
Other	13	5
Total	42	47

4. CASE STUDIES

- 4.1 To date there continues to be some interesting new provision. The service is working with the Health and Safety team to deliver a Working Safely course to unemployed adults. When the learners have achieved this certificate they are referred to the Economic Development team who give them access to the Construction safety certificate. This is the minimum requirement to enable the Adult to gain employment on e.g. a construction site.
- 4.2 The service has built up good partnership working with an organisation who is supporting those adults who have drug or alcohol related problems. The

training programmes that have been delivered are designed to assist them to move on and move closer to the labour market.

- 4.3 The Tees Valley Workforce Skills project recently delivered an Emergency First Aid course. After the course 1 of the learners realised the importance of having access to a Defibrillator as they lived in an small village a long way from the nearest hospital they have now secured funding for a public access Defibrillator to support the local community.

5. PROPOSALS

- 5.1 The report contains no proposals and is for information only

6. FINANCIAL IMPLICATIONS

- 6.1 The service is fully funded by the SFA and EFA so there are no funding implications for the Council. The allocations which are received are subject to the successful delivery of learning outcomes.

7 EQUALITY AND DIVERSITY CONSIDERATIONS

- 7.1 There are no equality or diversity implications.

8. SECTION 17 OF THE CRIME AND DISORDER ACT 1998 CONSIDERATIONS

- 8.1 There are no Section 17 Implications.

9. CONCLUSION

- 9.1 The first term of the academic year has just ended and it is not possible yet to determine the full picture of the enrolments for whole year. There has been a 27% decrease in the allocation for the Adult Skills budget so it is expected that the number of learners recruited will be less than last year.
- 9.2 The first electronic return was submitted to the SFA in December and this showed that the Council has achieved 69% of its allocation for Adult Skills to date. In the last academic year i.e. 2013-2014 the Council only achieved 50% of its allocation at this time.
- 9.3 There have been many changes in the number and type of qualifications which are now fundable through the ASB. This will lead to a further possible decrease in ASB learners but may lead to an increase in CL learners.

10. RECOMMENDATIONS

10.1 Members are recommended to note the contents of this report.

11. REASONS FOR RECOMMENDATIONS

11.1 To ensure that members are informed of the current activities across the Adult Education service

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