



EAST CAMBRIDGESHIRE DISTRICT COUNCIL

THE GRANGE, NUTHOLT LANE,
ELY, CAMBRIDGESHIRE CB7 4EE
Telephone: 01353 665555

MEETING: **REGULATORY SERVICES COMMITTEE**
TIME: 4.30pm
DATE: 15th April 2019
VENUE: Council Chamber, Nutholt Lane, Ely
ENQUIRIES REGARDING THIS AGENDA: Adrian Scaites-Stokes
DIRECT DIAL: (01353) 665555 EMAIL: adrian.scaites-stokes@eastcamb.gov.uk

Membership:

Conservative Members

Cllr Anna Bailey (Chairman)
Cllr Julia Huffer (Vice Chairman)
Cllr Elaine Griffin-Singh
Cllr Neil Hitchin
Cllr Chris Morris

Cllr Hamish Ross
Cllr Carol Sennitt
Cllr Jo Webber

Liberal Democrat Member

Cllr Sue Austen

Substitutes:

Cllr David Ambrose Smith
Cllr Mike Bradley

Cllr Stuart Smith

Substitutes:

Cllr Lorna Dupré
Cllr Christine Whelan

Lead Officers:

Jo Brooks, Director Operations

Quorum: 5 Members

A G E N D A

- 1. Public Question Time**
The meeting will commence with up to 15 minutes public question time
- 2. Apologies and Substitutions**
- 3. Declarations of Interest**
To receive declarations of interest from Members for any items on the Agenda in accordance with the Members Code of Conduct.
- 4. Minutes**
To confirm as a correct record the Minutes of the meetings of the Committee held on 21st January 2019

- 5. Chairman's Announcements**
- 6. Private Sector Housing Enforcement Policy**
- 7. Countywide Adaptations and Repair Policy**
- 8. Performance Management**

NOTES:

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The Committee Officer will sweep the area to ensure that everyone is out of this area.
3. Reports are attached for each agenda item unless marked "oral".
4. If required all items on the agenda can be provided in different formats (e.g. large type, Braille or audio tape, or translated into other languages), on request, by calling Main Reception on (01353) 665555 or e-mail: translate@eastcambs.gov.uk
5. If the Committee wishes to exclude the public and press from the meeting a resolution in the following terms will need to be passed:
"That the press and public be excluded during the consideration of the remaining items no. X because it is likely, in view of the nature of the business to be transacted or the nature of the proceedings, that if members of the public were present during the item there would be disclosure to them of exempt information of Categories X Part I Schedule 12A to the Local Government Act 1972 (as Amended)."



EAST
CAMBRIDGESHIRE
DISTRICT COUNCIL

REGULATORY SERVICES COMMITTEE

Minutes of the meeting of the Regulatory Services Committee held in the Council Chamber, The Grange, Nutholt Lane, Ely on 21st January 2019 at 4.30 p.m.

PRESENT

Cllr Anna Bailey (Chairman)
Cllr David Ambrose Smith (as a Substitute)
Cllr Sue Austen
Cllr Mike Bradley (as a Substitute)
Cllr Neil Hitchin
Cllr Julia Huffer
Cllr Chris Morris
Cllr Carol Sennitt
Cllr Jo Webber

ALSO PRESENT

Julia Atkins – Senior Environmental Health Officer
Jo Brooks – Director Operations
Darren Hughes – Client Officer (Waste)
James Khan – East Cambs Street Scene, Waste Minimisation & Fleet Manager
Liz Knox – Environmental Services Manager
Adrian Scaites-Stokes – Democratic Services Officer
Ian Smith – Finance Manager
Hetty Thornton – Performance Management Officer

45. **PUBLIC QUESTION TIME**

There were no public questions.

46. **APOLOGIES AND SUBSTITUTIONS**

Apologies were received from Councillors Elaine Griffin-Singh and Hamish Ross.

Councillors David Ambrose Smith and Mike Bradley attended as Substitute Members.

47. **DECLARATIONS OF INTEREST**

Councillors David Ambrose Smith, Anna Bailey and Carol Sennitt declared prejudicial interests in agenda item number 6, as they were all landlords. Councillor Anna Bailey declared an interest in agenda item number 8, as she was a Director of East Cambs Street Scene.

48. **MINUTES**

It was resolved:

That the minutes of the Regulatory Services Committee meeting held on 5th November 2018 be confirmed as a correct record and be signed by the Chairman.

49. **CHAIRMAN'S ANNOUNCEMENTS**

The Chairman made the following announcement:

For the second consecutive year, just before Christmas, the Chancellor announced an extra £55 million capital funding for Disabled Facilities Grants. East Cambridgeshire District Council have been allocated £67,394. The additional funding would be used to install level access showers, providing residents with washing facilities to enable them to remain in their own homes. The showers would be installed by the end of the financial year.

Councillors David Ambrose Smith, Anna Bailey and Carol Sennitt left the meeting at this point, 4:34pm. Councillor Julia Huffer took the Chair.

50. **PRIVATE SECTOR HOUSING ENFORCEMENT POLICY**

The Committee considered a report, reference T184, previously circulated, that reviewed the Policy to take into account new legislation and enforcement powers.

The Senior Environmental Services Officer advised the Committee that it was being asked to approve the Policy prior to consultation. The Council needed to ensure that it could enforce landlords to maintain good standards. The Policy was designed to be fair but would allow rogue landlords to be dealt with. New legislation now permitted Local Authorities to issue fines rather than take people to court and any income raised would be used for enforcement. The proposed penalty matrix was as set out in Appendix 1 to the Policy document. Charges could also be made to cover administration and serving notices. So the penalties gave flexibility and allowed for recovery of costs.

Councillor Mike Bradley queried whether the proposed 6 week consultation was enough, as some parish councils owned houses and needed time to consider the Policy.

Councillor Julia Huffer concurred with that concern, as the consultation had to fit in with parish council timetables to give them a chance to respond. She then proposed that the consultation period be held for 8 weeks and the Committee agreed to this amendment.

It was resolved:

- (i) That the draft Private Sector Enforcement Policy be approved;
- (ii) That the Penalty matrix on page 34 be agreed;
- (iii) That it be agreed in principle to introduce a charge to cover the cost of administration and service of notices;
- (iv) That a consultation period of 8 weeks be agreed.

Councillors David Ambrose Smith, Anna Bailey and Carol Sennitt returned to the meeting at this point, 4:39pm. Councillor Anna Bailey resumed the Chair.

51. FUTURE PROVISION FOR THE COUNCIL'S CLINICAL WASTE SERVICE

The Committee considered a report, reference T185, previously circulated, that presented options for the future provision of the Council's clinical waste service.

The Performance Management Officer reminded the Committee that the Council had always offered a free service, which was undertaken by Novus on the Council's behalf. There was also a drop-off service to community pharmacies. However, a recent review was conducted which would result in local authorities becoming obliged to dispose of clinical waste, as NHS England would cease their service. 72 residents were currently covered by the Council's service but it was difficult to judge the impact on the Council under the new arrangements, as doctor's surgeries did not keep records of the people using them. The overall number of people could be as much as 2500. It had been agreed that RECAP (Recycling in Cambridgeshire and Peterborough Partnership) would contact General Practitioners, though the Council had also made efforts to contact them.

If the service continued to be offered for free it would give rise to a significant risk of increased costs. If the Council continued to use Novus there would be no charge to the residents, though this option would cost £16K. A monthly collection was usual, but a fortnightly collection may become necessary. This would have to be assessed on an individual basis. Also, £37K would be required for running costs in Year 1. Therefore the new obligation would have an impact on the Council and its staff and residents would have to be informed.

Councillor Julia Huffer noted that in the far south of the district there appeared to be no pharmacies. Therefore the pharmacies in Newmarket should be contacted to participate to help the residents in that part of East Cambridgeshire.

Councillor Sue Austen thought pharmacies would be reluctant to take part for patients who were not theirs.

The Performance Management Officer disclosed that there was already a lot of cross border working, so she would be happy to speak to the Newmarket pharmacies. This could be offered on a reciprocal arrangement. RECAP had agreed the pharmacies that had signed up, with only Burwell excluded though it

was expected to join in the future. If the pharmacies could not take the clinical waste from 1st April then the Council would have to.

Councillor Anna Bailey thanked the officers for the work that had gone into preparing this report. It might be helpful if the proposed letter to residents included pharmacies in Newmarket on the list and map.

It was resolved:

- (i) That Option 1, to continue to work in partnership with Novus and collect clinical sharps waste collections from new collection points at Community Pharmacies and GP dispensing pharmacies from 1st April 2021, be agreed;
- (ii) That, where a resident is housebound due to a disability or any other medical reason and a friend, family member or carer is unable to access a Community Pharmacy or GP dispensing pharmacy, a free household clinical waste collection will continue to be offered quarterly free of charge upon receipt of a doctor's note.

*Councillor Anna Bailey left the meeting at this point, 4:47pm.
Councillor Julia Huffer took the Chair.*

52. QUARTER 3 PERFORMANCE REPORT FOR THE WASTE AND STREET CLEANSING SERVICES

The Committee considered a report, reference T186, previously circulated, that provided the Quarter 3 performance report for the delivery of the waste and street cleansing services by East Cambs Street Scene (ECSS).

The Waste Minimisation & Fleet Manager advised the Committee that he was delighted with how the last quarter had gone. The service had dealt with many requests to deal with fly tips and had become more efficient, with over 90% cleared within the targets set. The intention now was to tackle the root cause of that problem and this would involve working with other Council departments. Street cleansing also continued to improve with graffiti removal being a focus.

Sick absence was proving to be a challenge, with the existing policy not being effective. During the three months of the last Quarter one driver had been absent the whole time and this had affected the figures. The employees were continuing to grow into their jobs and one had now become a heavy good vehicle driver.

Next quarter the aim was for excellence, which should support the hard work already put in.

Councillor Julia Huffer wanted to thank all the ECSS staff for making a real turnaround from the situation the Council had inherited. It was an extraordinary effort and this was due to the dedication of all the staff.

Councillor Neil Hitchin also thanked the people involved in re-building the service. However, he had tried to get some graffiti cleaned up with his Ward on

several occasions without success. It was appreciated that graffiti was not a top priority but he was working with the Police to assist with the problem. The success of clearing fly tips was stunning.

The Waste Minimisation & Fleet Manager thought it unfortunate to hear about the problems in the Ward mentioned, as ECSS wanted to help with all queries it received. New processes and equipment should help the company react quicker and safer. The cause of these problems had to be eradicated.

It was resolved:

That the progress and improvements to service delivery since April the 1st 2018 and the Quarter 2 Performance Report be noted.

Councillor Anna Bailey returned to the meeting at this point and resumed the Chair.

43. BUDGET MONITORING REPORT

The Committee considered a report, reference T187, previously circulated, that provided budget information for services under the Regulatory Services Committee.

The Finance Manager pointed out to the Committee the underspends on both the revenue budget and capital programme.

Councillor Anna Bailey congratulated the officers on the underspend, as officers were focussed on this and producing results.

In response to Councillor Mike Bradley's query, the Finance Manager explained that the underspends could help to balance the Council's budget.

It was resolved:

- (i) That it be noted that this Committee had a projected revenue underspend of £140,000 compared to its approved budget of £3,546,687;
- (ii) That it be noted that this Committee had a projected capital programme outturn of £1,584,849, which was an underspend when compared to its revised capital budget of £795,950.

44. FORWARD AGENDA PLAN

The Committee received its forward agenda plan. The Finance Manager pointed out that there would not be a Budget Monitoring report at the next meeting.

The meeting concluded at 4:58 p.m.

TITLE: PRIVATE SECTOR HOUSING ENFORCEMENT POLICY

Committee: Regulatory and Support Services Committee

Date:

Author: Julia Atkins

[T246]

1.0 PURPOSE/SUMMARY OF REPORT

1.1 To inform members of the Private Sector Housing Enforcement Policy consultation response.

2.0 RECOMMENDATION(S)

2.1 That the Regulatory and Support Services Committee approves and implements the East Cambridgeshire, Private Sector Housing Enforcement Policy.

3.0 BACKGROUND/OPTIONS

Key Issues

3.1 The Regulatory and Support Services Committee on 21st January 2019 considered the draft East Cambridgeshire District, Private Sector Housing Enforcement Policy, which outlined the proposals for Housing Enforcement within East Cambridgeshire.

It was agreed that the policy should be subject to a consultation period of 8 weeks.

3.2 The consultation document was sent to appropriate consultees in addition to being posted on the front page of the Council's website. A Survey Monkey link enabled the consultees to provide an anonymous response and make comments. The Council received seven responses regarding the policy, 86% (6) supported the policy and 14% (1) did not. The results are provided in Table 1 overleaf.

Table 1

Question	Response	Policy Changes
1. Do you agree in principle with the Private Sector Housing Enforcement Policy?	6 positive ‘Yes’ 1 negative ‘No’	None required.
2. If yes, please comment why?	‘Very Fair’ ‘To ensure the public are provided with adequate provisions that are safe for the tenant’ (4 skipped question)	None required.
3. If no, please comment why?	‘It’s not the job of local government to be poking its nose into the private sector’	None required.

Consultation

3.5 No further consultation is required.

Anticipated Outcomes

3.6 Improvement in the condition of Private Sector Housing within East Cambridgeshire.

4.0 ARGUMENTS/CONCLUSIONS

4.1 The response to the consultation indicates that the introduction of East Cambridgeshire District, Private Sector Housing Enforcement Policy is supported.

5.0 FINANCIAL IMPLICATIONS/EQUALITY IMPACT ASSESSMENT

5.1 This report has no additional financial implications.

5.2 An initial Equality Impact Assessment (INRA) was previously completed.

6.0 APPENDICES

Appendix 1 - East Cambridgeshire District Council, Private Sector Housing Enforcement Policy 2019

<u>Background Documents</u>	<u>Location</u>	<u>Contact Officer</u>
(List any background documents used in preparation of report not attached as appendices, or state 'none')	Room SF203 (Location: i.e. The Grange, Ely	(Name) Julia Atkins (Position): Senior Environmental Health Officer (01353) 616304 E-mail: Julia.atkins@eastcambs.gov.uk

none



APPENDIX 1

EAST CAMBRIDGESHIRE DISTRICT COUNCIL

DRAFT

Private Sector Housing Enforcement Policy

April 2019



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1. Purpose

This Policy details how the Council will regulate standards in Private Rented Housing and tackle empty homes in East Cambridgeshire. It also provides a background to the legislation and guidance on which it is based.

It is important for local authorities to have an enforcement policy to ensure consistency of approach among Council Officers and for members of the public to know what to expect from the service.

An enforcement policy also provides clarity if the Council takes legal proceedings or enforcement action is appealed against.

Our aim is to raise standards in Private Sector Housing throughout East Cambridgeshire, working with owners, landlords, letting agents and tenants to achieve this. However, it is recognised that if there is an offence, then enforcement action may be necessary to protect the public and the environment.

In developing this policy, the Council must remain impartial to both landlord and tenant to be fair to both sides and give help and advice to achieve our aim but we must also be firm in taking enforcement action, if appropriate.

2. Introduction

The Domestic Team which includes Private Sector Housing Enforcement is part of Environmental Services. The service aims to protect and improve lives by ensuring private rented homes are safe and warm.

The **Private Sector Housing Enforcement Policy** outlines the Council's general approach to enforcement across a wide range of activities. This policy provides details of the Council's specific approach to regulating housing standards in East Cambridgeshire.

The Private Sector Housing Enforcement Policy confirms that:

- The Council will provide awareness, advice and assistance whenever possible to the public, businesses and organisations to help them meet their legal obligations in relation to the relevant legislation before embarking on the enforcement process
- The Council is committed to carrying out its duties in a fair and consistent manner, ensuring that enforcement action is proportional to the seriousness of failure to comply with statutory requirements
- The decision to use enforcement action will depend on the severity of the non-compliance

Effective and well targeted regulation is essential in promoting fairness and protection from harm. The Regulators' Compliance Code is a statutory code of

practice for regulators hereafter referred to as 'The Code'.
www.gov.uk/government/publications/regulators-code

From 6 April 2014, the Council has been required to comply with the Code when regulating private rented housing standards and its specific obligations have been included in this policy. The overriding principle of the Code is that regulation and its enforcement should be ***proportionate and flexible enough to allow or even encourage economic progress.***

3. What to expect from us

3.1 Landlords

1. We will advise you of the legislation and help you understand how you can comply with it
2. We will advise you of any action you need to take to comply with the legislation and will ask you to respond with your proposal of how you intend to comply with any requirements of any Notice
3. If we are satisfied with your proposal, we will work with you to comply within agreed timescales
4. If we are not satisfied with your proposal or how the work is progressing, we will initiate formal action in a proportionate manner as appropriate to the circumstances
5. In making any decision to prosecute we will have regard to how serious the offence is, the benefit of enforcement action and whether some other action would be appropriate
6. A charge will be made for the service of the Notice

3.2 Tenants

1. We will expect you to advise your landlord of any issues within your property, preferably in writing, before contacting us. For further advice and guidance go to; <https://www.eastcamb.gov.uk/housing/private-housing-accreditation>
2. We will advise you as to what action we can take
3. We will expect you to cooperate with the landlord to get the works carried out and to advise us of any action taken by the landlord

3.3 Owners

1. We will expect owners to maintain the properties they live in.

3.4 Owners of Empty Homes

1. We will work proactively with owners of empty homes to encourage the bringing of their empty homes back into use
2. Where an empty property is having a detrimental impact on the neighbouring area enforcement action will be considered if appropriate
3. If owners fail to take responsibility for their properties, are not willing to engage or negotiations have failed, and where there is little prospect of a property being brought back into use voluntarily, enforcement action (Enforced Sale Compulsory Purchase Order, Empty Dwelling Management Order, and) may be considered

4. Enforcement Policy and Principles

4.1 Role of the Private Rented Sector

The supply of good quality, affordable, privately rented accommodation is essential to meeting local housing need and this is acknowledged in the Council's Housing Strategy.

http://www.eastcambs.gov.uk/sites/default/files/housing/housing_strategy_24583.pdf

A key priority for this strategy is to provide professionally managed and well maintained homes. We will work with landlords to improve and sustain good quality accommodation and will intervene when there is a risk to the health and safety of occupants, neighbours or visitors to a property.

4.2 Risk Assessment

The Domestic Team use risk assessments to concentrate resources in the areas that need them most and on the properties in the worst condition. In doing so, we also take account of any safeguarding issues and vulnerability of the occupant referring to other appropriate agencies or services if appropriate.

Suitably trained Officers routinely use the Housing Health and Safety Rating System (HHSRS), which is a statutory, evidence-based, risk assessment method for assessing and dealing with poor housing conditions under the Housing Act 2004.

Following the receipt of a service request or complaint about poor housing conditions, an initial risk assessment will normally be carried out. Follow-up advice or action will be dependent on the outcome of the initial risk assessment and may not always involve a visit to the property.

Complaints about Social Housing properties will be referred to the Providers to investigate in the first instance. However, where it is necessary that intervention is required, we will do so.

4.3 Housing Health & Safety Rating System (HHSRS)

The Housing Act 2004 introduced the **Housing Health & Safety Rating System (HHSRS)**. It is a calculation of the effect of 29 possible hazards on the health of occupiers. The legislation provides a range of actions for addressing identified hazards. It is a two-stage calculation combining the likelihood of an occurrence taking place and then the range of probable harm outcomes that might arise from that occurrence which would result in a numerical rating. This is repeated for each of the hazards present. The assessment is not based upon the risk to the actual occupant but upon the group most vulnerable to that particular risk. Once scored, any action that is then considered will take into account the effect of that risk upon the actual occupant.

The scores for each hazard present are then banded from A to J. Bands A to C (ratings of 1,000 points and over) are the most severe, and are known as **Category 1 hazards** when considering action. Bands D to J, the less severe (rating less than 1,000 points) are known as **Category 2 hazards**.

HHSRS provides a combined score for each hazard identified and does not provide a single score for the dwelling as a whole. It is applied to all residential premises, whether owner-occupied or rented.

This Policy takes account of guidance provided by the Government and sets out how the Council will use its powers and reach its decisions in relation to the Housing Health & Safety Rating System (Part 1 of the Housing Act 2004).

The Council has a duty to take appropriate action in response to a **Category 1 hazard**. (When a Category 1 hazard is identified, the Council must decide which of the available enforcement options it is most appropriate to use. These are explained in more detail below.)

The Council will exercise its discretion and consider individual cases and circumstances when deciding whether to take action in response to **Category 2 hazards**.

4.4 Advice and Guidance

The Domestic Team will provide authoritative, accessible advice around Private Sector Housing. The Council's website is used to provide general information, advice and guidance to make it easier for landlords, agents, home owners and others to understand their obligations, is provided in clear, concise and accessible language, using a range of appropriate formats and media. General information for Landlords and Tenants is available under the following links:-

General information

<http://www.eastcambs.gov.uk/search/site/housing%20information>

Damp and Mould

http://www.eastcambs.gov.uk/sites/default/files/housing/condensation_information_1_eafet_english_version_19190.pdf

Caravan/Mobile Home Sites

<http://www.eastcambs.gov.uk/licensing/caravan-site-licence> etc.

The service will consult with landlords' associations and other appropriate stakeholders when developing the content and style of this guidance.

When offering compliance advice, the Domestic Team will distinguish between statutory requirements and advice or guidance aimed at improvements above minimum standards. Advice will be confirmed in writing, if requested.

The Domestic Team welcomes enquiries from home owners and landlords about complying with minimum standards and ensuring homes are safe and warm. However, the Service will not act as a consultant for home owners or landlords and is not able to complete non-statutory, detailed assessments for specific properties (such as fire safety risk assessments; confirming in detail the work that would be required to let a property in multiple occupation; or detail the work required to reduce the risk from significant hazards in a property to an acceptable level).

4.5 Inspections, Other Visits and Information Requirements

No inspection will take place without reason. Inspections and other visits will take place in response to a reasonable complaint or request for service or where poor conditions have been brought to our attention;

- In accordance with statutory inspection requirements (such as for mandatory licensing of houses in multiple occupation, HMOs)
- Or on receipt of relevant intelligence

Unless the visit is intended for advice purposes only, the landlord or his or her agent will be contacted and given prior warning that an inspection will be carried out.

Following an inspection, positive feedback will be given wherever possible to encourage and reinforce good practices.

The Domestic Team will focus its resources on the highest risk properties, those in worst condition and properties owned by landlords who regularly fail to comply with regulations or frequently have properties with poor conditions.

4.6 Compliance and Enforcement Actions

The Domestic Team will seek to identify landlords, agents, property owners or businesses that persistently break regulations and ensure that they face proportionate and meaningful sanctions. By facilitating compliance through a positive and proactive approach, the Service aims to achieve higher compliance rates and reduce the need for reactive enforcement actions. However, those who deliberately or persistently break the law will be targeted.

When considering formal enforcement action the Service will, where appropriate, discuss the circumstances with those suspected of a breach and take these into account when deciding on the best approach. This will not apply where immediate action is required to prevent, or respond to a serious breach or to deal with an imminent risk to health or safety, or where to do so is likely to defeat the purpose of the proposed enforcement action.

The Service will ensure that clear reasons for any enforcement action are given and complaints and appeals procedures are explained at the same time.

4.7 Accountability

The Service will be accountable for the efficiency and effectiveness of its activities, while remaining independent in the decisions that it takes. Employees will provide a courteous and efficient service.

Complaints about our service will be handled in line with the Council's corporate complaints procedure which is outlined here:

<https://www.eastcambs.gov.uk/customer-services/customer-feedback-complaints>

5. Tenure

The Housing Health and Safety Rating System (HHSRS) outlined at Section 7 of this policy applies all tenures of housing. Furthermore, it does not specify that particular approaches or solutions should be used on the basis of ownership or the occupier's status. All enforcement options are available to the Council regardless of whether the premises in question are owner-occupied, privately rented or belong to a Social Housing Provider.

Generally, however, the Council considers that owner-occupiers are usually in a position to take informed decisions concerning maintenance and improvement issues that might affect their welfare and are then able to set their financial priorities accordingly; tenants however, are not usually able to do so.

For this reason, the Council proposes that it is appropriate for its powers to be used according to tenure, as follows:

5.1 Owner-Occupiers

The Council considers that as mentioned above, owner occupiers are usually in a position to take decisions regarding their own property and although advice may be sought from the service, Enforcement Action would not usually be appropriate.

In the rare circumstance that it is considered appropriate, Hazard Awareness Notices may be the appropriate course of action. However, the use of Improvement Notices, Prohibition Notices and their emergency equivalents will be considered in cases involving:

- Vulnerable elderly people who are judged incapable of making informed decisions about their own welfare
- Vulnerable individuals who require the intervention of the Council to ensure their welfare is best protected
- Hazards that might reasonably affect persons other than the occupants
- Serious risk of life-threatening harm such as electrocution or fire

Unless an identified hazard is judged to pose an imminent risk of serious harm, the Council will contact the owner to confirm its involvement, explain the nature of the hazard and confirm the action it is intending to take. The Council will take account of any proposals or representations made by, or on behalf of the owner. The Council will solicit and take account of the opinion of the relevant Welfare Authority in considering both the vulnerability and capability of such persons as well as in determining what action it will then take.

5.2 Social Landlords

Housing Providers exist to provide suitable and properly maintained accommodation for their tenants. They are managed by Boards (which typically include tenant representatives) and their performance is scrutinised by the Homes and Communities Agency (HCA). Housing Providers normally employ staff to both manage and maintain their properties and will usually have written arrangements for reporting problems, setting out the response times they aim to achieve, and also for registering any complaints about service failure.

On this basis, the Council will not normally take formal action against Housing Provider unless:

- It is satisfied that the problem in question has been properly reported to the Housing Provider and
- The Housing Provider has then failed to take appropriate action

If the Council determines that it is appropriate to take action, it will then normally notify the Housing Provider that a complaint has been received and/or a hazard identified and seek the Housing Provider's comments and proposals. Only in cases where it judges that an unsatisfactory response has been received will the Council take further action and will then determine which of the available enforcement options is the most appropriate, considering the facts of the case.

5.3 Private Landlords

The Council will have regard to the principles of statutory guidance and relevant guidance from the First-tier Tribunal (Property Chamber) decisions and will initially seek to proceed informally.

Formal action may be initiated immediately if a hazard in question is judged by the Council:

- To pose an imminent risk of serious harm to any person (whether or not immediate action is required, and whether the hazard(s) in question is likely to affect a tenant, an employee or a member of the public), or

- The landlord in question is known to have failed, on a previous occasion, to take appropriate action in response to an informal approach.

When arranging an inspection, the Council will write/email or telephone the landlord (or his/her relevant agent) to confirm an inspection will be carried out. Following the inspection, the Council will explain the nature of any hazard(s) identified in writing and seek the landlord/agent's proposals for remedying the problem.

Where ownership is unclear, a Requisition for Information Notice (s16) may also be served.

Following the inspection, the Council will not normally need to take any further action to discharge its duties as long as:

- Satisfactory proposals and timescales for the work to be carried out are received and agreed and
- The work is carried out to a satisfactory conclusion within the agreed timescales

Landlords are expected to either:

- Provide any agent acting for them with sufficient authority to act on their behalf, in the event that they are contacted by the Council, or
- To ensure that they maintain appropriate communication with their agent in order that appropriate decisions and responses can be provided to the Council

The failure of an agent to respond to communication from the Council or any failure to take appropriate action may be treated as a failure by the landlord.

If the Council receives:

- No response from the landlord/agent or
- A response it judges inadequate or
- Proposals that were judged acceptable but which are not then followed through (for example if works fail to start when agreed, fail to make proper progress or are completed to an inadequate standard)

it will proceed with formal action by taking the most appropriate enforcement action in accordance with this Policy.

5.4 What is expected of Tenants

Before considering taking any action in respect of a tenanted property, the tenant(s) will normally be required to contact their landlord about the problems (preferably in writing), allowing a reasonable time period for the landlord to make representation.

Legislation covering landlord and tenant issues requires that tenants notify their landlords of any problems with the property. This is because it is more difficult for landlords to carry out their obligations under the legislation, unless they have been made aware of the problem.

Where the matter appears to present an imminent risk to the health and safety of the occupants, it is expected that tenants will continue to try to contact their landlord, even if this is after they have contacted the Domestic Team. Copies of correspondence between the landlord and tenant may be required by Officers.

In certain situations, tenants, will not be required to write to their landlord first, for example:

- Where there is a history of harassment/threatened eviction/poor management practice
- Where the tenant appears to be vulnerable or where there are vulnerable members of the household
- Where the tenant could not for some other reason be expected to contact their landlord/managing agent
- Where the property is a House in Multiple Occupation which appears to fall within HMO licensing

Tenants are responsible for keeping Officers informed of any contact they have had with their landlord (or the landlord's agent or builder, etc.) which may affect the action the Council is taking or considering taking. Tenants should also consider seeking independent legal advice about their own individual powers to resolve any dispute with their landlord.

Housing Provider tenants have standard procedures to follow if their landlord does not carry out repairs in a satisfactory manner and also a final right of appeal to the Housing Ombudsman Service. However, if the Housing Provider has not taken appropriate action to deal with problems with the property, then the Council will investigate and take appropriate action.

5.5 Retaliatory Evictions

Retaliatory eviction is where a tenant makes a legitimate complaint to their landlord about the condition of their property and, in response, instead of making the repair, their landlord serves them with an eviction notice. On 1st October 2015, a number of provisions in the Deregulation Act 2015 came into force. These provisions are designed to protect tenants against unfair eviction.

Where a tenant makes a genuine complaint about the condition of their property that has not been addressed by their landlord, their complaint has been verified by a local authority inspection, and the local authority has served either an improvement notice or a notice of emergency remedial action, a landlord cannot evict that tenant for 6 months using the 'no fault' eviction procedure (a section 21 eviction). The landlord is also required to ensure that the repairs are completed.

In order to rely on the protection against retaliatory eviction that the Deregulation Act 2015 provides, a tenant must approach the landlord in writing in the first instance. If, after 14 days from the tenant making a complaint, the landlord does not reply, that reply is inadequate, or they respond by issuing a Section 21 eviction notice, the tenant should approach the Domestic Team and ask them to carry out an inspection to verify the need for a repair. We will then undertake an HHSRS inspection. If the inspection verifies the tenant's complaint, the enforcement officer will take

appropriate action.

If the council serves an Improvement Notice or Notice of Emergency Remedial Action, the landlord cannot evict the tenant for 6 months using the no-fault eviction procedure.

We will work with landlords to understand their obligations and the implications of this legislation, and will work alongside the Housing Options team to provide support, advice and guidance to the tenant in these circumstances.

6. Situations where a Service may not be Provided

Where any of the following situations arise, consideration will be given to not provide or cease to provide a service:

- Where the tenant(s) unreasonably refuse access to the landlord, managing agent or landlord's builder, to arrange or carry out works
- Where the tenant(s) have, in the opinion of the Council, clearly caused the damage to the property they are complaining about, and there are no other items of disrepair
- Where there are claims by the tenant for compensation
- Where the tenant's only reason for contacting the Domestic Team, in the opinion of the Council, is in order to pursue a position on the housing register or by means of a contrived homeless application. The Council will aim to bring their present accommodation up to standard as a first priority
- Where the tenant(s) have requested a service and then failed to keep an appointment and not responded to a follow-up appointment
- Where the tenant(s) have been aggressive, threatening, verbally or physically abusive towards Officers
- Where there is found to be no justification for the complaint, on visiting the property
- Where the tenant unreasonably refuses to provide the Council with relevant documentation

7. Specific Enforcement Policies

7.1 Authority to Investigate or Enforce

The Housing Act 2004 and associated secondary legislation sets out the duties and powers that East Cambridgeshire District Council has in relation to regulating housing standards in its capacity as the Local Housing Authority. Powers are also contained in the Housing Act 1985, as amended, and other legislation, such as the Environmental Protection Act 1990, the Town and Country Planning Act 1990, the Public Health Acts 1936 and 1961, the Mobile Home Act 2013 and the Housing and Planning Act 2016. This is not a complete list of the powers available.

7.2 Authorisation of Officers

Only Officers who are competent by training, qualification and/or experience will be authorised to undertake enforcement action. The Council's Scheme of Delegation

sets out the delegated powers given to Officers.

Officers who undertake criminal investigations will be conversant with the provisions of all relevant criminal investigation law.

7.3 Powers of Entry and Power to Require Information

The Council has the power of entry to properties at any reasonable time to carry out its duties under Section 239 of the Housing Act 2004 provided that:

- The Officer has written authority from an appropriate Officer stating the particular purpose for which entry is authorised
- The Officer has given 24 hours' Notice to the owner (if known) and the occupier (if any) of the premises they intend to enter

No Notice is required where entry is to ascertain whether an offence has been committed under Sections 72 (offences in relation to licensing of HMOs), 95 (offences in relation to licensing of houses) or 234(3) (offences in relation to HMO Management Regulations).

If admission is refused, premises are unoccupied or prior warning of entry is likely to defeat the purpose of the entry, then a warrant may be granted by a Justice of the Peace on written application. A warrant under this section includes power to enter by force, if necessary.

The Council also has power under Section 235 of the Housing Act 2004 to require documentation to be produced in connection with:

- Any purpose connected with the exercise of its functions under Parts 1-4 of the Housing Act 2004
- Investigating whether any offence has been committed under Parts 1-4 of the Housing Act 2004

The Council also has powers under Section 237 of the Housing Act 2004 to use the information obtained above and Housing Benefit and Council Tax information obtained by the authority to carry out its functions in relation to these parts of the Act.

7.4 Choice of Appropriate Enforcement Action

Unless there is an imminent risk to the health and safety of the occupant or visitors to the property, the Council will attempt to secure the required improvements informally and within a reasonable amount of time.

Where this approach fails, the Council will determine which of the specific enforcement options it will use, taking into account the facts and circumstances in each individual case.

A statement of reasons will be provided with any Notice it serves, explaining why the Council has decided to take a particular course of action.

7.5 Enforcement Action

In accordance with the Enforcement Policy, the decision to use enforcement action will depend on the severity of the non-compliance. Factors that will be taken into consideration include:

- The risk that the non-compliance poses to the safety, health or economic welfare of the public at large or to individuals
- The culpability of the responsible party
- Evidence that suggests that there was premeditation in the commission of an offence
- Whether the alleged offence involves a failure to comply in full or in part with the requirements of a statutory Notice or order
- Whether there is a history of previous warnings or the commission of similar offences
- Aggravated circumstances such as aggressive or violent behaviour

Enforcement action will be consistent with the Council’s overall Housing Strategy and the Service will adopt a coordinated approach with other Council services and other relevant agencies, in particular with preventing and dealing with homelessness.

7.6 Power to Charge for Enforcement Action

The Local Authority has the power under Section 49 of the Housing Act 2004 to make a reasonable charge as a means of recovering certain administrative and other expenses incurred in serving an Improvement Notice, Hazard Awareness Notice, making a Prohibition, Emergency Prohibition or Demolition Order or taking Emergency Remedial Action. The Council will charge under the following:

Housing Act 2004	
Section	Type of Notice
Section 11 and 12	Improvement Notices
Section 20 and 21	Prohibition Notice
Section 40	Emergency Remedial Action
Section 43	Emergency Prohibition Order
Section 64	Licence for House in Multiple Occupation
Section 265 HA 1985	Demolition Order

7.7 Charges for Notices & Orders

Where a charge is made, the Council can recover a reasonable amount for expenses incurred in connection with officer time spent gaining entry, visiting and inspecting the premises to determine appropriate action and the administration costs for the production of a Notice, Order or Remedial Action.

Costs incurred carrying out Work in Default or Remedial Action will be charged separately.

When the charge demand becomes operative, the sum recoverable will be a local land charge.

7.8 Failure to Comply with Notices

If a Notice is complied with, no further action will be taken. However, if the Notice is not complied with, the Council will consider the following options:

- Prosecution;
- Carrying out the works in default;
- Carrying out the works in default and prosecution;
- Whether a simple caution is appropriate;
- Civil Penalty

Failure to comply with an Improvement Notice or a Prohibition Order is an offence punishable by an unlimited fine. Following conviction, it is an offence to carry on using the premises in breach of the Prohibition Order, attracting a daily fine.

The Council will take action to recover its costs in connection with works in default. The Council will also take action to recover the costs incurred in carrying out works associated with Emergency Remedial Action.

As a charge on the property, the costs give the Authority the same powers and remedies as a Mortgagee under the Law of Property Act 1925 (Enforced Sale).

7.9 Revocation and Variation of Notices

The Council must revoke an Improvement Notice once the Notice has been complied with.

If part of the work required within the Notice is carried out, then the Notice can be varied.

7.10 Review of Enforcement Action

If there is a change in the occupation of a premises (leading to either an increase or decrease in the apparent risk to occupiers) the current state of any outstanding enforcement action should be reviewed by the investigating officer, in consultation with his or her line manager, to ensure that it is still appropriate and proportionate to the risk posed from the identified hazard(s).

7.11 Recovery of Debts

Where charges for enforcement action are levied, they will be registered as a local land charge against the owner's property. This means that when the property is sold the debt has to be repaid including any interest accrued on the initial charge. The Council will vigorously pursue all debts owed to it as a result of enforcement charges or charges for carrying out works in default (as well as any other charges). This includes smaller debts where the cost of recovery is greater than the debt owed. To recover debts the Council will use some of the following means;

- The enforced sale procedure under the Law and Property Act 1925. This allows the Council to force the owner to sell their property in order to recover its costs
- Use tracing services to track down debtors and secure judgments to recover debts
- Demand rents are paid to the Council instead of the landlord to recover outstanding debts (where the legislation allows and it is appropriate to do so).

7.12 Improvement Notices

It is anticipated that Improvement Notices are a practical remedy for Category 1 hazards.

Where the Council determines that it is appropriate for an Improvement Notice to be served in respect of a Category 1 Hazard, it will:

- Require works that will either remove the hazard entirely or
- Will reduce its effect so that it ceases to be a Category 1 hazard,

The Council will take whichever of these two options it considers appropriate, having considered the circumstances of the case.

If the Council determines that the hazard can only be reduced to a Category 2 hazard rather than removed, it will require works to be carried out as far as is reasonably practical to reduce the likelihood of harm.

7.13 Suspended Improvement Notice

The Council has the power to suspend an Improvement Notice once served and will consider this course of action where it is reasonable in the circumstances, to do so.

The following are situations in which it may be appropriate to suspend an Improvement Notice:

- The need to obtain planning permission (or other appropriate consent) that is required before repairs and/or improvements can be undertaken
- Works which cannot properly be undertaken whilst the premises are occupied

and which can be deferred until such time as the premises falls vacant or temporary alternative accommodation can be provided

- Personal circumstances of occupants; for example, temporary ill health, which suggests that works ought to be deferred

When deciding whether it is appropriate to suspend an Improvement Notice, the Council will have regard to:

- The level of risk presented by the hazard(s)
- The turnover of tenants at the property
- The response or otherwise of the landlord or owner
- Any other relevant circumstances (e.g. whether the vulnerable age group is present)

Suspended Improvement Notices will be reviewed on an ongoing basis, at least every 6 months.

7.14 Prohibition Orders

Prohibition Orders can be used in respect of both Category 1 and Category 2 hazards for all or part of a dwelling and are likely to be used if repair and/or improvement appear inappropriate on grounds of practicality or excessive cost (i.e. the cost is unrealistic in terms of the benefit to be derived). Examples include:

- A dwelling or part of a dwelling where adequate natural lighting or adequate fire escape cannot realistically be provided
- In an HMO, to prohibit the use of specified dwelling units or of common parts. This might, for example, be used if the means-of-escape is unsatisfactory
- To specify the maximum number of persons who can occupy a dwelling where it is too small for the household's needs, in particular in relation to the number of bedrooms
- In relation to premises lacking certain facilities but which are nonetheless suitable for a reduced number of occupants

In addition to prohibiting all uses in relation to the whole or part of the premises in question (other than uses specifically approved by the Council), Prohibition Orders can prohibit specific uses (Section 22 (4)(b) Housing Act 2004); this option may be employed to prevent occupation by particular descriptions of persons. Use of this power may be appropriate in situations such as the following:

- Premises with steep staircases or uneven floors which make them particularly hazardous to elderly occupants
- Premises with open staircase risers or widely spaced balustrades that make them particularly unsuitable for infants

7.15 Suspended Prohibition Order

The Council has the power to suspend a Prohibition Order once served and will consider this course of action where it is reasonable in the circumstances to do so.

Suspended Prohibition Orders will be reviewed on an ongoing basis, at least every 6 months.

The Council will consider any written requests made for alternative uses of premises or part-premises which are subject to a Prohibition Order, and will not withhold its consent unreasonably. Any such consent will be confirmed in writing.

7.16 Hazard Awareness Notice

Hazard Awareness Notices may be served to notify owner-occupiers of the existence of hazards (for example where the risk from the hazard is mitigated by the long-standing nature of the occupancy). It might also be applicable where:

- It is judged appropriate to draw a landlord's attention to the desirability of remedial action
- To notify a landlord about a hazard as part of a measured enforcement response

7.17 Emergency Remedial & Prohibition Action

The situations in which Emergency Remedial Action and Emergency Prohibition Orders may be used are specified by Sections 40 to 45 of the Housing Act 2004. Specifically, the Council must be satisfied that:

- A Category 1 hazard exists, and that
- The hazard poses an imminent risk of serious harm to health or safety, and that
- Immediate action is necessary

Situations in which emergency action may be appropriate include:

- Residential accommodation located above commercial premises which lack a safe means of escape in the event of fire because there is no independent access
- Risk of electrocution, fire, gassing, explosion or collapse

7.18 Demolition Orders

The Housing Act 2004 provides the Council with the power to make Demolition Orders. Demolition Orders are a possible response to a Category 1 hazard (where they are judged the appropriate course of action). In determining whether to issue a Demolition Order, the Council will take account of Government guidance and will consider all the circumstances of the case.

7.19 Clearance Areas

The Council can declare an area to be a Clearance Area if it is satisfied that each of the premises in the area is affected by one or more Category 1 hazards (or that they are dangerous or harmful to the health and safety of inhabitants as a result of a bad arrangement or narrowness of streets). In determining whether to declare a Clearance Area, the Council will act only in accordance with Section 289 of the

Housing Act 1985 (as amended) and having had regard to relevant Government guidance on Clearance Areas and all the circumstances of the case.

7.20 Simple Cautions

Officers may use Simple Cautions where someone has committed a less serious offence. Simple Cautions warn people that their behaviour has been unacceptable and makes them aware of the legal consequences should they commit further offences. Simple cautions can only be issued where:

- There is evidence an offender is guilty
- The offender is eighteen years of age or over
- The offender admits they have committed the crime
- The offender agrees to be given a caution – if the offender does not agree to receive a caution then they are likely to be prosecuted instead

Simple cautions are normally not appropriate where there is history of offending within the last 2 years or where the same type of offence has been committed before. In these circumstances prosecution is more appropriate.

7.21 Works in Default

Works in Default will be considered in certain cases. In determining if work in default is appropriate, Officers will consider the following information;

- The effects of not carrying out the work on the health and safety of the occupant of the property concerned
- The wishes of the tenant where the Notice has been served in respect of a rented property
- The reason for the work not being carried out in the first place
- Any other factors that are specific to individual properties
- The Council will normally seek to recover all of the costs associated with undertaking work in default (including time spent by its Officers, administrative costs, contractors costs, the cost of any specialist reports, supervisory costs etc.)

In the case of Officer time, the Council will calculate costs as follows:

- The actual time spent by Council Officers on the chargeable activities and recorded using file notes and database
- Time spent will be converted into a monetary figure using the appropriate hourly rate set for the Officer(s) concerned.

The expenses incurred are to be recovered from the person(s) on whom the Notice or Order is/are served (“the relevant person”). Where the relevant person receives the rent on behalf of another, the expenses are also to be recovered from that other person. The recoverable expenses, are a charge on the premises.

8. Civil Penalties

The Housing & Planning Act 2016 introduces a range of measures to crack down on rogue landlords including the power for Councils to issue Civil Penalties of up to £30,000 as an alternative to prosecution for certain specified offences. This power came in to force on 6 April 2017 and was introduced by section 126 and Schedule 9 of the Housing and Planning Act 2016.

The primary aims of any financial penalty will therefore be to:

- Change the behaviour of the landlord / agent concerned.
- Deter future non-compliance by landlords / agents.
- Eliminate any financial gain or benefit from non-compliance with the regulations.
- Be proportionate to the nature of the breach of the regulations and the potential harm outcomes.
- Reimburse the cost incurred by the Council in undertaking work in default and fulfilling its enforcement duties.

Income received from a Civil Penalty can be retained by the local housing authority provided that it is used to further the local housing authority's statutory functions in relation to their enforcement activities covering the private rented sector.

A civil penalty may be imposed as an alternative to prosecution for the following offences under the Housing Act 2004:

- Failure to comply with an Improvement Notice (section 30)
- Offences in relation to licensing of Houses in Multiple Occupation (section 72)
- Offences in relation to licensing of houses under Part 3 of the Act (section 95)
- Offences of contravention of an overcrowding notice (section 139)
- Failure to comply with management regulations in respect of Houses in Multiple Occupation (section 234)

The amount of penalty is to be determined by the Council in each case. In determining an appropriate level of penalty, the Domestic Team will have regard to statutory guidance given in the DCLG publication 'Civil Penalties under the Housing and Planning Act 2016'.

Only one penalty can be imposed in respect of the same offence and a civil penalty can only be imposed as an alternative to prosecution. However, a civil penalty can be issued as an alternative to prosecution for each separate breach of the House in Multiple Occupation management regulations. Section 234(3) of the Housing Act 2004 states that a person commits an offence if he fails to comply with a regulation. Therefore, each failure to comply with the regulations constitutes a separate offence for which a civil penalty can be imposed.

The same criminal standard of proof is required for a civil penalty as for prosecution. This means that before taking formal action, the Council must satisfy itself that if the case were to be prosecuted in a magistrates' court, there would be a realistic

prospect of conviction. In order to achieve a conviction in the magistrates' court, the Domestic Team must be able to demonstrate beyond reasonable doubt that the offence has been committed.

8.1 Determining the Sanction

The following principles will apply to each case to be considered in relation to a Civil Penalty;

- Each case will be considered on its own merits
- There must be sufficient, reliable evidence to justify the action taken
- The action taken must be in the public interest
- Any mitigating circumstances will be considered
- The decision to prosecute an individual is a serious step and has serious implications for all involved. Decisions to prosecute should always be fair and consistent.

8.2 Factors to be taken into consideration when Determining the Penalty

In accordance with the statutory guidance, the Council will consider the following factors to help ensure that the civil penalty is set at an appropriate level:

- **Severity of the offence.** The more serious the offence, the higher the penalty should be.
- **Culpability and track record of the offender.** A higher penalty will be appropriate where the offender has a history of failing to comply with their obligations and/or their actions were deliberate and/or they knew, or ought to have known, that they were in breach of their legal responsibilities. Landlords are running a business and should be expected to be aware of their legal obligations.
- **The harm caused to the tenant.** This is a very important factor when determining the level of penalty. The greater the harm or the potential for harm (this may be as perceived by the tenant), the higher the amount should be when imposing a civil penalty.
- **Punishment of the offender.** A civil penalty should not be regarded as an easy or lesser option compared to prosecution. While the penalty should be proportionate and reflect both the severity of the offence and whether there is a pattern of previous offending, it is important that it is set at a high enough level to help ensure that it has a real economic impact on the offender and demonstrates the consequences of not complying with their responsibilities.
- **Deter the offender from repeating the offence.** The ultimate goal is to prevent any further offending and help ensure that the landlord fully complies with all of their legal responsibilities in future. The level of the

penalty should therefore be set at a high enough level such that it is likely to deter the offender from repeating the offence.

- **Deter others from committing similar offences.** While the fact that someone has received, a civil penalty will not be in the public domain, it is possible that other landlords in the local area will become aware through informal channels when someone has received a civil penalty. An important part of deterrence is the realisation that (a) the local housing authority is proactive in levying civil penalties where the need to do so exists and (b) that the level of civil penalty will be set at a high enough level to both punish the offender and deter repeat offending.
- **Remove any financial benefit the offender may have obtained as a result of committing the offence.** The guiding principle here should be to ensure that the offender does not benefit as a result of committing an offence, i.e. it should not be cheaper to offend than to ensure a property is well maintained and properly managed.

8.3 Penalties Structure

For the purpose of the offence, a fine will usually be calculated using the financial penalty notice matrix Appendix 1. The selection of the relevant fine range, and the position of the individual offence within that range, is determined by the seriousness of the offence. The following factors will be considered;

In assessing seriousness there is a need to consider both culpability and harm

There can be an imbalance for example:

- Harm that results is greater than the harm intended by the offender
- Culpability may be at a higher level than the harm resulting from the offence

Culpability will be greater if;

- The offender deliberately causes more harm than necessary
- The offender targets a vulnerable victim (old age, youth, disability)
- The culpability of the offender should be the initial factor in determining the seriousness of the offence

8.4 Procedure

The Council will issue the person deemed to have committed a relevant offence a notice of its proposal ('notice of intent') to impose a financial penalty. This will set out;

- The amount of the proposed financial penalty;
- The reasons for proposing to impose the penalty;
- Information about the right of the landlord to make representations.

The notice of intent must be given no later than 6 months after the Council has sufficient evidence of the conduct to which the penalty relates, or at any time when the conduct is continuing.

A person who is given a notice of intent may make written representations to the Council about the intention to impose a financial penalty within 28 days from the when the notice was given.

Where written representations are made, a senior officer not previously involved with the case will consider the appeal. This will usually be the Environmental Services Manager or another relevant officer at this level within the Council's structure. The decision of the senior officer will set out their reasons for making their decision clearly and the following options will be available to them;

- Withdraw a notice of intent or final notice; or
- Reduce the amount specified in a notice of intent or final notice
- Uphold the original decision to issue the notice of intent

At the end of the 28-day period, the Council will decide whether to impose a penalty and, if so, will set the amount of the penalty. If the decision is made to impose a financial penalty, we will give the person a final notice requiring that the penalty is paid within 28 days. The final notice will include the following information;

- The amount of the financial penalty;
- The reasons for imposing the penalty;
- Information about how to pay the penalty;
- The period for payment of the penalty (28 days);
- Information about rights of appeal; and
- The consequences of failure to comply with the notice.

A person who receives a final notice may appeal to the First-tier Tribunal (Property Chamber) against:

- The decision to impose a penalty; or
- The amount of the penalty.

In these circumstances, the final notice is suspended until the appeal is determined or withdrawn.

9. Rent Repayment Orders

In addition to the powers provided by the Housing Act 2004 to apply Rent Repayment Orders (RROs) in regard to offences related to HMOs as outlined at section 73 and 74 of Housing Act 2004, the Housing and Planning Act 2016 extended the power to apply RROs in respect of the following offences committed after 6th April 2017;

- Failure to comply with an Improvement Notice under Section 30 of the Housing Act 2004
- Failure to comply with a Prohibition Order under Section 32 of the Housing

Act 2004

- Breach of a banning order made under Section 21 of the Housing and Planning Act 2016
- Using violence to secure entry to a property under Section 6 of the Criminal Law Act 1977
- Illegal eviction or harassment of the occupiers of a property under Section 1 of the Protection from Eviction Act 1977

The maximum amount of rent that can be recovered is capped at 12 months.

A criminal standard of proof is required. The Council must apply to the First Tier Property Tribunal for an RRO.

East Cambridgeshire District Council will consider application for RROs in all cases where a successful prosecution has been achieved.

10. Banning Order Offences

The Housing and Planning Act 2016 (Banning Order Offences) Regulations 2017 introduced a list of banning order offences;

- Failing to comply with an Improvement Notice
- Failing to comply with a prohibition order
- Offences in relation to licensing of Houses in Multiple Occupation
- Offences in relation to licensing under Part 3 of the Act
- Contravention of an overcrowding notice
- Failure to comply with the management regulations in respect to Houses in multiple occupation
- False or misleading information
- Fire Safety offences
- Gas safety offences-duties on landlords

Rogue landlords who flout their legal obligations and rent out accommodation which is substandard following prosecution will be referred to the First-tier Tribunal for application of a banning order.

A banning order will last a minimum of 12 months. There is no statutory maximum period for a banning order. The most serious offences will be considered for a banning order in line with our overall enforcement policy and the guidance issued by the Ministry of Housing and Communities. When considering whether to apply for a banning order the local authority should consider the sentence imposed by the Court in respect of the banning order offence itself.

11. Houses in Multiple Occupation

The Housing Act 2004 introduced a mandatory licensing system for certain types of Houses in Multiple Occupation (HMO). The aim of licensing is to ensure that every licensable HMO is safe for the occupants and visitors and is properly managed.

From April 2006 owners of certain types of HMOs must apply to the Council to have their properties licensed. The responsibility for applying for a licence rests with the person having control of or the person managing the property.

From October 1ST 2018 a new lower criteria was introduced for mandatory licensing, whereby a mandatory license is required where there are 2 or more households, with 5 or more residents, irrespective of the number of storeys. The room sizes for occupation were also changed. More information can be found at <http://www.eastcambs.gov.uk/licensing/houses-multiple-occupancy-hmo-licence>

The Housing Act 2004 also provides the Council with the power to apply Discretionary Licensing, either by way of Additional or Selective Licensing based on specific conditions being met. Should an area within East Cambridgeshire District Council ever become subject to discretionary licensing, a specific enforcement policy will be developed to accompany any designation.

When considering the Amenities required in a House in multiple occupation regard will be made to the East Cambridgeshire District Council Amenity Standards. These include minimum room sizes along with bathing facilities and cooking amenities. The Amenity Standards can be found at Appendix 2.

11.1 Licensing Offences

The Housing Act 2004 sets out a number of licensing related offences all of which carry an unlimited fine, including:

- Operating an unlicensed HMO or allowing an HMO to be occupied by more persons than a licence allows
- Breach of licence condition
- Supplying incorrect information in a licence application

In addition to the above, a landlord who operates an unlicensed HMO can be subject to a Rent Repayment Order (RRO) by a First-tier Tribunal (Property Chamber) under sections 96 and 97 of the Housing Act 2004. The Council may also decide to apply a Civil Penalty for certain offences using the Housing and Planning Act 2016.

A RRO requires repayment of rent received by the landlord over a period of up to 12 months. The Council will usually consider applying for such a measure if the landlord has received rent that has been paid by Housing Benefit.

Where an unlicensed HMO is identified, the Council will assess whether there are good reasons why an application has not been received. If there are no good reasons, the Council will look to take formal proceedings with a view to prosecution in the courts or by way of issuing a Civil Penalty.

If a landlord of an unlicensed HMO approaches the Council for licensing and the landlord fully cooperates with the Council, including addressing any management, safety or amenity issue within an agreed timescale, the Council would not normally take enforcement action.

Generally, initially, any breach of licence condition will be dealt with informally.

However, if the breach is serious and affects the safety of the occupants or the responsible person does not carry out necessary works within an agreed timescale, the Council will pursue legal proceedings.

11.2 Interim and Final Management Orders

An Interim Management Order (IMO) transfers the management of a residential property to the Council for a period of up to twelve months. The circumstances in which an order can be made are discussed below. In particular, the IMO allows the Council possession of the property against the immediate landlord, and subject to existing rights to occupy can;

- Do anything in relation to the property, which could have been done by the landlord, including repairs, collecting rents etc.
- Spend monies received through rents and other charges for carrying out its responsibility of management, including the administration of the property
- To create new tenancies (with the consent of the landlord).

Under an IMO the Council must pay to the relevant landlord (that is the person(s) who immediately before the order was made was entitled to the rent for the property) any surplus of income over expenditure (and any interest on such sum) accrued during the period in which the IMO is in force. It must also keep full accounts of income and expenditure in respect of the house and make such accounts available to the relevant person.

The Council must take enforcement action in respect of a licensable property (which means an HMO subject to Part 2, or other residential property subject to Part 31) by making an IMO if:

- The property ought to be licensed, but is not, and the Council considers there is no reasonable prospect of it granting a licence in the near future. An IMO may not, however, be made on these grounds if an effective application is outstanding with the authority for the grant of a licence or a temporary exemption notice or if such a notice is in force
- The Domestic Team is satisfied that the Health and Safety Condition isn't met and, therefore, it would not have granted an application for a licence
- The Domestic Team intends to revoke the licence on one or more of the grounds specified in Parts 2 or 3 of the Act, other than the property has ceased to be licensable, and upon revocation there will be no reasonable prospect of the property being licensed in the near future (e.g. to another suitable person)
- The Domestic Team is satisfied that when the licence is revoked the Health and Safety Condition test will be met.

11.3 Final Management Orders

In exceptional circumstances the Council can also apply for a Final Management Order (FMO) which can last for up to five years. Such powers will only be used in exceptional circumstances and will be agreed by the Manager of Environmental Services.

A FMO cannot be made unless an IMO or another FMO was already in force. An FMO transfers the management of the house to the Domestic Team for the duration of the order. In particular, the FMO allows the Council;

- Possession of the property against the immediate landlord, but subject to existing rights of occupation
- To do anything in relation to the property, which could have been done by the landlord, including repairs, collecting rents etc.
- To spend monies received through rents and other charges for carrying out its responsibility of management, including the administration of the property;
- To create new tenancies (without the consent of the landlord).

11.4 Management Order Management Schemes

The Council must adopt a management scheme for a property subject to an FMO. The scheme must set out how the Council intends to manage the house. In particular, the management scheme must include:

- The amount of rent it will seek to obtain whilst the order is in force
- Details of any works which the Council intends to undertake in relation to the property
- The estimate of the costs of carrying out those works
- Provision as to the payment of any surpluses of income over expenditure to the relevant landlord, from time to time
- In general terms how the authority intends to address the matters that caused the Council to make the order. The Council must also keep full accounts of income and expenditure in respect of the house and make such accounts available to the relevant landlord.

11.5 Temporary Exemption Notices

Where a landlord is, or shortly will be taking steps to make an HMO non-licensable, the Council may serve a Temporary Exemption Notice (TEN). A TEN can only be granted for a maximum period of three months. In exceptional circumstances a second TEN can be served for a further three-month period. A TEN will be served where the owner of the HMO states in writing that steps are being taken to make the HMO non- licensable within 3 months.

11.6 Raising Standards in HMOs

Under current legislation many HMOs still do not currently require a licence. These include houses containing some self-contained flats and smaller HMOs. Many of these still pose a significant degree of risk to occupants and/or have a history of being poorly managed. The Council will continue to regulate such HMOs through using the Housing Health and Safety Rating system and other appropriate legislation e.g. the HMO Management Regulations when complaints are received.

11.7 Fire Safety in HMOs

Statistically, HMOs have one of the highest incidents of deaths caused by fire in any type of housing. It is therefore essential that any HMO possesses an adequate means of escape in event of a fire and adequate fire precautions. The actual level of fire protection and detection required will be determined by a risk assessment.

The Domestic Team (Environmental Services) is generally the lead enforcing authority for fire safety in HMOs, however where an HMO contains communal areas, or is above a commercial property a Fire Risk Assessment is carried out in accordance with the Regulatory Reform Order which is administered by Cambridgeshire Fire Authority in line with the Memorandum of Understanding and Joint Enforcement Protocol 2015.

For clarification, and/or general fire safety guidance, contact the Domestic Team (Environmental Services) or visit <http://www.eastcambs.gov.uk/housing/hmo-licencing-information>

11.8 General Management of HMOs

The Management of Houses in Multiple Occupation (England) Regulations 2006 require the person having control of the house to ensure that: -

- All services, furnishings, fixtures and fittings are maintained in good, sound, and clean condition
- The structure is kept in good order
- All communal areas of the interior are regularly cleaned and redecorated as necessary
- All yards, boundary walls, fences, gardens and outbuildings are maintained in a safe and tidy condition
- Satisfactory arrangements for the disposal of refuse and litter have been made
- At the commencement of all tenancies the lettings are clean, in a satisfactory state of repair and decoration, and comply in all respects with these standards
- All staircases and multiple steps should be provided with suitable handrails
- All Tenants should fulfil their tenancy obligations.

12. Empty Homes

Empty homes can be a blight on our community as well as a wasted housing resource. Our approach will be to work alongside owners of empty homes with a solution based approach to support and encourage voluntary action. However, we are also committed to using appropriate enforcement action where owners fail to take responsibility for their properties, reasonable negotiations fail or there is little prospect of the property being bought back into use voluntarily.

A number of factors will be considered in deciding the best course of action for an empty home. For more information please see the East Cambridgeshire Empty
Agenda Item 6 – Enforcement Policy – page 29

Homes Strategy 2006 or contact the Domestic Team.

The Council will provide advice and assistance to the owners of empty properties to help bring the home back into use. It will however also consider using any of the following enforcement options:

- **Empty Dwelling Management Orders**
Where a property has been left empty for over two years and is attracting anti-social behaviour, the Council may seek an EDMO, the provisions for which are contained in the Housing Act 2004. An EDMO allows the Council to take over full management of the property for up to seven years, reclaiming any management and refurbishment costs from the rental income.
- **Compulsory Purchase Orders**
CPOs can be made under s17 of the Housing Act 1985 or s226 of the Town & Country Planning Act 1990. They allow local authorities to purchase properties in specific circumstances without the owner's consent. This is only carried out in extreme circumstances and if resources allow.
- **Statutory nuisance provisions**
If a property is unsafe, causing or is likely to cause a nuisance to the locality, there are several legislative tools available to the Council to ensure that the condition of the property is improved. These include provisions to ensure the property is safe, secure and not adversely affecting the amenity of the area.
- **Enforced sale procedure**
The Law of Property Act 1925 allows the recovery of debt secured by a registered charge by forcing the sale of a property. In situations where the Council has served notices requiring the owner to ensure that their property is not unsafe or having a negative impact, but they have failed to act, the Council may be forced to carry out the works in default. If the costs incurred are not paid, the Council will register any 'relevant' charges (charges that can be legally applied) against the property and should the owner still not pay this debt, the Council can commence legal proceedings to sell the property to recover the costs.

13. The Smoke and Carbon Monoxide Alarm (England) Regulations 2015

The regulations impose obligations upon landlords to ensure that tenanted properties are provided with smoke alarms and carbon monoxide alarms. This has been publicised in the Council's Statement of Principles.

Reg 4(1) says; A relevant landlord in respect of a specified tenancy must ensure that

-

- (b) during any period beginning on or after 1st October 2015 when the premises are occupied under the tenancy-*
 - (i) a smoke alarm is equipped on each storey of the premises on which there is a room used wholly or partly as living accommodation;*

- (ii) *a carbon monoxide alarm is equipped in any room of the premises which is used wholly or partly as living accommodation and contains a solid fuel burning combustion appliance; and*
- (c) *checks are made by or on behalf of the landlord to ensure that each prescribed alarm is in proper working order on the day the tenancy begins if it is a new tenancy.*

Where the Council has reasonable grounds to believe that the requirements of these Regulations have not been met by a landlord, there is a duty on the Council to serve a 'remedial notice'.

A remedial notice must-

- specify the premises to which the notice relates;
- specify the duty or duties that the local housing authority considers the landlord is failing or has failed to comply with;
- specify the remedial action the local housing authority considers should be taken;
- require the landlord to take that action within 28 days beginning with the day on which the notice is served;
- explain that the landlord is entitled to make written representations against the notice within 28 days beginning with the day on which the notice is served;
- specify the person to whom, and the address (including if appropriate any email address) at which, any representations may be sent; and
- explain the effect of regulations 6, 7 and 8, including the maximum penalty charge which a local housing authority may impose.

The remedial notice will confirm the provisions for a review, and the appeal procedures.

Failure to comply with a remedial notice imposes a further duty on the Council to arrange remedial action and a power to require payment of a penalty charge. Penalty charges for non-compliance are currently as follows:

First offence	£500	Reduced to £400 if paid within 14 days
Second offence	£1,000	No reduction for early payment
Any additional offences	£5,000	No reduction for early payment

In determining the level of the fixed penalty notice the Council has considered the likely costs it will incur and the amount required sufficient to provide a deterrent to non-compliance. Increasing the fine for a second or third offence reflects the seriousness of the offence and is designed to deter repeat offending.

14. Monitoring and Review

The Service will keep its regulatory activities and interventions under review, with a view to considering the extent to which it would be appropriate to remove or reduce the regulatory burdens they impose, where the Council has direct control of these matters.

Changes will be introduced into this document where necessary to accommodate new legislation, guidance and local needs.

Fees will be reviewed annually.

15. Other legislation.

Where housing or other related legislation is introduced which is enforced by the Council and permits the imposition of any monetary penalty or penalty charge the Council will seek to fully implement any duty or power conferred upon it.

16. Application of the Policy

All Officers must have regard to this policy when making enforcement decisions.

If you have any comments or queries on this policy, please contact:

Senior Environmental Health Officers Julia Atkins or Karen See Domestic Team Leaders (job share)

By Email: julia.atkins@eastcambs.gov.uk or Karen.see@eastcambs.gov.uk

By telephone: 01353 665555

Or at this address: Domestic Team, East Cambridgeshire District Council, Nutholt Lane, Ely CB7 4EE

17. Related policies and documents

- Previous Housing Enforcement Policy
<http://www.eastcambs.gov.uk/sites/default/files/housingenfpol.pdf>
- East Cambridgeshire Private Sector Housing Policy 2017
<https://www.eastcambs.gov.uk/sites/default/files/%2821%20MAR%2017%29--The%20Housing%20Adaptations%20Policy%202017%20%282%29.pdf>
- Carbon Monoxide Statement Of Principles
<https://www.eastcambs.gov.uk/sites/default/files/Statement%20of%20Principles.pdf>
- Housing Strategy
http://www.eastcambs.gov.uk/sites/default/files/housing/housing_strategy_24583.pdf
- East Cambridgeshire Housing Adaptations Strategy 2018 (to be placed on line once agreed)
- Empty Homes Strategy 2006
<http://www.eastcambs.gov.uk/sites/default/files/ehstrat.pdf>

- Homelessness Strategy
<http://www.eastcambs.gov.uk/sites/default/files/ECDC%20Homelessness%20Strategy-%20Action%20Plan.pdf>

Printed copies or translated/braille/ copies of this policy can also be also available by emailing :-

domesticteam@eastcambs.gov.uk

DATA PROTECTION

In line with the General Data Protection Regulation (GDPR) and the Data Protection Act 2018, East Cambridgeshire District Council is fully committed to protect the privacy of our constituents, staff and members. We ensure the safe processing of personal data through strict guidelines for collection, storage and retention of information. Where appropriate, data sharing protocols are entered into and robust security measures are in place. The council maintains its Public Services Network (PSN) compliance, demonstrating its on-going commitment to supporting best practice in the maintenance and handling of data.

For further information contact: The Data Protection Officer, The Grange, Nutholt Lane, Ely, Cambs., CB7 4EE (email: dataprotection@eastcambs.gov.uk)

Appendix 1					
Financial Penalty Matrix					
	Score =1	Score = 5	Score = 10	Score =15	Score = 20
FACTORS					
1. Severity of offence and culpability	No previous enforcement history. Single low level offence.	Minor previous enforcement. Single offence.	Recent second time offender. Offence has moderate severity or small but frequent impact(s).	Multiple offender. Ongoing offence of moderate to large severity or a single instance of a very severe offence.	Serial offender. Multiple enforcement over recent times. Continuing serious offence.
2. Deterrence of offender and others	High confidence that a financial penalty will deter repeat offending. Informal publicity not required as a deterrence.	Medium confidence that a financial penalty will deter repeat offending. Minor informal publicity required for mild deterrence in the landlord community.	Low confidence that a financial penalty will deter repeat offending (e.g. no contact from offender). Some informal publicity will be required to prevent similar offending in the landlord community.	Little confidence that a financial penalty will deter repeat offending. Likely informal publicity will be required to prevent similar offending in the landlord community.	Very little confidence that a financial penalty will deter repeat offending. Informal publicity will be required to prevent similar offending in the landlord community.

<p>4. Removal of financial benefit</p>	<p>No significant assets. No or very low financial profit made by offender.</p>	<p>Little asset value. Little profit made by offender.</p>	<p>Small portfolio landlord (between 2-3 properties). Low asset value. Low profit made by offender.</p>	<p>Medium portfolio landlord (between 4-5 properties) or a small Managing Agent. Medium asset value. Medium profit made by offender.</p>	<p>Large portfolio landlord (over 5 properties) or a medium to large Managing Agent. Large asset value. Large profit made by offender.</p>
<p>3. Harm to the tenants (x2 weighting)</p>	<p>Very little or no harm caused. No vulnerable occupants. Tenant provides no information on impact.</p>	<p>Likely some low-level health/harm risk(s) to occupant. No vulnerable occupants. Tenant provides poor quality information on impact</p>	<p>Likely moderate level health/harm risk(s) to occupant. Vulnerable occupants potentially exposed. Tenant provides some information on impact but with no primary or secondary evidence</p>	<p>High level of health/harm risk(s) to occupant. Tenant(s) will be affected frequently or by occasional high impact occurrences. Vulnerable occupants. more than likely exposed. Small HMO (3-4 occupants), multiple occupants exposed. Tenant provides good information on impact with primary evidence (e.g. prescription drugs present, clear signs of poor health witnessed) but no secondary evidence.</p>	<p>Obvious high level health/harm risk(s) and evidence that tenant(s) are badly and/or continually affected. Multiple vulnerable occupants. exposed. Large HMO (5+occupants), multiple occupants exposed. Tenant provides excellent information on impact with primary and secondary evidence provided (e.g. medical, social services reports).</p>

Score range	Penalty				
<6	£250.00				
6<11	£500.00				
11<21	£750.00				
21<31	£1,000.00				
31<41	£2,500.00				
41<51	£5,000.00				
51<61	£10,000.00				
61<71	£15,000.00				
71<81	£20,000.00				
81<91	£25,000.00				
91+	£30,000.00				

East Cambridgeshire District Council

The Grange, Nutholt Lane, Ely, Cambridgeshire. Tel: 01353 665555

**Appendix 2
(Revised Sept 2018)**

Adopted Standards for Houses in Multiple Occupation

The following standards and guidance notes have been compiled to comply with the requirements contained in the Housing Act 1985 as amended by the Local Government and Housing Act 1989, and the Housing Act 2004 and all associated Regulations. These standards may be varied at the discretion of the Environmental Services Manager and relate to Licensable and other Categories of HMO.

A House in Multiple Occupation is defined by the Housing Act 2004 and means:

- a house, hostel or flat occupied by more than one household where sharing of amenities and rent or other amounts are payable, or
- a converted building where one or more of the units of living accommodation do not consist of a self-contained flats.

A HMO may be considered a house converted into self-contained flats, which does not meet 1991 Building Regulations and less than two thirds of the flats are long leases (i.e. more than a third are tenanted).

A HMO must be in good repair, safe and meet East Cambridgeshire District Council's Minimum Standards.

Licensable HMO's must meet the following space standards as laid down by Regulations, that is:

- To ensure that the floor area of any room in the HMO used as sleeping accommodation by one person aged over 10 years is not less than 6.51 m²
- To ensure that the floor area of any room in the HMO used as sleeping accommodation by two persons aged over 10 years is not less than 10.22 m²
- To ensure that the floor area of any room in the HMO used as sleeping accommodation by one person aged under 10 years is not less than 4.64 m²
- To ensure that any room with a floor area less than 4.64 m² is not used as sleeping accommodation.

What dwellings are not considered Houses in Multiple Occupation for the purposes of these adopted Minimum Standards?

Exclusions include:

- People living together as one household
- Purpose built self-contained accommodation that complies with Building Regulations 1991
- Homes registered under the Registered Homes Act 1984
- Properties registered under the Children's Act 1989

The Environmental Services Manager may amend this from time to time, as necessary.

1. **Standards for Houses in Multiple Occupation in Categories A, B and G**

Category A

Houses occupied as individual rooms where there is some exclusive occupation (usually bedroom/living room) and some sharing of amenities (bathroom and/or toilet and/or kitchen). Each occupant lives otherwise independently of all others.

Category B

Houses occupied on a shared basis. These would normally be occupied by members of a defined social group e.g. students or a group of young single adults. The occupiers each enjoy exclusive use of a bedroom but would share other facilities.

N.B. Houses of more than 6 people are not likely to fall in this Category.

Category G

Houses with some degree of shared facilities, occupied by people whose occupation is connected to their employment or education and is made available through their employer or in connection with a recognised educational establishment.

1.1 **Personal Washing Facilities**

- a. Every water closet compartment shall be provided with a wash hand basin together with its own supply of hot and cold water.
- b. Where practicable each separate occupancy shall be provided with a wash hand basin together with its own supply of hot and cold water.
- c. Each occupancy is to be provided with its own bath or shower in a proper room. Where this is impracticable a readily accessible and suitably located bathroom or shower room not more than one floor distance from any user to be provided in the following ratios:-

1 - 5 persons - 1 bathroom or shower room
6 - 10 persons - 2 bathrooms or shower rooms
11 - 15 persons - 3 bathrooms or shower rooms
- d. Every bath, shower and wash hand basin shall be properly plumbed with adequate hot and cold water supplies and waste drainage. Immediately adjacent walls should be non-porous and easily cleanable.

1.2 **Drainage and Sanitary Conveniences**

- a. Each separate occupancy shall be provided with its own water closet compartment, but when not practicable, satisfactory and readily accessible water closet accommodation shall be provided in the following ratios:

1 - 5 persons - 1 water closet
6 - 10 persons - 2 water closets
11 - 15 persons - 3 water closets

- b.** The nearest water closet shall not be more than one floor distant from a unit of accommodation. Each bath/shower or W.C. room should have easily cleansable surfaces.
- c.** All above and below ground drainage shall comply with current Building Regulations

1.3 Facilities for Storage, Preparation and Cooking of Food and for the Disposal of Waste Water

If all meals are not provided then;

Each occupancy shall have its own kitchen facilities within their letting, as below, except suitably located shared kitchens may be provided where cooker and sink and associated facilities are shared by not more than five persons.

The kitchen shall be not more than one floor distance from any user unless a communal dining room is provided.

Separate kitchens whether shared or used exclusively in connection with a particular single tenancy must be of sufficient size for their purpose. The following sizes are a guide.

Kitchen used by	Area of floor
1 – 3 persons	5m ²
4 persons	6m ²
5 persons	7m ²
9 persons	9m ²

a. *Storage of Food*

Each separate occupancy shall be provided with a refrigerator for the storage of perishable food (minimum capacity 0.15m³) and dry goods storage space (minimum 0.15m³) which may be within the unit accommodation or within the kitchen where kitchens are shared.

In shared kitchens the scale of such provision must be a minimum of 0.08m³ dry goods space and 0.075m³ refrigerator space per occupant, either in the kitchen or in an adjacent readily accessible position.

b. *Preparation of Food*

A suitable fixed worktop shall be provided being of a minimum size of 500mm x 1000mm with a smooth, durable, impervious surface, capable of being easily cleaned. In the case of shared kitchens, worktops shall be provided in a ratio of one to every three persons sharing the kitchen. Immediately adjacent walls to be non-porous and easily cleanable.

c. *Kitchen Appliances*

Two power points shall be provided, positioned immediately adjacent to any

worktop. In the case of shared kitchens power points shall be provided in the ratio

of two power points for every three persons.

d. Cooking of Food

A suitable cooking appliance which includes an oven, grill and four cooking rings shall be provided in each occupancy. In the case of shared kitchens cooking appliances that include an oven, grill and four cooking rings shall be provided in a ratio of one set for every five persons. Where there are up to eight persons the second cooking appliance may be a combination microwave rather than a traditional cooker.

Where there is single person occupancy an oven grill and two cooking rings will be acceptable.

1.4 Natural Lighting

- a.** All habitable rooms shall be provided with an area of clear glazing equivalent in total area of not less than 1/10th of the floor area of the room. Please note that all glazing within the common escape route (in case of fire) must comply with fire protection standards.
- b.** Where practicable, all kitchens, bathrooms and W.C. compartments shall comply with 4(a) above, although in the case of bathrooms and W.C. compartments, glazing shall normally be obscure. Where this is not practicable, adequate artificial lighting shall be provided in accordance with the requirement of part (b).

Artificial Lighting

- c.** All habitable rooms, kitchens, bathrooms, W.C. compartments, staircases, landings and passages shall be adequately lit by electricity.

All artificial lighting on landings, stairs and passageways must be operated by sufficient switches. Any time switches must stay on for an adequate time to allow persons to travel the distance and have entered the next lighting area.

1.5 Ventilation

- a.** All habitable rooms shall be ventilated directly to the external air by a window with an opening area of at least 1/20th of the floor area of the room.

A door giving access directly to the external air will not be acceptable for the purpose of this requirement.

- b.** Where practicable, kitchens, bathrooms and W.C. compartments shall comply with 1.5(a) above. Where not practicable, mechanical ventilation shall be provided which is capable of providing 3 air changes per hour. The installation must be fitted with an over-run device for a minimum of 15 minutes and connected to the lighting circuit of the room.

1.6 Space Heating

The main living room of each occupancy shall be provided with a fixed heating appliance capable of heating the room to a temperature of 21 °C when the outside temperature is -1°C. All appliances should be of a sufficient output so as to adequately heat the rooms they serve.

Bedrooms should be able to be maintained at 18 °C when the outside temperature is -1°C. This provision should be efficient, safely designed, sited and guarded as to minimise the risks to health and safety.

1.7 Prevention of Overcrowding Space Standards

a. For the purpose of setting space standards:-

a child under 1 year is excluded (*this also applies to the provision of amenities and facilities*)

a child over 1 year and under 10 years is classed as ½ a person,

a child over 10 years or an adult is classed as 1 person.

b. The number of persons permitted to occupy each habitable room will be calculated according to the requirements of the Housing Act 1985 as follows:-

<u>Floor Area of Room</u>	<u>Max Number</u>
19.5 m ²	4 persons
15 m ²	3 persons
10.22 m ²	2 persons
6.51 m ²	1 person

- A single bedroom with a separate living room = 6.51 m² for 1 person
- A single bedroom with **no** separate living room = 10.22 m² for 1 person
- A double bedroom with a separate living room = 10.22 m² for 2 persons
- A double bedroom with **no** separate living room = 15 m² for 2 persons
- For each additional person there should be an additional 4.5m² floor area.

c. Where a unit of accommodation includes kitchen facilities and a separate living room, then minimum room sizes need to be increased.

<u>Floor Area of Room</u>	<u>Max Number</u>
13.5 m ²	2 persons
10.22 m ²	1 person

For each additional person there should be an additional 4.5m² floor area.

1.8 Refuse Storage and Disposal

Refuse storage containers shall be provided sufficient for the needs of the house of the type acceptable to the Local Authority. On average one bin should be provided for every three single persons.

All containers are to be located on a hard standing with suitable access for cleaning the area and the removal of containers. Bulk storage bins may be acceptable in certain circumstances.

1.9 Means of Escape in the Case of Fire

There must be an adequate means of escape in case of fire and other fire precautions within the property. The type of precautions required is dependent on the type of Category and the number of stories. Detailed requirements can be found in the Fire Standards Document.

The following are general requirements that may be required:-

- A fire warning system. Heat detectors in the kitchen areas. Hard wired smoke alarms in each dwelling.
- Fire doors with 30 minutes fire resistance with self-closing devices, smoke seals and intumescent seals.
- Walls and ceiling with 30 minutes fire resistance.
- Basement ceilings to have 60 minute fire resistance.
- Electrical meters in the escape route to be in a cupboard.

All cupboards in the escape route to have 30 minutes fire resistance.

1.10 Fire Safety of Furniture

All upholstered furniture in an HMO shall meet the current fire retardancy standard.

Upholstered furniture and furnishings includes chairs, three piece suites, beds, headboards, scatter cushions and pillows.

1.11 Gas Safety

Gas appliances, boilers and flues must be safe at all times and inspected annually by a registered installer or competent person on the Gas Safe Register.

A certificate confirming that an annual gas safety check has been carried out must be available for inspection by authorised officers of the Council and the Health and Safety Executive at their request.

A copy of the Certificate must be handed to any incoming tenant before the tenant occupies the premises.

There is a duty to retain a copy of the record of inspection for a period of two years.

1.12 Electrical Wiring and Appliances

Electrical wiring to lighting, power circuits and electrical appliances must be safe at all times. These should be checked and certified as being safe by a qualified electrician who is a member of an approved association and an Electrical Installation Condition Report, no more than 5 years old, shall be available for inspection. PAT testing of appliances must be undertaken.

1.13 Management

Every HMO must have a Manager. The Manager is the owner or the lessee of the premises who receives the rents paid by tenants. The person who collects the rents on his/her behalf may also be responsible as a Manager. A notice giving the name and address of the Manager should be on display in the premises.

The Housing (Management of Houses in Multiple Occupation) Regulations 2006 cover aspects relating to good management of the premises.

The Manager is required by the Regulations to ensure the repair, maintenance, cleansing or good order of the property including making sure the property remains safe, the water supply is sufficient, common parts and fixtures and fittings are in good order, the gas and electric supply is safe and that waste disposal options are sufficient. The Manager is also required to provide relevant information to the occupiers. The Regulations also imposes duties on persons who live in the house for the purpose of ensuring that the Manager can effectively carry out the duties imposed on him by the Regulations.

2. Standards Required for Houses in Multiple Occupation in Category C

Houses let in lodgings i.e. catering for lodgers on a small scale but not living as part of the main household normally with a resident/occupier. This is the traditional “house let in lodgings” where meals are provided in a dining room and would be typified by a family or household who might take in a small number of students or other individuals away from their primary residence.

2.1 Personal Washing Facilities

- a** Each bedroom/study room not occupied by the owner and his/her family shall be provided with a wash hand basin.
- b** Shared facilities will be accepted where there are 2 or less occupiers in addition to the owner-occupier and his/her family except where the total number of occupants exceed 6, when separate facilities as in (a) above will be required.
- c** Each occupancy to be provided with its own bath or shower in a proper room, but where this is impracticable a readily accessible and suitably located bathroom or shower room not more than one floor distance from any user to be provided in the following ratios:-
 - 1 - 5 persons - 1 bathroom or shower room
 - 6 - 10 persons - 2 bathrooms or shower rooms
 - 11 - 15 persons - 3 bathrooms or shower rooms

- d.** Every bath, shower and wash hand basin shall be properly plumbed with adequate hot and cold water supplies and waste drainage. Immediately adjacent walls to be non-porous and easily cleansable.

2.2 Drainage and Sanitary Conveniences

- a.** Each separate occupancy shall be provided with its own water closet compartment, but when not practicable, satisfactory and readily accessible water closet accommodation shall be provided in the following ratios:
 - 1 - 5 persons - 1 water closet
 - 6 - 10 persons - 2 water closets
 - 11 - 15 persons - 3 water closets
- b.** The nearest water closet shall not be more than one floor distance from a unit of accommodation. Each bath/shower or W.C. room should have easily cleansable surfaces.
- c.** All above and belowground drainage shall comply with current Building Regulations.

2.3 Natural Lighting

- a.** All habitable rooms shall be provided with an area of clear glazing equivalent in total area of not less than 1/10th of the floor area of the room. Please note that all glazing within the common escape route (in case of fire) must comply with fire protection standards.
- b.** Where practicable, all kitchens, bathrooms and W.C. compartments shall comply with above, although in the case of bathrooms and W.C. compartments, glazing shall normally be obscure. Where this is not practicable, adequate artificial lighting shall be provided.

Artificial Lighting

- c.** All habitable rooms, kitchens, bathrooms, W.C. compartments, staircases, landings and passages shall be adequately lit by electricity.

All artificial lighting on landings, stairs and passageways must be operated by sufficient switches. Any time switches must stay on for an adequate time to allow persons to travel the distance and have entered the next lighting area.

2.4 Ventilation

- b.** All habitable rooms shall be ventilated directly to the external air by a window with an opening area of at least 1/20th of the floor area of the room.

A door giving access directly to the external air will not be acceptable for the purpose of this requirement.

- c.** Where practicable, kitchens, bathrooms and W.C. compartments shall comply with 5(a) above. Where not practicable, mechanical ventilation shall be provided which is capable of providing 3 air changes per hour. The installation must be fitted with an over-run device for a minimum of 15 minutes and connected to the lighting circuit of the room.

2.5 Space Heating

The main living room of each occupancy shall be provided with a fixed heating appliance capable of heating the room to a temperature of 21 °c when the outside temperature is -1°C. All appliances should be of a sufficient output so as to adequately heat the rooms they serve.

Bedrooms should be able to be maintained at 18 °C when the outside temperature is -1°C. This provision should be efficient, safely designed, sited and guarded as to minimise the risks to health and safety.

2.6 Prevention of Overcrowding Space Standards

a. For the purpose of setting space standards:-

a child under 1 year is excluded (*this also applies to the provision of amenities and facilities*)

a child over 1 year and under 10 years is classed as ½ a person,

a child over 10 years or an adult is classed as 1 person.

b. The number of persons permitted to occupy each habitable room will be calculated according to the requirements of the Housing Act 1985 as follows:-

<u>Floor Area of Room</u>	<u>Max Number</u>
19.5m ²	4 persons
15m ²	3 persons
10.22m ²	2 persons
6.51m ²	1 person

- A single bedroom with a separate living room = 6.51m² for 1 person
- A single bedroom with **no** separate living room = 10.22m² for 1 person
- A double bedroom with a separate living room = 10.22 m² for 2 persons
- A double bedroom with **no** separate living room = 15 m² for 2 persons
- For each additional person there should be an additional 4.5m² floor area.

c. Where a unit of accommodation includes kitchen facilities and a separate living room, then minimum room sizes need to be increased.

<u>Floor Area of Room</u>	<u>Max Number</u>
13.5m ²	2 persons

10.22m²

1 person

For each additional person there should be an additional 4.5m² floor area.

2.7 Refuse Storage and Disposal

Refuse storage containers shall be provided sufficient for the needs of the house of the type acceptable to the Local Authority. On average one bin should be provided for every three single persons.

All containers are to be located on a hard standing with suitable access for cleaning the area and the removal of containers. Bulk storage bins may be acceptable in certain circumstances.

2.8 Means of Escape in the Case of Fire

There must be an adequate means of escape in case of fire and other fire precautions within the property. The type of precautions required are dependent on the type of Category and the number of stories. Detailed requirements can be found in the Fire Standards Document.

The following are general requirements that may be required:-

- A fire warning system. Heat indicators in the kitchen areas. Hard wired smoke alarms in each dwelling.
- Fire doors with 30 minutes fire resistance with self-closing devices, smoke seals and intumescent seals.
- Walls and ceiling with 30 minutes fire resistance.
- Basement ceilings to have 60 minute fire resistance.
- Electrical metres in the escape route to be in a cupboard.

All cupboards in the escape route to have 30 minutes fire resistance.

Fire Safety of Furniture

All upholstered furniture in an HMO shall meet the current fire retardancy standard.

Upholstered furniture and furnishings includes chairs, three piece suites, beds, headboards, scatter cushions and pillows.

Gas Safety

Gas appliances, boilers and flues must be safe at all times and inspected annually by a Gas Safe registered installer.

A certificate confirming that an annual gas safety check has been carried out must be available for inspection by authorised officers of the Council and the Health and Safety Executive at their request.

A copy of the Certificate must be handed to any incoming tenant before the tenant occupies the premises.

There is a duty to retain a copy of the record of inspection for a period of two years.

Electrical Wiring and Appliances

Electrical wiring to both lighting, power circuits and electrical appliances must be safe at all times. These should be checked and certified as being safe by a qualified electrician who is a member of an approved association and an Electrical Installation Condition Report, no more than 5 years old, shall be available for inspection. PAT testing of appliances must be undertaken.

2.9 Management

Every HMO must have a Manager. The Manager is the owner or the lessee of the premises who receives the rents paid by tenants. The person who collects the rents on his/her behalf may also be responsible as a manager. A notice giving the name and address of the Manager should be on display in the premises.

The Housing (Management of Houses in Multiple Occupation) Regulations 2006 cover aspects relating to good management of the premises.

The Manager is required by the Regulations to ensure the repair, maintenance, cleansing or good order of the property including making sure the property remains safe, the water supply is sufficient, common parts and fixtures and fittings are in good order, the gas and electric supply is safe and that waste disposal options are sufficient. The Manager is also required to provide relevant information to the occupiers. The Regulations also imposes duties on persons who live in the house for the purpose of ensuring that the Manager can effectively carry out the duties imposed on him by the Regulations.

3. Standards Required for Houses in Multiple Occupation in Category D

(Hostels, guest houses, bed and breakfast)

Houses generally referred to as “hostels”, “guesthouses” and “bed-and-breakfast hotels” or the like. These will provide accommodation for people with no other permanent place of residence as distinct from hotels which provide accommodation for temporary visitors to an area. This category would include establishments used by Local Authorities to house homeless families pending permanent placement and similar establishments which provide accommodation for people who would otherwise be homeless. It would also include bona fide hotels used for such purposes, even on a casual basis and hotels housing. Foods must be prepared and served to tenants. The property will otherwise be classed as Category A or B.

3.1 Personal Washing Facilities

- a.** Every water closet compartment shall be provided with a wash hand basin together with its own supply of hot and cold water.
- b.** Each separate occupancy shall be provided with a wash hand basin together with its own supply of hot and cold water.
- c.** Each occupancy to be provided with its own bath or shower in a proper room, but where this is impracticable a readily accessible and suitably located bathroom or shower room not more than one floor distance from any user to be provided in the following ratios:-
 - 1 - 5 persons - 1 bathroom or shower room
 - 6 - 10 persons - 2 bathrooms or shower rooms
 - 11 - 15 persons - 3 bathrooms or shower rooms
- d.** Every bath, shower and wash hand basin shall be properly plumbed with adequate hot and cold water supplies and waste drainage. Immediately adjacent walls to be non-porous and easily cleansable.

3.2 Drainage and Sanitary Conveniences

- a.** Each separate occupancy shall be provided with its own water closet compartment, but when not practicable, satisfactory and readily accessible water closet accommodation shall be provided in the following ratios:
 - 1 - 5 persons - 1 water closet
 - 6 - 10 persons - 2 water closets
 - 11 - 15 persons - 3 water closets
- b.** The nearest water closet shall not be more than one floor distance from a unit of accommodation. Each bath/shower or W.C. room should have easily cleansable surfaces.
- c.** All above and belowground drainage shall comply with current Building Regulations.

4. Standards Required for Houses in Multiple Occupation in Category

E

(Registered Homes)

Registered (care) homes have increased considerably in number since the advent of Community Care policies. Many thousands of such premises now exist in both the public and increasingly the private sector. They are diverse in size and nature and cater for a wide range of clients, their common characteristic being their need for personal care.

These premises are subject to inspection by Registration Authorities (i.e. Social Services Authorities) and to regulation according to the Registered Care Homes Regulations 1984. These specify standards which not only cover the physical environmental pertinent to the care of the client (including standards for amenities) but requirements too for management systems including provisions for record keeping, complaints procedures etc.

5. Standards Required for Houses in Multiple Occupation in Category

F

Most houses or other buildings which by erection or conversion comprise of dwellings which are self-contained and which have access via a single "front door" from any common area. Such dwellings would normally contain all the standard amenities for the exclusive use of the occupants of that dwelling.

This category of HMO would under normal circumstances be created having regard to the provisions of the Building Regulations and therefore the following standards would be of use at design stage.

Each unit of accommodation should have exclusive amenities

The following space standards are recommended.

1 person, three roomed flat:

Bedroom	7m ²
Living Room	11.5 m ²
Kitchen	5.5 m ²

Total habitable area 24m²

1 person flatlet with separate kitchen:

Bed/Living room	14m ²
Kitchen	5m ²

Total habitable area 21.5m²

2 person one bedroom flat:

Bedroom	10.5m
Living room	13m ²
Kitchen	5.5m ²

Total habitable area 31.5²

- C Each occupancy shall be provided with its own bath or shower in a proper room, but where this is not practicable a readily accessible and suitably located bathroom or shower room not more than one floor distant from any user to be provided in the following ratios:-

1 - 5 persons	-	1 bathroom or shower room
6 - 10 persons	-	2 bathrooms or shower rooms

An owner-occupier and his/her family will be reckonable for this purpose.

- D Every bath, shower and wash hand basin shall be properly plumbed with hot and cold water supplies and waste drainage.

5.1 Drainage and Sanitary Conveniences

- a Each separate occupancy shall be provided with its own water closet compartment, but when not practicable satisfactory and readily accessible water closet accommodation shall be provided in the following ratios:-

1 - 5 persons	-	1 water closet
6 - 10 persons	-	2 water closets
11 - 15 persons	-	3 water closets

- b Such water closets shall be not more than 1 floor distant from the letting.

5.2 Natural Lighting

- a All habitable rooms shall be provided with an area of clear glazing equivalent in total area of not less than 1/10th of the floor area of the room.
- b Where practicable, all kitchens, bathrooms and W.C. compartments shall comply with (a) above, although in the case of bathrooms and W.C. compartments, glazing shall normally be obscure.

Artificial Lighting

- c All habitable rooms, kitchens, bathrooms, W.C. compartments, staircases, landings and passages shall be adequately lit by electricity.

5.3 Ventilation

- a All habitable rooms shall be ventilated directly to the external air by a window with an opening area of at least 1/20th of the floor area of the room.
- b Where practicable, kitchens, bathrooms and W.C. compartments shall comply with (a) above. Where not practicable, mechanical ventilation shall be provided which is capable of providing 3 air changes per hour. The installation must be fitted with an over-run device and connected to the lighting circuit of the room.

5.4 **Space Heating**

The main living room of each occupancy shall be provided with a fixed heating appliance capable of heating the room to a temperature of 21 °C when the outside temperature is -1°C. This provision should be efficient, safely designed, sited and guarded as to minimise the risks to health and safety.

5.5 **Permitted Occupation**

In order to prevent overcrowding and over occupation the following shall apply:-

Bedrooms

1 person	6.51 m ²
2 persons	10.22 m ²
3 persons	16.5 m ²
4 persons	21.0 m ²

Enforcement

The Environmental Services (Domestic Team) will use discretion to vary these standards in exceptional circumstances where appropriate, also taking into account Lacor's Guidance and new and emerging legislation. Enforcement will be carried out in line with the **Housing Enforcement Policy 2018 and the East Cambridgeshire District Council Enforcement Concordat.**

CATEGORIES OF HMO

- Category A Houses occupied as individual rooms where there is some exclusive occupation (usually bedroom/living room) and some sharing of amenities (bathroom and/or toilet and/or kitchen). Each occupant lives otherwise independently of all others.
- Category B Houses occupied on a shared basis. These would normally be occupied by members of a defined social group e.g. students or a group of young single adults. The occupiers each enjoy exclusive use of a bedroom but would share facilities.
- Category C Houses let in lodgings, i.e. catering for lodgers on a small scale but not living as part of the main household normally with a resident owner/occupier. This is the traditional “house let in lodgings” where meals are provided in a dining room and would be typified by a family or household who might take in a small number of students or other individuals away from their primary place of residence.
- Category D Houses generally referred to as “hostels”, “guesthouses” and “bed-and-breakfast hotels” or the like. These will provide accommodation for people with no other permanent place of residence as distinct from hotels which provide accommodation for temporary visitors to an area. This category would include establishments used by local authorities to house homeless families pending permanent placement and similar establishments which provide accommodation for people who would otherwise be homeless. It would also include bona fide hotels used for such purposes, even on a casual basis and hotels housing a mixture of homeless households and visitors.
- Category E Houses which require registration under the Registered Homes Act 1984 as amended, providing board and personal care for persons in need by reason of old age, disability, past or present drug or alcohol dependence or past or present mental order.
- Category F Most houses or other buildings which by erection or conversion comprise dwellings which are self-contained, all such dwellings comprising accommodation to which access is had via a single “front door” from any common area. Such dwellings would normally contain all the standard amenities but where any might not and be in an “improved” state – there would nevertheless be no sharing amenities with the occupiers of neighbouring dwellings.
- Category G Houses with some degree of shared facilities, occupied by people whose occupation is ancillary to their employment or education and is made available through their employer or in connection with a recognised educational establishment.

TITLE: COUNTYWIDE ADAPTATIONS AND REPAIR POLICY

Committee: Regulatory Services Committee

Date: 15th April 2019

Author: Environmental Services Manager

[T247]

1.0 ISSUE

1.1 To inform Members of the outcome of the countywide review of the Disabled Facilities Grant review and subsequent development of the countywide development and repair policy.

2.0 RECOMMENDATION(S)

2.1 Members note and endorse the adoption of the Countywide Adaptations and Repair Policy

3.0 BACKGROUND/OPTIONS

3.1 The Countywide Adaptations and Repair policy stems from a county wide review of Disabled Facilities Grant's (DFG) carried out during 2016-17 and the need for housing, health and social care services to work in a more joined up way.

3.2 This has recently been recognised as the way forward in the review of undertaking by central government.(Disabled Facilities Grant (DFG) and other adaptations- External Review (Dec 2018)

3.3 Key principles for how the district councils DFG allocation could be better used to support wider health and social care outcomes formed part of the Cambridgeshire Housing Adaptations Agreement, which was developed following the review between the districts and county council in partnership with Cambridgeshire and Peterborough clinical commissioning group.

3.4 This policy incorporates some of these key principles. It contributes to the Cambridgeshire Better Care Fund plan and vision, focusing on helping people to help themselves, and returning people to independence wherever possible. It also helps support some of the priorities identified in a number of key strategies, including Cambridgeshire Health and Wellbeing Strategy, Older People's Accommodation Strategy and aging well Strategy.

3.5 The policy helps to meet the council's wider responsibility around tackling hazards in the home, including fuel poverty and energy efficiency.

- 3.6 Housing adaptations represent just one of a range of other interventions helping people to remain living at home. These include enablement services, provision of assistive technology and other disability equipment, Cambridgeshire Handy person service, to name a few.
- 3.7 The policy recognises that providing repairs and adaptations in the home in which someone is currently living will not always be the best solution, or make the best use of resources available, therefore the policy makes provision to assist people to move to more suitable accommodation
- 3.8 For the policy to be successful it will be implemented hand in hand with a new approach to considering peoples wider housing options.
- 3.9 The main changes from the present East Cambridgeshire Adaptations policy are;
a) 2.3 page 11
Discretionary Disabled Person's Relocation Assistance (DPRA)
b) 2.4 page 13
Discretionary Special Persons Assistance, replaces Minor Repairs Grants. Assistance available for repair or other minor works or interventions in the home, which the council is satisfied is reasonable and practicable and will help meet one or more of the policies key objectives.
- 3.10 Key stakeholders were consulted and included Disability Partnership Board, Pinpoint, Ageing well Strategy Board, Children Services, Foundations, Wheelchair Services, Pedley over a 6 week period and the policy amended to reflected comments made.
- 4.0 ARGUMENTS/CONCLUSIONS
- 4.1 The Housing adaptations and repair policy highlights the importance that housing can play in promoting physical and mental health and wellbeing.
- 4.2 The five district councils in Cambridgeshire are committed to supporting people to live independently and safely in homes which are suitable for their needs. This policy outlines the interventions which the council have agreed may be funded through DFG capital allocation paid to them through Department of Health's Better care Fund and aims to provide a consistent approach across the county.
- 5.0 FINANCIAL IMPLICATIONS/EQUALITY IMPACT ASSESSMENT
- 5.1 There are no additional financial implications arising from this report
- 5.2 Equality Impact Assessment (INRA) completed and is attached at Appendix 2

6.0 APPENDICES

6.1 Appendix 1 Countywide Adaptations and Repair Policy

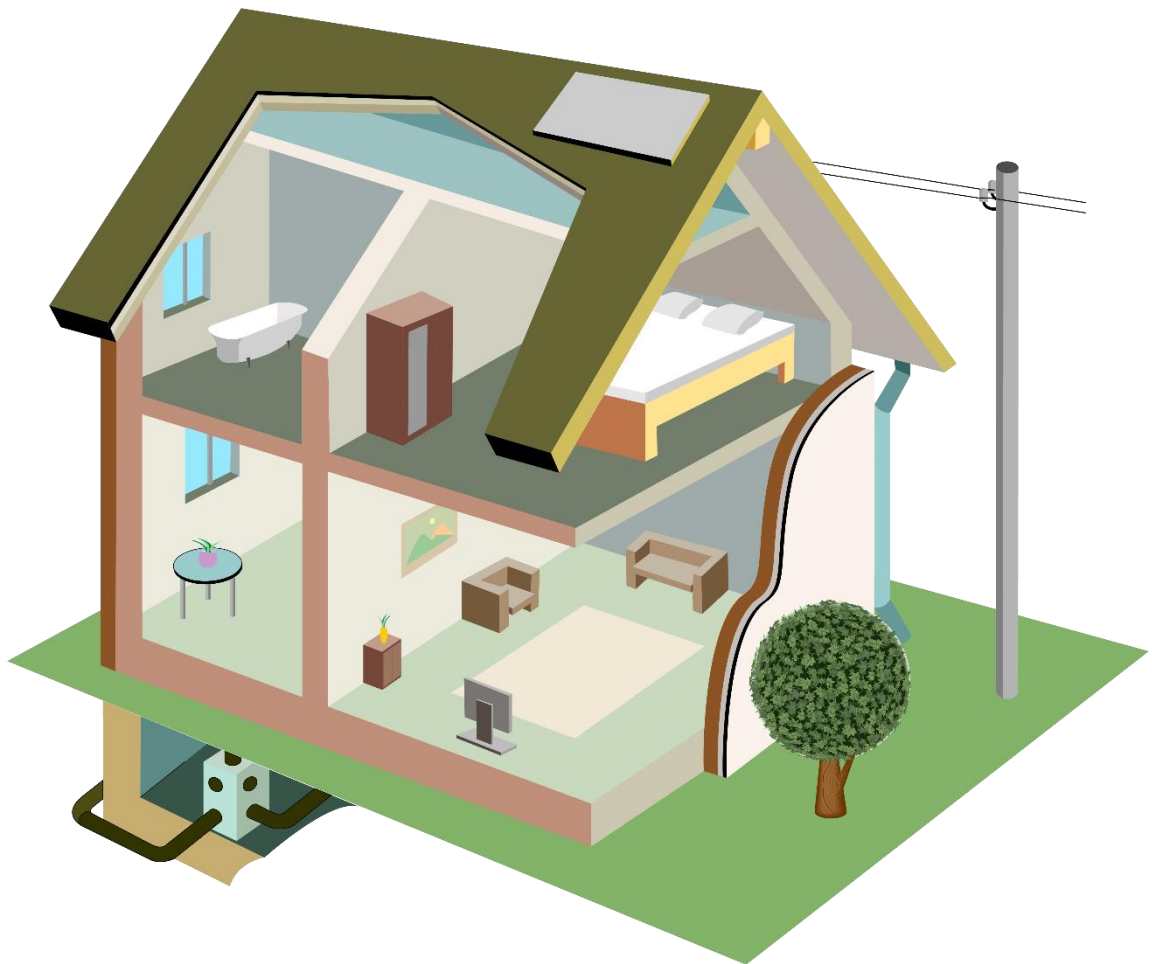
6.2 Appendix 2 Equality impact Assessment

<u>Background Documents</u>	<u>Location</u>	<u>Contact Officer</u>
	Room (Location: i.e. The Grange, Ely	(Name) Liz Knox (Position: Environmental Services Manager (01353) 616313 E-mail: Liz.Knox@eastcambs.gov.uk



EAST CAMBRIDGESHIRE DISTRICT COUNCIL

Cambridgeshire Housing Adaptations and Repairs Policy 2019



(APRIL 2019)

Part 1: INTRODUCTION

1.1 Purpose and objectives of the Policy

This Housing Adaptations & Repairs Policy applies to those living in Cambridgeshire (not including Peterborough), and highlights the importance that housing can play in promoting physical and mental health and wellbeing.

The five district councils in Cambridgeshire are committed to supporting people to live independently and safely in homes which are suitable for their needs. This policy outlines the interventions which the councils have agreed may be funded through the Disabled Facilities Grant (DFG) Capital Allocation paid to them through the Department of Health's Better Care Fund, and aims to provide a consistent approach across the county. (Peterborough City Council has its own separate Housing Renewal policy).

The key objectives of the Policy are:

- To support healthy, safe and independent living
- To help prevent hospital, care home or residential school admission
- To facilitate a patient being discharged from hospital and enabling them to live safely and independently at home, including making it easier for carers to provide support
- To prevent the need for higher expenditure elsewhere in the health and/or social care system
- To improve housing conditions and remove hazards in the home (i.e. Category 1 hazards under the Health & Safety Rating System)

A summary of the policy will be available on the council's website at www.eastcamb.gov.uk/privatesectorhousing or on request.

1.2 Background

The Policy stems from a county-wide review of Disabled Facilities Grants carried out during 2016-17, and the need for housing, health and social care services to work in a more joined up way.

Key principles for how the district councils' Disabled Facilities Grant Allocation could be better used to support wider health and social care outcomes formed part of a Cambridgeshire Housing Adaptations Agreement which was developed, following the review, between the district and county councils in partnership with the Cambridgeshire & Peterborough Clinical Commissioning Group. [Link to agreement](#)

This Policy incorporates some of these key principles. It contributes to the Cambridgeshire Better Care Fund Plan vision, which involves diverting resources away from acute health services and ongoing social care, focusing on helping people

to help themselves, and returning people to independence wherever possible.¹ It also helps to support some of the priorities identified in a number of key local strategies, including: Cambridgeshire's Health and Wellbeing Strategy, Older People's Accommodation Strategy; an Ageing Well Strategy; and the district councils' own Housing Strategies. There are also links with the Cambridgeshire Housing and Health Joint Strategic Needs Assessment.²

The Policy also helps to meet each of the five district councils' wider responsibilities around tackling hazards in the home, and will form part or all of each council's Regulatory Reform Order Repair & Renewal policies.

Housing adaptations represent just one of a range of other interventions helping people to remain living at home. These include reablement services, provision of assistive technology and other daily living equipment, and Cambridgeshire Handyperson Service, to name a few.

One of the findings of the Review was that in order to achieve better outcomes for people, and to make best use of the resources available, providing repairs and adaptations in the home in which someone is currently living will not always be the best solution

With limited funding available, for the Policy to be successful it will need to be implemented hand in hand with a new approach to considering people's wider housing options. Independent advice and information on alternative housing options – for example sheltered or extra care housing or moving to a more suitable home – will, where appropriate, be made available at an early stage. This is particularly important where someone's home is unlikely to remain suitable in the longer term.

Further information on Cambridgeshire's approach to considering applicants' wider housing options is at Appendix 1.

Examples of evidence to support this policy are shown in Appendix 2.

The Policy will take effect from January 2019.

1.3 Capital resources

Government funding for Disabled Facilities Grants has historically been insufficient to meet demand for mandatory DFGs, with the district councils providing additional funding to meet their statutory responsibilities.

¹ Cambridgeshire Better Care Fund: <https://www.cambridgeshire.gov.uk/residents/working-together-children-families-and-adults/working-with-partners/section-115/cambridgeshire-better-care-fund-bcf/>

² Cambridgeshire Housing & Health JSNA 2013: <http://cambridgeshireinsight.org.uk/housing-jsna-2013>

To help achieve broader health and social care outcomes, the Disabled Facilities Grant Capital Allocation for Cambridgeshire is expected to have increased from £1.9m in 2015-16 to just under £3.6m by 2018-19.

However, even with the increase in capital funding, with an ageing population and large-scale housing growth in many parts of the county there is a risk that much of it may be used up through increasing demand. It is essential that we make best use of the limited resources available to achieve the required outcomes.

1.4 The role of the Home Improvement Agency

East Cambs Care & HIA is a not for profit organisation operating in the East Cambs District council area. East Cambs Care and Repair HIA aim to assist elderly, disabled and vulnerable people with support and building works to their home that will allow them to remain living independently, safely and comfortably for as long as they wish. Care and Repair HIA can assist with:-

- Helping you apply for grants/loans under this policy
- Getting information and advice about the options to help you deal with unsuitable housing
- Getting quotes, checking tenders and appointing a contractor
- Dealing with planning and building control applications
- Project managing works from start to finish
- Ensuring the work is completed to your satisfaction
- Liaising with your local authority to get your grant or loan approved and payments processed.
- Offering knowledge and expertise about home repairs and adaptations
- Providing guidance and assistance if additional funding is needed from other organisations and charities
- Provide access to our approved and experienced contractors
- Finding other sources of support, information and assistance that may be useful
- Provide a private works service for those not wishing to apply for a grant.
- Provide a benefit check

East Cambs Care & Repair HIA will require you to sign an agreement with us and will charge a fee for the work we do on your behalf. This will be calculated as a percentage of the cost of works (currently 20%) and will be subject to VAT. We can provide further details of what this cost is likely to be, once we know more about the work you require. If you have been offered a grant or a loan, this fee will normally be included in the award. Advice is free of charge.

Please note, if you use the agency to develop a project to carry out adaptations, repairs or improvements to your home, but then decide not to continue with the work, the agency reserves the right to charge you for services provided to you up to that time.

Contact Us on 01353 616950

Or email careandrepairservices@eastcambs.gov.uk

Home Improvement Agencies have an important part to play in providing advice, support and assistance to older and disabled people and those on low incomes who need to adapt, repair, improve or maintain their homes to meet their changing needs.

PART 2: ASSISTANCE AVAILABLE

2.1 Mandatory Disabled Facilities Grants

Mandatory Disabled Facility Grants are available to people with disabilities living in the district, to provide disabled adaptations to the home.

The Council will award Mandatory Disabled Facilities Grants (DFG's) according to the governing legislation and guidance issued by central government and in force at the time, which determines amongst other things: the maximum amount of grant payable; the type of work that can be funded; the test of financial resources that must be applied to determine the contribution to be made by the applicant. Further information is available on request.

See Appendix 3 for more details on Disabled Facilities Grants.

Contact details are available in the Policy Summary, and in paragraph 3.1 below.

Note that the Care Act includes duties to provide equipment, and adaptations up to a value of £1,000, free of charge where there is an assessed need. These are outside the scope of this policy.

2.1.1 Eligibility

Occupiers of all types and tenures of residential properties are eligible to apply. This also includes park homes and houseboats, and eligibility extends to a range of licencees, including agricultural workers and service employees.

Applications for grant aid on a dwelling owned by a trust will be considered on a case by case basis.

In assessing whether an applicant is eligible for a Disabled Facilities Grant, the council or Home Improvement Agency will consult with Social Services, and other agencies as appropriate.

Applications for Disabled Facilities Grants for adults will normally be subject to a means test to assess income and savings levels, using the national Financial Test of Resources. (See Appendix 4 for more detail). No means test will apply in relation to Disabled Facilities Grant applications for children up to the mandatory limit (currently £30,000). For the purposes of this policy, 'children' are as defined in the Glossary at Appendix 6)

Some applicants may be eligible for a Disabled Facilities Grant, but be required to make a financial contribution, depending on their financial circumstances.

2.1.2 Determining whether works are appropriate

Disabled Facilities Grants are available for adaptations which the Council considers are necessary and appropriate to meet the needs of the disabled occupant, and reasonable and practicable having regard to the age and condition of the dwelling. Steps will be taken to consider, at an early stage, and in liaison with the applicant, whether moving to alternative accommodation might be a better option. In these circumstances, help and support will be offered in considering what housing options might be available. Details of the Cambridgeshire Early Help, Housing Options for Older People and Older People's Visiting Support service are at Appendix 1.

If moving is considered a better option, Discretionary Persons Relocation Assistance grant may be available (see section 2.3 below).

In deciding whether adaptations are necessary, appropriate, reasonable and practicable, and whether they are likely to meet the person's needs, an assessment of the internal layout of the existing dwelling will be carried out. Consideration may be given to funding additional sleeping and/or bathing accommodation by way of an extension to the existing dwelling where neither rearrangement, nor moving to an alternative property is feasible.

2.1.3 Amount of grant payable

The maximum amount available for a Disabled Facilities Grant is currently set nationally at £30,000. Where the works required, including any fees, will cost more than the maximum amount set by government, an applicant may be asked to seek additional sources of funding and/or make a financial contribution themselves. In some circumstances they may be able to apply for Discretionary Top Up Assistance to help with this. See section 2.2 below for details.

In the case of housing association tenants the council or Home Improvement Agency may be able to arrange ~~with~~ for the landlord to cover some of the cost.

If the work is arranged through the local Home Improvement Agency, the cost of work will be assessed, and contractors appointed, in accordance with arrangements agreed between the council and the appropriate Home Improvement Agency.

If the applicant arranges for the work to be carried out, him/herself the council will pay the lower of a minimum of two quotations provided those received are reasonable, taking into account all the circumstances.

Where the applicant or a member of the family proposes to carry out the work, rather than through the Home Improvement Agency, Disabled Facilities Grant assistance will cover reasonable costs for materials, subject to suitable invoices or receipts. Labour costs will not be covered in these circumstances.

2.1.4 Means test

Applicants not receiving one or more qualifying benefits will be means tested using the national Financial Test of Resources in place at the time. More detail on how this assessment will be carried out is at Appendix 4. Applicants for grants for children will not be assessed unless the cost of the work is likely to go above the maximum grant amount – currently £30,000. (See Glossary at Appendix 6 for definition of who counts as a child for these purposes).

Advice will be given on whether or not a disabled person might be eligible and the Home Improvement Agency can assist with the application. Where applicants are not eligible for assistance; or their financial circumstances mean that they will need to make a contribution to the cost; the council or Home Improvement Agency may be able to help the applicant to seek other sources of funding, such as charitable contributions or releasing equity in their home, etc.

2.1.5 Carrying out of works

We encourage applicants to have works project managed by, and delivered through, the local Home Improvement Agency. A fee for this service is charged, and will usually be included in the grant award.

In some cases the applicant may wish to carry out additional work, over and above what the council or Home Improvement Agency deems is necessary to meet the needs of the disabled person. In this situation, the council will need to be satisfied that s/he has sufficient financial resource to fund the additional work.

East Cambs Care & Repair HIA can provide a private service for additional works or where an individual does meet the criteria for a Grant. Please contact the agency for further information. Individuals can write, email or telephone using the details below

East Cambridgeshire Care & Repair HIA

The Grange
Nutholt Lane
Ely
Cambs
CB7 5EE

Telephone: 01353 616950

[Email: careandrepairservices@eastcambs.gov.uk](mailto:careandrepairservices@eastcambs.gov.uk)

Website: www.careandrepairservices.gov.uk

2.1.6 Repayment of assistance when the property is disposed of

Where the value of the grant to an owner occupier exceeds £10,000 a charge will be registered against the property, making some of the grant repayable if the property is disposed of within 10 years of completion of the work. The minimum charge registered will be £500; the maximum will be £10,000.

On completion of the works a local land charge is registered and placed on the property which is repayable when the property is sold.

2.1.7 Future applications

Where work is completed following a Mandatory DFG application, and the applicant has been required to make a financial contribution to the work, this may in some circumstances reduce the contribution required to be made on future applications for Mandatory DFG works. Further information is available on request.

2.1.8 Smaller adaptations

Some small standard adaptations eligible for a DFG may be offered as a Special Purpose Assistance grant if the council is satisfied that funding it through Discretionary Special Purposes Assistance would significantly speed up the process and improve the outcome for the applicant. (See section 2.4 below). The council or Home Improvement Agency will discuss with the applicant the most appropriate route for the individual concerned. This option, if offered, does not affect the disabled person's statutory right to apply for a Disabled Facilities Grant.

2.2 Discretionary Disabled Facilities Grant Top Up Assistance

In cases where the cost of works agreed through a Disabled Facilities Grant application is above the maximum grant allocation of £30,000 applicants may be able to apply for Discretionary Top Up Assistance in the form of a loan which will be secured on the property.

This is a discretionary loan and the decision on whether to award it in each case will depend on the individual's needs and the resources available. Details of how discretionary cases may be prioritised is shown in paragraph 4.1 below.

2.2.1 Eligibility

This is available to those with an owner's interest in their home who have been assessed as eligible for a mandatory DFG where the cost of approved works is above the maximum grant allocation of £30,000.

<p>The Loan is offered as an interest free repayable grant based on disposal income and at the councils discretion can be offered to all tenures.</p>

Discretionary Top Up Assistance may be available in cases where:

- The option to move to more suitable accommodation has been explored fully but found not to be feasible, and;
- Having taken all reasonable steps, funding cannot be found from other sources; and
- Not carrying out the works would mean that the applicant would be unable to remain living in the community; or the person or their carer would be at significant risk if the work was not completed; or completion of the work would potentially bring significant savings in other areas of public provision including health, social care, and education.

Discretionary Top Up Assistance will be offered as a loan, secured on the property. There should be sufficient equity in the property to meet the cost of the assistance, taking into account any other charges on the property, and any potential uplift in value which might, in the council's opinion, apply to the property once the work is completed. If there is insufficient equity, or if the applicant is a housing association tenant, and no other suitable accommodation can be found, the council may, in exceptional circumstances, consider offering all or part of Discretionary Top Up Assistance as a grant.

In the case of Discretionary Top Up Assistance for adults, the means test carried out to assess eligibility for and any contribution towards mandatory Disabled Facilities

Grant will take into account the full cost of the works, including the need for any Top Up Assistance.

Where an application for Discretionary Top Up Assistance is for a child (as defined in the Glossary at Appendix 6) financial circumstances will be taken into account.

2.2.2 Maximum amount payable

The maximum amount payable for Discretionary Top Up Assistance will be £15,000 including the local Home Improvement Agency's fees where their services have been used.

2.2.3 Repayment

Repayment is calculated on an individual basis taking into account the client's disposable income, which is agreed by a signed written contract by both parties, as previously stated.
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2.2.4 Future applications

Future applications for DFG Top Up assistance, where assistance has previously been awarded for that disabled person, will only be considered in exceptional circumstances.

2.3 Discretionary Disabled Persons' Relocation Assistance (DPRA)

Applications for a Disabled Persons' Relocation Assistance can be considered for people living in the district where:

- a) Adaptations are required for a person who is eligible for a DFG, but relocation may be a better and cheaper option, taking into account the cost of the works and any future works likely to be required in the new property
- b) Where adaptations are required but it is not reasonable or practicable to adapt a disabled person's existing accommodation; or
- c) Where relocation is likely to lead to savings to the wider public purse, or it would help a disabled person to resolve other issues which might impact on health, and/or well-being.

In each case, a suitable alternative property must have been identified before a formal application for Relocation Assistance is submitted.

Disabled Persons' Relocation Assistance may contribute towards reasonable costs of moving to a more appropriate property: Examples of what this may cover include:

- removal expenses
- estate agent fees
- legal fees
- other relocation expenses reasonably incurred.

It will not include any adaptations which may be required to the new home.

The council will advise whether there is a financial limit on the amount which can be awarded to any one applicant.

Disabled Persons' Relocation Assistance is discretionary assistance and depends on the individual's needs and the resources available. Details on how discretionary cases may be prioritised is shown in paragraph 4.1 below.

2.3.1 Eligibility

Disabled Persons' Relocation Assistance can be considered for applicants who meet the criteria above, where the council is satisfied that the property to which the disabled person is moving more closely meets his/her needs and those of the family than the existing one.

Applications may be considered from/on behalf of owner occupiers and tenants.

A representative of the council may visit the property being considered for relocation, to ensure it is suitable to meet the needs of the disabled person.

Applicants for Disabled Persons' Relocation Assistance will not be means-tested.

Only applications made before the person has moved home will be considered.

2.3.2 Grant payable

Assistance will be in the form of a grant which will not be required to be repaid.

The aggregate cost of Disabled Persons' Relocation Assistance and any work to adapt the new property must not exceed the cost of adapting the disabled person's existing accommodation.

The final decision as to whether expenditure is appropriate and costs are reasonable will rest with the council. If the applicant is transferring to a rented property, grant will not be available for anything which is the landlord's responsibility.

Assistance is only payable upon the successful completion of the purchase or sign-up of the tenancy of the 'new' property, and is dependent on the disabled person then occupying that property as their only and main residence.

If the applicant chooses not to go ahead with the move once some or all of the assistance has been paid, the council reserves the right to require some or all of the money to be repaid.

2.3.3 Future applications

If an applicant subsequently moves again, further application for Disabled Persons' Relocation Assistance may only be considered where the disabled person's circumstances have changed significantly since moving into the property for which the assistance was awarded. This will be at the council's discretion.

2.4 Discretionary Special Purposes Assistance

Discretionary Special Purpose Assistance may be available for repairs, or other minor works or interventions in the home which the council is satisfied is reasonable and practicable and will help to meet one or more of the Policy's key objectives.

It will not normally be offered for interventions which are readily available through other services, or where work is covered under an existing warranty.

Examples of the types of work may include:

- Property repairs and replacement of fixtures/fittings
- Remedying of Category 1 hazards, including work to reduce the risk of falls
- Energy efficiency measures to promote warm homes
- Security measures
- Works not eligible for a Mandatory Disabled Facilities Grant but would help prevent hospital or care admission, speed up transfers of care, and/or save money elsewhere in the health, social care and/or education system
- Additional work to facilitate work required under a Mandatory Disabled Facilities Grant (DFG) but which is not eligible for Mandatory DFG funding
- Work to make a home dementia-friendly
- Adaptations which would normally be funded through a Mandatory Disabled Facilities Grant but where the council is satisfied that funding it through Discretionary Special Purposes Assistance would significantly speed up the process and improve the outcome for the applicant. The council would also have to be satisfied that there were exceptional circumstances which justified the mandatory DFG process being waived for that particular applicant.
- Larger items of personal equipment where alternative funding is not available, and where provision would be cheaper and/or provide a better outcome for the individual than would be achieved through adaptations.
- Any other request deemed by the council to be reasonable & practicable, and necessary & appropriate to meet the objectives of the Policy.

Discretionary Special Purposes Assistance is not available for repairs to disability equipment, such as stairlifts, ceiling track hoists, etc., as ongoing maintenance, if not covered by warranty, is generally the responsibility of the owner.

Discretionary Special Purposes Assistance is a discretionary grant and will depend on the individual's needs, the resources available, and the particular district council's wider objectives and priorities. Details on how discretionary cases may be prioritised is given in paragraph 4.1 below.

2.4.1 Eligibility

Applicants must be living in the district, and living in the property in question.

If repair work is required (as opposed to disabled adaptations), the applicant must normally have been resident in that home for a minimum of two years prior to the date of application.

Applications from tenants will normally only be considered for work which is not the responsibility of the landlord.

Discretionary Special Purposes Assistance will normally only be considered for those in receipt of a qualifying benefit (with the exception of adaptations for children – which would normally be expected to be funded through mandatory Disabled Facilities Grant). (See Appendix 4 for more detail). Evidence of being in receipt of benefits will normally be required, although if providing evidence would lead to unreasonable delays in work being carried out, the council may use its discretion to accept a signed declaration that the person for whom the work is required is in receipt of one of these benefits. If this statement is later found to be false then the applicant will be required to repay the grant in full.

The council or Home Improvement Agency may consider whether other funding options are available in considering whether assistance is payable.

2.4.2 Amount of assistance payable

The maximum amount allowed to one household will be £10,000 including any Home Improvement Agency fees.

In certain extreme circumstances this may be increased at the discretion of East Cambridgeshire Council further to senior officer review. The additional amount may be offered as a loan.

2.4.3 Carrying out of works

East Cambridgeshire work closely with the Home Improvement Agency (Care and Repair) which is based within East Cambridgeshire Council offices. It provides many services to ensure the smooth process from assisting applicants with the application form, obtaining quotes, overseeing works, to completion. Whilst we would recommend that applicants go through Care and Repair HIA, this is not a legal requirement and you can apply yourself. However, housing or other Council officers are not able to provide this service for you.

2.4.4 Future applications

Further applications for Discretionary Special Purposes Assistance will not normally be considered from an applicant household within three years of the work being completed unless there are extenuating circumstances. E.g. if refusal would lead to significant health impact or a delayed transfer of care.

2.5 Discretionary funding of partnership work and other services

This policy allows for DFG capital grant provided through the Better Care Fund to be made available to fund wider partnership projects or other services where it can be clearly demonstrated that they would help to meet the objectives of this policy.

PART 3: ACCESS TO THE SERVICE

3.1 How to apply and who to contact for further information

To apply, make a referral or for further information individuals or professionals can write, email or telephone using the details below

East Cambridgeshire Care & Repair HIA

The Grange
Nutholt Lane
Ely
Cambs
CB7 5EE

Telephone: 01353 616950

[Email: careandrepairservices@eastcambs.gov.uk](mailto:careandrepairservices@eastcambs.gov.uk)

Website: www.careandrepairservices.gov.uk

3.2 Valid applications

For an application to be valid, it must be in writing, and all the information required by the council must be provided. This may include, amongst other things:

- Details of why the work is needed
- Details of the relevant works
- Estimates of the cost of the works

- Any financial information required for a financial assessment to be carried out
- Written documentation evidencing a legal interest in the property, and that the occupant on behalf of whom the application is made intends to live there as their only or main residence throughout the grant/loan condition period. If the application is for a property held in trust or is occupied under another licence, for example in the case of agricultural workers, it will be at the council's discretion as to the appropriateness or otherwise of the requirement for written documentation.
- For works to be carried out for the benefit of a tenant, a statement of consent to the works signed by the person who at the time of the application is the landlord under the tenancy.

Exactly what information is required in each case will depend on the type of assistance being applied for and the circumstances of the applicant. More information is available on request.

Where the applicant is using the services of the local Home Improvement Agency, the Agency can help with completing the application.

Further information on the types of legal interest and occupancy documentation required are at Appendix 4.

3.3 Fees to be charged

It will be at the discretion of the Council as to the level of professional fees deemed reasonable to be covered in the calculation of financial assistance. Where an applicant uses the services of the Home Improvement Agency then the Council will generally include the fees in the calculation of financial assistance.

<p>East Cambs Care & Repair HIA charge fees at 20% (plus vat) of the cost of the works before VAT.</p>
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3.4 Conditions

Information on grant/loan conditions are available from the council or Home Improvement Agency. These conditions remain in force throughout the relevant grant/loan condition period.

In making an application for financial assistance the applicant agrees to the terms and conditions attached to the provision of that assistance.

PART 4: ADDITIONAL INFORMATION

4.1 Prioritisation of funding

While this policy is designed to encourage flexible use of the DFG Capital Allocation, where insufficient funding is available, Mandatory Disabled Facilities Grants will ~~always~~ generally need to be given first priority over discretionary assistance.

Where the council considers there will be sufficient funding to provide discretionary assistance on top of Mandatory Disabled Facilities Grant work, then applications for discretionary assistance will be dealt with on a first come first served basis, so long as sufficient funding remains available.

If there are a number of applications being considered at any one time, applications will generally be prioritised in the following order:

- Mandatory Disabled Facilities Grants, and Relocation Assistance for applicants, for applicants who would be eligible for a DFG, within the terms of paragraph 2.3(a) above.
- Work to facilitate a Disabled Facilities Grant which is not eligible for Mandatory DFG funding
- Relocation assistance under the terms of paragraph 2.3(b) above
- Discretionary Top Up Assistance
- Disabled Facilities Grant works to be carried out under Discretionary Special Purposes Assistance where the council is satisfied that funding it through Discretionary Special Purposes Assistance would significantly speed up the process and improve the outcome for the applicant.
- Other Discretionary Special Purposes Assistance
- Relocation assistance under the terms of paragraph 2.3(c) above
- Discretionary partnership projects and/or other services.

The council reserves the right to amend this priority ordering if the need arises. For example: where additional funding becomes available from elsewhere with the intention of it being used for a particular type of assistance; if changes in legislation enable or require it; etc.

In assessing whether to fund assistance other than Mandatory DFGs, and what priority should be given, the council will also consider:

- a) The extent to which providing assistance will meet the objectives of this Policy;
- b) Whether the need for assistance is considered serious and urgent both in its own right and relative to any other current applications and enquiries for assistance which the council is considering;
- c) The extent to which the applicant is able, and can him/ herself afford to resolve the problem and /or pay for the work;

- d) Whether the work to which the application relates is considered serious or urgent relative to the general state of repair of dwellings in the district.
- e) Any other circumstances which may be relevant at the time.

4.2 Approval of application and payment of grant

Before approving an application the Council will need to be satisfied that the application is complete and that it accurately reflects the applicant's circumstances; also that the applicant clearly understands and accepts the conditions of any financial assistance being provided.

Where the assistance is to pay for work to be carried out:

- The council must be satisfied that the cost of the works is reasonable and that all the appropriate notifications and/or permissions have been obtained e.g. Building Regulations, Planning Permission etc.
- If the applicant is arranging their own work, s/he should not make any arrangements for the work to start until they have received the grant/loan approval in writing from the council.
- If carrying out their own work the applicant must notify the Council when the work is completed. A council representative may need to visit the property to inspect the works before arranging payment. No payment will be made until the relevant work is completed to the Council's satisfaction. The applicant will be responsible for ensuring that any defects are remedied.
- Unless otherwise specified, payment will be made direct to the contractor.
- Where the approved work has not been carried out to the satisfaction of the applicant the Council may, at the request of the applicant and if it considers it to be reasonable, withhold payment.

Further conditions may apply to the payment of any assistance under this policy, which applicants need to formally agree to before any application can be approved. Details are available from the council or the Home Improvement Agency.

4.3 Local authority decision making & appeals

All applications for assistance contained within this Policy are subject to the local authority's decision making processes.

Once a valid application is received, this is examined by an authorised officer to put forward to the Council for Approval.

If an applicant wishes to appeal against a decision under this Policy:

Please follow our complaints procedure which can be found at <https://www.eastcambs.gov.uk/customer-services/customer-feedback-complaints>
[Or contact 01353 665555 and ask for a formal complaint form](#)

Each council may make exceptions to the policy in exceptional circumstances, and each case will be considered on its merits.

4.4 Equalities

The public sector equality duty under the Equality Act 2010 requires public bodies, in exercising their functions, to have due regard to the need to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act;
- Advance equality of opportunity between people who share a protected characteristic and those who do not; and
- Foster good relations between people who share a protected characteristic and those who do not.

The protected characteristics are: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex and sexual orientation.

An Equality Impact Assessment has been carried out on this Policy to ensure that the Policy takes into account the needs of all groups, and that particular groups of people are not adversely affected by it.

4.5 Safeguarding

The Care Act 2014 established a national framework for safeguarding and protecting people at risk of abuse or neglect. All the Cambridgeshire councils are committed to safeguarding and promoting the welfare of children and adults who may be at risk, and their policies and processes reflect the direction of Cambridgeshire County Council in relation to safeguarding.^{3 4}

You can find details of East Cambridgeshire District Council's Safeguarding Policy at

<https://www.eastcambs.gov.uk/sites/default/files/ECDC%20child%20and%20Vulnerable%20Adult%20Safeguarding%20Policy%202013-16.pdf>

or contact 01353 665555 and ask for a copy of the policy

4.6 Customer Care & Complaints

Our Customer Care Standards can be found at

<https://www.eastcambs.gov.uk/content/customer-charter-service-standards>

<https://www.eastcambs.gov.uk/customer-services/customer-feedback-complaints> or these can be provided to you by contacting 01353 665555

4.7 Recourse to public funds

Assistance will not be available to individuals who have no National Insurance number or recourse to public funds. Further details are available from the government's website.⁵

4.8 Monitoring of outcomes

³ See also: s.11 Children's Act 2004

⁴ See also: Working Together to Safeguard Children – statutory guidance: <https://www.gov.uk/government/publications/working-together-to-safeguard-children--2>,

⁵ Gov.uk web page re public funds: <https://www.gov.uk/government/publications/public-funds--2/public-funds>

The five Cambridgeshire district councils signed up to this Policy will agree a common set of outcomes with health and social care partners which will be used to monitor implementation of this policy.

4.9 Policy Review

The Policy will run from April 2019. The government recently announced a national review of Disabled Facilities Grants. This Policy may need to be reviewed once the outcome of this is known. Otherwise the Policy will be reviewed as and when necessary.

Appendix 1

Early Help & Housing Options

One of the findings of the Cambridgeshire Disabled Facilities Grants Review carried out in 2016 was that in order to achieve better outcomes for people, and to make best use of the resources available, providing repairs and adaptations in the home in which someone is currently living will not always be the best solution; options must also be available for people to move to more suitable accommodation.

The Home Improvement Agencies already provide basic housing options advice. However, with limited funding available, for the Policy to be successful it will need to be implemented hand in hand with a new approach to considering people's wider housing options at an earlier stage.

For adults where their current home may not meet their needs now or in the future, there is a Specialist Housing Officer who works with the Adult Early Help Team working with Social Workers and Occupational Therapists. This service provides advice and information on all the possible options that may be available at an early stage.

For older people the Councils also promote the use of the Elderly Accommodation Council (First Stop – HOOP) resources to deliver early advice and information on alternative housing options prior to a request for an adaptation. This provides comprehensive information on services available to maintain independence and also an independent advice line. Information on alternative housing opportunities - for example sheltered housing, extra care or the purchase of a more suitable home, can inform early decisions. This is especially important if the home will not be suitable in the longer term. See the Cambridgeshire Older Peoples Factsheet for further information. ⁶

The Housing Options for Older People (HOOP) tool is available both on line and in leaflet format and is designed to help older people think about how suitable their current home is and if submitted can identify what alternative options are nearby. See the website online tool.⁷

Support with planning, managing and facilitating a move can be sought from the Older Peoples Visiting Support Services which are delivered across the county to people in all tenures, be they property owners or renters, if this is not readily available from family or friends.

For working age people with a disability who are considering applying for an adaptation to their home, information and advice can be sought on alternative social housing options from the local Home-link teams. Support with planning, managing and facilitating a move may be available from the Floating Support Services available across the county.

For families with a child or young person with Special Educational Needs and Disability (SEND) 0 – 25) where their current home may not meet the child's needs now or in the

⁶ Cambridgeshire Older People's Factsheet: <http://www.housingcare.org/downloads/kbase/3501.pdf>

⁷ HOOP online tool: <https://hoop.eac.org.uk/hoop/start.aspx>

future there is a Specialist Housing Officer who works with the SEND Social Care, Occupational Therapists and others.

These services provide advice and information on all the possible options that may be available at an early stage. Often major adaptations can be expensive and the limits of the Grant funding available means that sometimes more expensive works (i.e. extensions with specialist equipment) cannot be fully funded that way. Options may include a move to a more suitable property, accessing or moving within social housing, or a new build opportunity.

Appendix 2

National and Local Context and Supporting Data

Legislative background

The Care Act 2014 focusses on prevention. Guidance states “*Local authorities must provide or arrange services, resources or facilities that maximise independence for those already with such needs, for example interventions such as rehabilitation/reablement services, e.g. community equipment services and adaptations.*” The guidance goes on to state “*Integrated services built around an individual’s needs are often best met within the home. The suitability of living accommodation is a core component of an individual’s wellbeing and when developing integrated services, local authorities should consider the central role of housing within integration.*”

The Public Health Outcomes Framework “Healthy Lives, Healthy People: Improving Outcomes and Supporting Transparency” (Dept of Health, 2013) sets out desired outcomes for public health and how they will be measured. Many of the outcomes have links to housing including prevention of falls and injuries in over 65s, Fuel Poverty and Excess Winter Deaths.

The Regulatory Reform (Housing Assistance) (England & Wales) Order 2002 (RRO 2002) repealed much of the Housing Renovation Grants regime of the previous Housing Grants, Construction and Regeneration Act of 1996 but left in place the Mandatory Disabled Facility Grants and discretionary grant duties.

In 2008/09 the government extended the scope of the Regulatory Reform Order, allowing authorities to use the Disabled Facilities Grant capital allocation on other types of adaptations, repairs and assistance. The Cambridgeshire authorities hadn’t until now adopted this approach and continued to use the DFG Allocation purely for Mandatory Disabled Facilities Grants which they have a statutory duty to provide; although some have been funding a range of discretionary Regulatory Reform Order policy initiatives through separate capital funding directly from their own budgets.

The Housing Act 2004 placed a duty on local authorities to keep housing conditions under review. The Act introduced the Housing Health and Safety Rating System (HHSRS) risk assessment for residential properties, which replaced the old housing fitness standard. In addition, the Home Energy Conservation Act 1995 continues to place a requirement on the authority to have a strategy for promotion and adoption of energy efficiency measures and to work towards the reduction of fossil fuel use.

National data

Around 12% of homes in England are estimated to have Category 1 hazards.⁸ Most of those are in the private rented and owner occupied sectors. In addition, around one in five homes do not meet the national ‘decent homes’ standard.^{9 10}

National research by the Building Research Establishment (BRE) estimated that it was costing the NHS around £1.4bn per annum in first year treatment costs to leave people living in the poorest housing in England (ie with at least one Category 1 hazard).¹¹

Further Building Research Establishment research found that, in England:

- Over one fifth of all older household groups (55 – 64, 65 – 74, over 75 and over 80) lived in a home that failed to meet the Decent Homes standard
- 780,000 households aged 55 years and over were in fuel poverty
- 1.3 million households aged 55 years and older lived in a home with at least one Category 1 hazard
- For households aged 55 years or more, the cost of poor housing to the NHS (for first year treatment costs) is £624 million with these costs dominated by excess cold hazards and those associated with falls (on stairs and on the level)
- The proportion of older households living in a home with the four “visitability” accessibility features assessed by the English Housing Survey (level access, flush threshold, WC at entrance level and sufficiently wide doors and circulation space) ranged from 4% (aged 55 – 64 years) to 7% (aged 80 years and over). Around a fifth of homes occupied by all age groups aged 65 years and over had none of these key features and this figure was 24% for households aged 55 – 64 years.
- A permanent home for a person with restricted mobility requires suitable parking, downstairs living space, shower on the ground floor, wheelchair turning space, bed space on the ground floor and the entrance illuminated or covered. The research estimated that only 110,000 dwellings (0.5%) were fully accessible.

Cambridgeshire Population Data^{12 13}

According to the Census 2011:

⁸ As measured by the Housing Health & Safety Rating System – HHSRS;

⁹ English House Condition Survey 2015:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/627688/Potential_stock_improvements_Report_2015-16.pdf

¹⁰ Housing Health & Safety Rating System <https://www.gov.uk/government/publications/hhsrs-operating-guidance-housing-act-2004-guidance-about-inspections-and-assessment-of-hazards-given-under-section-9>

¹¹ BRE, The Cost of Poor Housing to the NHS briefing: <https://www.bre.co.uk/filelibrary/pdf/87741-Cost-of-Poor-Housing-Briefing-Paper-v3.pdf>

¹² Census 2011, Cambridgeshire Atlas: <http://atlas.cambridgeshire.gov.uk/census/2011/atlas.html>

¹³ From Cambridgeshire DFG review 2016

- The number of households was 251,241
- Around 15% reported a long-term activity limiting illness

Cambridgeshire County Council's Research Group estimates that:

- In Cambridgeshire in 2016 there are estimated to be over 409,000 adults (18-64 years), over 138,000 children (0-18 years) and nearly 116,500 older people (65+).
- In the next five years the population is forecast to grow by an additional 30,800 adults (+8%), 15,700 children (+11%) and 10,400 older people (+14%). The biggest percentage change is amongst the oldest age group – an additional 4,000 people aged 85 and over by 2021.

Local Data

The last review of all housing in the district was carried by using a Housing Model in July 2015. Please see link below:-

<http://www.eastcambs.gov.uk/sites/default/files/Building%20stock%202015.pdf>

East Cambridgeshire also commissioned a Health Impact Assessment in 2015 and the results are also available on line at eastcambs.gov.uk

The Housing Model examined private sector dwellings and estimated that there were 35,539 private sector dwellings in the district.

(i) Housing Health and Safety Rating System

The HHSRS assesses potential hazards of a dwelling and divides these into Category 1 or Category 2 hazards, with Category 1 being the most serious and where found they require formal action by the Council.

The model estimated that 8,122 Category 1 Hazards (as one dwelling could have more than one Category 1 Hazard) were within the dwellings in East Cambridgeshire, where 1,700 were within the private rented sector.

The total cost of mitigating Category 1 hazards in East Cambridgeshire's private sector stock is estimated to be £18.3 million.

The owner occupied sector contains the greatest number of Category 1 hazards requiring an estimated £23.4 million to mitigate.

The main hazards relate to excess cold, falls on stairs, falls between levels and falls on the level.

(ii) **Energy Efficiency**

Energy efficiency was an important aspect of the Housing Model.

In 2009 the Standard Assessment Procedure (SAP) was the recommended system for home energy rating based on a score of 1 to 100 with a high score indicating high energy efficiency. The Energy Performance of Buildings (England and Wales) Regulations 2012 now covers the requirements for energy efficiency of residential buildings and requires the use of the Energy Performance Certificate (EPC) to show the energy rating of a building.

The average simple SAP rating for all private sector dwellings in East Cambridgeshire was found to be modelled at 52. This is higher than both England (55) and the East of England (55). (The Simple Sap is an estimate of a residual dwelling's likely SAP score and is only an estimate used as a guide.)

This poor rating, is probably due to the age profile and type of construction of the housing stock but shows initiatives in Energy Efficiency are required.

Another key element relating to energy efficiency is households in fuel poverty. The model estimated that 24.3% (1,205) of private rented dwellings in East Cambridgeshire to have an EPC rating below Band E. The Council website has more details on all aspects of energy efficiency and potential funding streams.

<http://www.eastcambs.gov.uk/energy-efficiency/energy-efficiency>

Overall Conclusions and Recommendations from the Model and Health Impact Assessment

The key findings of the Housing Model and the Health Impact Assessment 2015 can be found in the links below:-

Housing Model 2015

<http://www.eastcambs.gov.uk/sites/default/files/Building%20stock%202015.pdf>

Health Impact Assessment 2015

<http://www.eastcambs.gov.uk/sites/default/files/Health%20impact%202015.pdf>

The main points are:-

1. The cost of making the necessary improvements to dwelling conditions to remove Category 1 hazards with the private rented sector is £4.9 million.
2. The owner occupied sector contains the greatest number of Category 1 hazards requiring an estimated £23.4 million to mitigate.
3. The estimated cost to the NHS caused by these hazards is £1.4 million each year. If wider costs to society are considered, the total costs are estimated to be £4 million.
4. The most common hazards are excess cold (3,211), falling on stairs (1,582) and falling on the level (739).
5. The model indicated that private stock was better than the stock for the whole of England for low income households, but worse for excess cold.
6. The evidence indicates that initiatives to reduce the incidence of falls at home should be one of the more cost effective strategies. Initiatives within this policy for small scale works of repairs and improvements/adaptations will be effective in this area.
7. A wide range of measures needs to be provided to assist and support residents to improve and maintain both owner occupiers and the private rented sector within their homes.
8. The report recognises the importance of work carried out in the Local Authority with services, such as grants, advice to landlords and the public, enforcement where necessary, work from the Home Improvement Agency (Care and Repair) or a Handyperson scheme to take action to address poor or unsuitable housing.
9. It is essential for the Council to continue to support the most vulnerable people struggling to maintain their houses to enable them to remain living in their own home. To achieve this, the Council should continue to develop and maintain partnerships with other organisations for a multi-agency approach and this policy goes towards this.

The legislative requirement is that the housing stock model or survey should be undertaken every **five years** to provide evidence to support the development of an appropriate housing strategy.

Links with Local Policies and Strategies

The Policy also supports East Cambridgeshire's priorities identified in Cambridgeshire's Health and Wellbeing Strategy 2012-2017 (see link below), where people's homes are recognised as one of the factors which can positively or negatively affect a person's physical and mental health and wellbeing.

<http://www.cambridgeshireinsight.org.uk/health/hwb>

This policy explains how the local authority will support local people and work with other agencies, both statutory and voluntary, to provide assistance for housing renewal.

It also supports the Housing and Health Joint Strategic Needs Assessment 2015-16 (JSNA) and the East Cambridgeshire District Council's Housing Strategy.

The Joint Strategic Needs Assessment outlines the main areas where housing and poor health are linked. It is designed to identify and flag key pieces of information about the health and wellbeing needs of people who live in Cambridgeshire, along with inequalities in health for specific population groups.

<http://www.cambridgeshireinsight.org.uk/jsnasummaryreport>

East Cambridgeshire District Council recognises the importance of good quality housing that is affordable to its occupants. Furthermore, we recognise the role that housing plays in the wider community and the contribution it makes to people's quality of life. This is demonstrated within the East Cambridgeshire Housing Strategy.

http://www.eastcambs.gov.uk/sites/default/files/housing/housing_strategy_24583.pdf

The Housing Adaptations Policy 2017 is dynamic and in implementing this Policy, the Council will work towards the key findings of the JSNA and the Housing Strategy objectives to improve housing conditions and therefore the health and wellbeing of the community.

The first policy was adopted in 2003 in response to the introduction of the Regulatory Reform Order 2002. This order provided local authorities with general powers to provide assistance for repairs, improvements and adaptations to enable people to continue to remain in their homes.

Further data on numbers and types of interventions provided, performance data etc, is available on request from the local Home Improvement Agency.

Appendix 3

Mandatory Disabled Facilities Grants – further information

The provisions governing Mandatory Disabled Facility Grants are set out in the Housing Grants, Construction and Regeneration Act 1996, as amended by the Regulatory Reform (Housing Assistance)(England & Wales) Order 2002.

A summary of the purposes for which Mandatory DFGs may be given are as follows:

a) Facilitating Access and Provision

These include works to remove or help overcome any obstacles which prevent the disabled person from moving freely into and around the dwelling and enjoying the use of the dwelling and the facilities or amenities within it.

b) Making a dwelling or building safe

Adaptations to the dwelling or building to make it safe for the disabled person and other persons residing with him/her.

c) Room usable for sleeping

The provision of a room usable for sleeping should therefore only be undertaken if the council is satisfied that the adaptation of an existing room in the dwelling (upstairs or downstairs) or the access to that room is unsuitable in the particular circumstances..

d) Bathroom

A disabled person should have access to a wash hand basin, a WC and a shower or bath (or if more appropriate, both a shower and a bath).

e) Facilitating preparation and cooking of food

A wide range of works are available to enable a disabled person to cater independently.

f) Heating, lighting and power

The improvement of an existing heating system in the dwelling to meet the disabled occupant's needs. Where there is no heating system or where the existing heating arrangements are unsuitable to meet his needs, a heating system may be provided.

g) Dependent residents

Works to a dwelling required to enable a disabled occupant better access and movement around the dwelling in order to care for another person who normally resides where whether or not they are related to the disabled person.

h) Access to garden

Works for facilitating access to and from a garden by a disabled occupant, or making access to a garden safe for a disabled occupant.

Further details are available from the council or Home Improvement Agency.

Appendix 4

Test of Resources/ Means Testing

Where required under this policy, a test of resources will be carried out in order to assess the amount, if any, that the applicant must contribute to cost of the works. If the applicant is not in receipt of a passporting benefit they will have to provide details of income and capital.

For those in receipt of one or more of certain qualifying benefits or any equivalent or successor benefits at the time of the application, their contribution towards the financial assistance will be NIL.

The relevant qualifying benefits set by government at the time of publishing this policy are:

- Universal credit
- Income Support
- Income based Job Seekers Allowance or Income Based Employment Support Alliance
- Working Tax Credit with gross income less than the current level set by the Department of Work & Pensions
- Housing Benefit,
- Guaranteed Pension Credit,
- Or child tax credit with a relevant income less than the current level set by the DWP

In addition to the qualifying benefits set by government, Council Tax Benefit may, under this policy, be treated as a qualifying benefit for Discretionary Special Purposes Assistance adaptations which would normally be funded through a Mandatory Disabled Facilities Grant but where funding it through Discretionary Special Purposes Assistance would, in the council's view, significantly speed up the process and improve the outcome for the applicant.

For those not on one of the qualifying benefits listed above, where means testing is required legally and/or under the policy, a full means test will be carried out under the National Test of Resources in accordance with the Housing Renewal Grants Regulations 1996 (as amended), or any future legislation that replaces it. This will calculate the applicant's contribution in order to assess the extent to which any assistance may be given up to the maximum eligible expense limit.

The council may in some cases, and where legally permitted, exercise the discretion to consider a grant or loan where applicants are not on qualifying benefits but instead:

- have an income (at the time of application), of less than the current income level recognised by the DWP,
- **and** have savings less than the current cut off level determined by the benefits service,
- **and** are considered to be a priority due to their situation or their urgency of the works required.

The means test or other financial assessment will apply to the person for whom the intervention is being applied for, and any spouse/partner.

Appendix 5

Documentation required to demonstrate a legal interest in the property and intention to remain in the property.¹⁴

a) **Owner-Occupiers.**

An owner's certificate which certifies that the applicant has or proposes to acquire an owner's interest in the dwelling, and that the applicant intends that the person requiring financial assistance will live in the dwelling as their only or main residence throughout the relevant grant/loan condition period, or for such shorter period as his/her health and other relevant circumstances permit. The Council retains the discretion to demand repayment of the grant or loan if this condition is breached.

b) **Tenants**

A tenant's certificate which certifies that the person requiring financial assistance is a tenant, and that they intend that the occupant for whom the assistance is being sought will live in the dwelling as their only or main residence throughout the relevant grant/loan condition period, or for such shorter period as his/her health and other relevant circumstances permit.

The Council retains the discretion to demand repayment of the grant or loan if this condition is breached. It will be at the Council's discretion whether an application should also be accompanied by an owner's certificate from the landlord.

c) **Occupiers (in relation to houseboats and park homes)**

An occupier's certificate that states the applicant intends that the occupant for whom assistance is being sought will live in the qualifying houseboat or park home as their only or main residence throughout the relevant grant/loan condition period or for such shorter period as his/her health and other relevant circumstances permit. The Council retains the discretion to demand repayment of the financial assistance if this condition is breached. A consent certificate must also accompany an occupier's application, from each person with an interest in the land or mooring, or in the park home site or boatyard itself.

If none of the above certificates are appropriate to the applicant's situation then signed documentation shall be provided by either the owner or the occupier to confirm the intention for future occupation of the property by the person for whom financial assistance is being sought.

d) **Availability for letting**

¹⁴ See sections 21-22A of the Housing Grants, Construction & Regeneration Act 1996 for more detail: <http://www.legislation.gov.uk/ukpga/1996/53>

In a case where a certificate of intended letting accompanies the application:

- It is a condition of any financial assistance under this Policy that, throughout the relevant grant/loan condition period the dwelling will be let or available for letting to the applicant as a residence. Being available as a holiday letting will not satisfy compliance with this requirement.
- It is also a condition of the financial assistance that the Council, may, by written notice require the owner to provide, within 21 days of that notice, a statement showing how the property is occupied and by whom.

Appendix 6

Glossary

Assistance	Any form of financial assistance approved under this Policy
Better Care Fund	<p>The <u>Better Care Fund</u> (BCF) is a programme spanning both the NHS and local government which seeks to join-up health and care services, so that people can manage their own health and wellbeing, and live independently in their communities for as long as possible.</p> <p>The BCF has been created to improve the lives of some of the most vulnerable people in our society, placing them at the centre of their care and support, and providing them integrated health and social care services, resulting in an improved experience and better quality of life.</p>
Category 1 Hazards	Hazards in the home as assessed as 'serious' through the <u>Housing Health & Safety Rating System</u> .
Children	<p>For mandatory DFG applications the relevant person is a child if;</p> <ul style="list-style-type: none"> • under the age of 16 • a person who is 16 or over but not yet 20 and is still in full-time non-advanced education (A level and below) and not getting Income Support, income-based Job Seekers' Allowance, income-related Employment and Support Allowance or Universal Credit.
Condition	Any condition attached to financial assistance approved under this Policy. Details of conditions are available on request.
Council	Any reference to council means the local housing authority operating in the area in which the person on behalf of whom an application is made resides, or an authorised representative of that housing authority. I.e Cambridge City Council; East Cambridgeshire District Council; Fenland District Council; Huntingdonshire District Council; or South Cambridgeshire District Council. An authorised representative could include, for example: the Home Improvement Agency commissioned by that authority, an Occupational Therapist, a Trusted Assessor, etc.
Disabled person	<p>For the purposes of this policy, a person is disabled if:</p> <ul style="list-style-type: none"> • their sight, hearing or speech is substantially impaired; • they have a mental disorder or impairment of any kind; or • they are physically substantially disabled by illness, injury, impairment present since birth, or otherwise. <p>(s100 <i>Housing Grants, Construction and Regeneration Act 1996</i>)</p>

Discretionary assistance	Grants and/or loans which the council may make available to applicants, subject to having a policy in place, and to having sufficient funding available to offer that assistance. The extent to which discretionary assistance may be available to an applicant may also be subject to how the council concerned interprets and/or implements financial regulations – e.g. use of capital grant funding for revenue purposes.
Disposal of a property	Any reference to ‘disposal’ of a property means: <ul style="list-style-type: none"> • A conveyance of the freehold • An assignment of the lease – where the lease was used to qualify for the assistance: eg a long lease that was treated as effective ownership • The grant of a lease, other than a mortgage term, for a term of more than 21 years otherwise at a rack rent • In the case of a mobile home or a houseboat, the sale, pledge or assignment of the mobile home or houseboat.
Home Improvement Agency	An agency commissioned by the council to support people to remain independent at home. The role of the local agency is outlined in section 1.4 of this Policy.
Household	The person or persons who occupy a dwelling as their only or main residence.
Housing Health and Safety Rating System (HHSRS)	<u>National system for assessing risks in residential properties</u> . Replaced the old housing fitness standard.
Mandatory assistance	Disabled Facilities Grants are ‘mandatory’ in that local authorities are legally required to provide them to applicants who meet national eligibility requirements.
Means test/Test of resources	As part of an application for some forms of assistance under this policy, a test of resources must be carried out in order to assess the amount, if any, that the applicant must contribute to cost of the works. If the applicant is not in receipt of a passporting benefit they will have to provide details of income and capital. More information is available in Appendix 3 to this Policy
Owner’s interest	Where an application for a DFG (or other works to the home) has been made by an owner-occupier the applicant must provide proof of ownership. Under the 1996 legislation : An owner’s certificate’ certifies that the applicant has, or proposes to acquire, an owner’s interest (as defined in section 21(2)) in the dwelling, and that he intends that the disabled occupant will live in the dwelling as his only or main residence’. For more information see Appendix 5 to this Policy
Regulatory Reform Order Repair & Renewal policies	Councils have powers to provide financial assistance to individuals to help them improve living conditions. In order to be able to use those powers they need to have a published policy detailing how they will use those powers.

Cambridge City, East Cambridgeshire, Fenland, Huntingdonshire & South Cambridgeshire District Councils

Equality Impact Assessment (EqIA)

This tool helps the Council ensure that we fulfil legal obligations of the [Public Sector Equality Duty](#) to have due regard to the need to –

- (a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Equality Act 2010;
- (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
- (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

1. Title of strategy, policy, plan, project, contract or major change to your service:

Cambridgeshire Housing Adaptations and Repairs Policy

2. Webpage link to full details of the strategy, policy, plan, project, contract or major change to your service (if available)

The Equality Impact Assessment will be available at:

<https://www.cambridge.gov.uk/equality-impact-assessments>

<https://www.eastcambs.gov.uk/equalities/completed-equality-impact-assessments-eias>

<https://www.fenland.gov.uk/article/13900/Equality-Impact-Assessments>

<http://huntingdonshire.gov.uk/council-democracy/equality/equality-impact-assessments-eias/>

<https://www.scambs.gov.uk/the-council/equality-and-diversity/equality-impact-assessments/>

3. What is the objective or purpose of your strategy, policy, plan, project, contract or major change to your service?

The policy outlines the interventions which the five district councils in Cambridgeshire have agreed may be funded through the Disabled Facilities Grant (DFG) Capital Allocation paid to them through the Department of Health's Better Care Fund, and aims to provide a consistent approach across the county.

The key objectives of the Policy are:

- To support healthy, safe and independent living
- To help prevent hospital, care home or residential school admission
- To facilitate a patient being discharged from hospital and enabling them to live safely and independently at home, including making it easier for carers to provide support
- To prevent the need for higher expenditure elsewhere in the health and/or social care system
- To improve housing conditions and remove hazards in the home (ie Category 1 hazards under the Health & Safety Rating System)

It includes four types of financial assistance which may be available to disabled people and those on low incomes:

1. Mandatory Disabled Facilities Grants (DFGs) to provide disabled adaptations in people's homes
2. Discretionary Top Up Assistance where the cost of works agreed through a Disabled Facilities Grant application is above the statutory maximum amount of £30,000
3. Discretionary Relocation Assistance to help disabled people to move to a more appropriate home; and
4. Discretionary Special Purposes Assistance for capital repairs or other minor works or interventions in the home.

It also allows funding of wider partnership projects or other services to help to meet the objectives of the policy.

It replaces each of the district councils' existing Regulatory Reform Order policies in relation to home adaptations and repairs.

4. Responsible Service

Cambridge City Council: Housing Services
East Cambridgeshire District Council: Environmental Services
Fenland District Council: Housing & Community Support
Huntingdonshire District Council: Development Service
South Cambridgeshire District Council: Affordable Homes

5. Who will be affected by this strategy, policy, plan, project, contract or major change to your service? (Please tick those that apply)

Residents of Cambridgeshire **YES**

Visitors to Cambridgeshire **NO**

Staff **NO**

Please state any specific client group or groups (e.g. council tenants, tourists, people who work in the city but do not live here):

Disabled people and people on low incomes living in Cambridgeshire.

6. What type of strategy, policy, plan, project, contract or major change to your service is this? (Please tick)

New **YES**

Major change

Minor change

It introduces a new county-wide policy, replacing each of the district councils' Regulatory Reform Order policies in relation to housing adaptations and repairs.

7. Are other departments or partners involved in delivering this strategy, policy, plan, project, contract or major change to your service? (Please tick)

No

YES (*Please provide details*): Cambridgeshire County Council; Cambridgeshire & Peterborough Clinical Commissioning Group; Cambridgeshire Home Improvement Agency; Cambridgeshire & Peterborough NHS Foundation Trust (CPFT); East Cambridgeshire Care & Repair; Fenland Home Improvement Agency.

8. Has the report on your strategy, policy, plan, project, contract or major change to your service gone to Committee? If so, which one?

No – not yet.

5. Who will be affected by this strategy, policy, plan, project, contract or major change to your service? (Please tick those that apply)

9. What research methods/ evidence have you used in order to identify equality impacts of your strategy, policy, plan, project, contract or major change to your service?

Data: Demographic data; national housing occupation and conditions data; poverty data; etc

Involvement of partners:

- Project commissioned and steered by Integrated Commissioning Board (a health led group with responsibility for the Better Care Fund)
- Cambridgeshire County Council Adult Social Care, Cambridgeshire & Peterborough Clinical Commissioning Group and district Home Improvement Agencies were members of the project team.

10. Potential impacts

For each category below, please explain if the strategy, policy, plan, project, contract or major change to your service could have a positive/ negative impact or no impact. Where an impact has been identified, please explain what it is. Consider impacts on service users, visitors and staff members separately.

(a) Age - Any group of people of a particular age (e.g. 32 year-olds) , or within a particular age range (e.g. 16-24 year-olds) – in particular, please consider any safeguarding issues for children and vulnerable adults

All age groups: POSITIVE IMPACT

The policy provides for adaptations and home repairs and improvements for people of any age group who are disabled or on a low income; but it will particularly benefit those aged 55 and over.

- In Cambridgeshire in 2016 there are estimated to be around 652,000 people living in Cambridgeshire. Made up of: 120,000 children aged 0-15; 413,000 adults aged 16-64; and 119,000 older people 65 & over. <http://opendata.cambridgeshireinsight.org/dataset/2015-based-population-and-dwelling-stock-forecasts-cambridgeshire-and-peterborough>
- In the next five years to 2021 the population is forecast to grow by an additional 28,800 adults (+7%), 11,200 children (+9%) and 15,900 older people (+13%). The main percentage increase is likely to be amongst the 75 & overs; a 21% increase during that period.
- In the Census 2011 around 15% of Cambridgeshire residents reported a long-term activity limiting health problem or disability. For those aged over 65 the percentage was 45%.

Building Research Establishment research found that, in England:

- Over one fifth of all older household groups (55 – 64, 65 – 74, over 75 and over 80) lived in a home that failed to meet the Decent Homes standard
- 780,000 households aged 55 years and over were in fuel poverty
- 1.3 million households aged 55 years and older lived in a home with at least one Category 1 hazard
- For households aged 55 years or more, the cost of poor housing to the NHS (for first year treatment costs) is £624 million with these costs dominated by excess cold hazards and those associated with falls (on stairs and on the level)
- The proportion of older households living in a home with the four “visitability” accessibility features assessed by the English Housing Survey (level access, flush threshold, WC at entrance level and sufficiently wide doors and circulation space) ranged from 4% (aged 55 – 64 years) to 7% (aged 80 years and over). Around a fifth of homes occupied by all age groups aged 65 years and over had none of these key features and this figure was 24% for households aged 55 – 64 years.

The National House Condition Survey 2015-16 estimated that:

- Around 29% of households where the oldest member was 85 are estimated to live in a non-decent home.
- Older people had less energy efficient homes compared with younger people, and those aged 85 and over had the lowest energy efficiency.

No direct safeguarding issues have been raised as being impacted by the policy, but the policy does include reference to the districts’ own Safeguarding Policies.

(a) Age - Any group of people of a particular age (e.g. 32 year-olds) , or within a particular age range (e.g. 16-24 year-olds) – in particular, please consider any safeguarding issues for children and vulnerable adults

The policy states that it will be implemented within the framework of each council's local safeguarding policy.

(b) Disability - A person has a disability if she or he has a physical or mental impairment which has a substantial and long-term adverse effect on that person's ability to carry out normal day-to-day activities

POSITIVE IMPACT

- In the Census 2011 around 15% of Cambridgeshire residents reported a long-term activity limiting illness.
- Around 31% of households in England are estimated to contain someone with a long-term sickness or Disability. (English Housing Survey - Variations in Housing Circumstances report 2016-17)
- In 2014-15, around 9% of all households in England (around 1.9 million households) had one or more people with a long-term limiting disability that required adaptations to their home. (English House Condition Survey, Adaptations & Accessibility of Homes report 2014-15)

The policy offers:

- Disabled Facilities Grants (DFGs) and Top-Up DFG assistance to disabled people to help them to live safely and independently at home
- Relocation assistance to disabled people where moving to another home is considered the best option.
- Discretionary Special Purposes assistance, including provision to help disabled people to have adaptations carried out more quickly.

Key objectives of the policy include:

- To support healthy, safe and independent living
- To help prevent hospital, care home or residential school admission
- To facilitate a patient being discharged from hospital and enabling them to live safely and independently at home, including making it easier for carers to provide support

(c) Sex – A man or a woman.

POSITIVE IMPACT on both – particularly on women

With higher levels of long term illness or disability amongst older people, and higher numbers of women than men in the older population, the positive impact is more likely to be felt by women.

Census 2011 data shows 54,700 women and 45, 500 men aged 65 and over in Cambridgeshire. Women make up around 55% of the population aged over 65, and 67% of the population over 85.

(d) Transgender – A person who does not identify with the gender they were assigned to at birth (includes gender reassignment that is the process of transitioning from one gender to another)

NO IMPACT

(e) Pregnancy and maternity

NO IMPACT

(f) Marriage and civil partnership

NO IMPACT

(g) Race - The protected characteristic 'race' refers to a group of people defined by their race, colour, and nationality (including citizenship) ethnic or national origins.

NO IMPACT

The policy itself should not disadvantage any particular race or ethnic group. However uptake of grants and loans by different equalities groups will be monitored, and actions put in place to try to redress if any imbalance becomes apparent.

(h) Religion or belief

NO IMPACT.

(i) Sexual orientation

NO IMPACT

(j) Other factors that may lead to inequality – in particular – please consider the impact of any changes on low income groups or those experiencing the impacts of poverty

Low income groups: POSITIVE IMPACT

Index of Multiple Deprivation figures show that Cambridgeshire has 16 Lower Super Output Areas in the 20% most deprived nationally. Fenland has the highest levels of deprivation in Cambridgeshire, followed by Cambridge City, East Cambridgeshire, Huntingdonshire then South Cambridgeshire.

<https://data.cambridgeshireinsight.org.uk/dataset/indices-deprivation>

https://data.cambridgeshireinsight.org.uk/sites/default/files/IMD2015_Cambs%26Pet_Rank_A0_v4_0.pdf

9.3% of Cambridgeshire households are estimated to be in fuel poverty.

<https://www.gov.uk/government/statistics/sub-regional-fuel-poverty-data-2018>

Eligibility for Disabled Facilities Grants & DFG top up for adults, and Special Purposes Assistance (which may include home energy improvements) are based on assessment of financial circumstances of the applicant.

Carers: POSITIVE IMPACT

It is likely that a number of people requiring adaptations will be receiving some level care, either professionally or from family and/or friends. One of the objectives of the policy is: To facilitate a patient being discharged from hospital and enabling them to live safely and independently at home, 'including making it easier for carers to provide support'.

11. Action plan – New equality impacts will be identified in different stages throughout the planning and implementation stages of changes to your strategy, policy, plan, project, contract or major change to your service. How will you monitor these going forward? Also, how will you ensure that any potential negative impacts of the changes will be mitigated? (Please include dates where possible for when you will update this EqIA accordingly.)

Implementation of the policy will be monitored through the Home Improvement Agencies, which will include monitoring uptake of grants and loans based on protected characteristics.

The EqIA will be updated once the outcome of the government's reviews of Disabled Facilities Grants and Social Care is known.

12. Do you have any additional comments?

13. Sign off

Name and job title of lead officer for this equality impact assessment:

- Helen Reed, Cambridge City Council, Housing Strategy Manager.

Names and job titles of other assessment team members and people consulted:

- Liz Knox, Environmental Services Manager, East Cambridgeshire District Council
- Marie Beaumont, Senior Caseworker, East Cambridgeshire District Council
- Steve Hammond, Private Sector Housing Officer, Fenland District Council
- Caroline Hannon, Housing Strategy Manager, Huntingdonshire District Council
- Keith Tayler, Private Sector Housing Officer, Huntingdonshire District Council
- Julie Fletcher, Head of Housing Strategy, South Cambridgeshire District Council
- Alasdair Gladman, Grant Validation Officer, South Cambridgeshire District Council#
- Frances Swann, Manager, Cambs Home Improvement Agency
- Debra Barker, Caseworker, Cambs Home Improvement Agency
- Diana Mackay, Commissioner (Adults), People & Communities Directorate
Cambridgeshire County Council
- Lisa Sparks, Commissioning Manager, Cambridgeshire County Council
- Aleksandra Mecan, Head of Community Services & Integration, Cambridgeshire & Peterborough Clinical Commissioning Group

Date of EqIA sign off: 15th February 2019

Date of next review of the equalities impact assessment: Date of policy review – to be agreed.

Date to be published on websites (if known): March/April 2019

TITLE: PERFORMANCE MANAGEMENT

To: Regulatory Services Committee

Date: 15th April 2019

From: Hetty Thornton- Performance Management Officer

[T248]

1.0 Issue

1.1 The following report provides Members with the end of year performance outputs for 2018/2019 and the new service delivery plans for 2019/2020.

2.0 Recommendations

2.1 Members are requested to approve the end of year performance outputs and the new service delivery plans for the following services:

- Waste Services
- Building Control Services
- Planning Services
- Housing and Community Safety
- Environmental Services
- Licensing Services

3.0 Background

3.1 Service Delivery Plans enable the public and the Council to see what each service is focusing on in the forthcoming 12 months.

3.2 The end of year reports clearly identify what has been achieved within each service in the previous 12 months.

3.3 Each service details their outputs in their end of year report, however in the case of Planning Services an adjoining Tree Strategy has been written to reflect the outputs from the team in 2018/2019 and their new performance measures for tree management until 2028 (which forms part of their 10 year plan). A summary of the Tree Strategy is included within Planning's Service Delivery Plan but the full version can be found in the appendices but doesn't require Members to approve it separately.

4.0 Argument and Conclusions

4.1 If there are areas of underperformance these are highlighted quickly to avoid potential negative impacts (where there are negative impacts these are mitigated against).

4.2 Where there are areas of underperformance, these are shown as "down arrows". Where performance has been shown to have exceeded expectations these are shown as "up arrows".

5. Financial Implications

5.1 There are no financial implications other than officer time attributed to this report.

6 Equality Impact Assessment

6.1 There are no equality impact assessment requirements.

7 Appendices

Appendix A- End of year reports 2018/2019 and new Service Delivery Plans 2019/2020 for the following services:

- Waste Services
 - Building Control Services
 - Planning Services
 - Housing and Community Safety
 - Environmental Services
 - Licensing Services
-

Background documents-

- Tree Strategy- Review of 2018 and Action plan 2019

Contact officer

Hetty Thornton

Performance Management Officer

(01353) 616233





Email- hetty.thornton@eastcambbs.gov.uk




Commitments towards our Vision

Waste Services - End of Year Report- 2018-2019



Performance Measure	Link to Corporate Plan Priority	Target and reporting timescale (i.e. 6 monthly or annually)	Baseline from previous year/output from previous year	Owner and co-owners	Status (at 12 month stage)	Outcome or output (at 12 month stage)
To increase recycling of waste, with a target of 60% recycling, and reduce waste sent to landfill	Delivering a Financially sound and well managed Council	To achieve European recycling targets Target – 65% by 2030 Reported - Annually	55% (full year estimate based on April – January results)	Jo Brooks-Director Operations Sharon Knight-Operations Manager (Waste & Street Cleansing) James Khan-Waste Minimisation & Fleet Manager		Improvements have been made surrounding the contamination procedure for waste collection in a bid to reduce contamination levels and increase the recycling rate across the district. Education and promotion campaigns have supported the increase of recycling across the district and has and will continue to play a crucial role in achieving a recycling rate of 65% by 2030. The average recycling rate to date (Feb 2019) is 57%
		To achieve East Cambridgeshire target for recycling (60%). Target 60% Reported - Annually	55% (full year estimate based on April – January results)	Jo Brooks-Director Operations Sharon Knight-Operations Manager (Waste & Street Cleansing) James Khan-Waste Minimisation & Fleet Manager		At the end of 2018/19 the average recycling rate is 57%. Unfortunately recycling rates fluctuate throughout the year as weather greatly effects the tonnage of recycled green waste. This is evidenced by an average recycling rate of 62% between April – June and 53% between Oct – Dec. ECDC are planning to carry out a waste survey next year that will highlight any waste not being disposed of correctly by residents. This will afford the Council opportunity to tailor educational campaigns focusing on these incorrectly disposed material. This in turn will increase the recycling rate.

Performance Measure	Link to Corporate Plan Priority	Target and reporting timescale (i.e. 6 monthly or annually)	Baseline from previous year/output from previous year	Owner and co-owners	Status (at 12 month stage)	Outcome or output (at 12 month stage)
To keep the environment of East Cambridgeshire clean through a combination of high quality cleansing services		Street cleansing works carried out to standard. Target - 70% Reported - Annually	New indicator from 18/19 onwards	Sharon Knight-Operations Manager (Waste & Street Cleansing) Martin Norman-Assistant Manager (Waste & Street Cleansing) Darren Hughes_Client Officer (Waste)		Major improvements surrounding the street cleansing operations have taken place over the past 12 months with an in depth look into developing the overall service. Due to the large amount work required during the first 6 months of the contract the cumulative performance figure is 45%. However, the increased efforts during the second 6 months are evidenced with the monthly performance totals achieving around 70%.
Trained, helpful staff working with the Service Delivery Champion to deliver service improvements	Delivering a Financially sounds and well managed Council	To develop staff by completing annual appraisals, including personal development plans to agreed timescales. Target – 100% Reported - annually		Sharon Knight-James Khan Martin Norman Shane Cooper-Acting Assistant Manager (Waste & Street Cleansing)		The proposed pay review offered to ECSS employees was accepted at the beginning of March 2019 with back dated pay being awarded on the 22 nd of the month. The proposal included the implementation on annual appraisals of which the first will be carried out in October 2019. This is set to continue on a yearly basis.
		To provide regular updates to the Member Service Delivery Champion. Target – Quarterly Reported - Annually	Quarterly	James Khan Sharon Knight		Meetings, phone calls and email updates with the Service Delivery Champion have occurred throughout the year.
To resolve reported issues within target timescales	Delivering a Financially sounds and well managed Council	Percentage of missed collections resolved by the end of the next working day. Target - 90% Reported – Annually	80%	Sharon Knight Martin Norman James Khan Shane Cooper		Cumulative figures for Domestic waste collections are at 81.21%; Recycling waste collections are at 82.18%; and Green waste collections are at 81.70%. This is against the annual stretch target of 80%. However, the monthly figures for the last quarter are constantly achieving high 90%.

Performance Measure	Link to Corporate Plan Priority	Target and reporting timescale (i.e. 6 monthly or annually)	Baseline from previous year/output from previous year	Owner and co-owners	Status (at 12 month stage)	Outcome or output (at 12 month stage)
To provide high quality information to enable residents to make full use of waste services provided		To run awareness campaigns & attend promotional events to increase knowledge of waste issues, resolve service issues & encourage more sustainable attitudes to waste. Target – 5 events Reported - Annually	5 events	James Khan Nick Wyatt- Recycling Support Officer Darren Hughes		Since the first of April 2018, 15 campaigns or events have taken place. These cover a wide variety of waste related issues ranging from the reduction of plastic, to promoting ECDC's second blue bin to give residents the capacity they require to recycle everything they can. ECDC officers have attended large public events fielding questions and queries from members of the public and have used a mixture of social media to share information about waste. Some of the campaigns we have been involved in are: Metal Matters Ely Aqua Fest Purge on Plastics Environment Day Great British Spring Clean
To provide Best Value services through East Cambs Street Scene Limited	Delivering a Financially sound and well managed Council	To reconfigure waste collection rounds to take account of current & planned growth within the District. Target – 1 st April 2019	New indicator	James Khan Sharon Knight Martin Norman Shane Cooper		Major round reconfiguration is necessary across all waste streams. This will be an arduous task. Measures have been put in place to ensure all efficiencies possible can be made while working towards a complete overhaul of the waste collection service. A reduction in green waste rounds during the “off season” has ensured resources were redeployed to assist other areas or removed to make efficiencies.
Ensure that the Council's corporate risks are managed effectively and mitigations are put in place to reduce impact.	Delivering a financially sound & well managed council	To annually review corporate risks related to the delivery of services through East Cambs Street Scene Limited, & put in place appropriate mitigation measures.		Jo Brooks James Khan Sharon Knight		The Board of ECSS is receiving quarterly reports on the following to ensure the Company is delivering against its performance and financial

Performance Measure	Link to Corporate Plan Priority	Target and reporting timescale (i.e. 6 monthly or annually)	Baseline from previous year/output from previous year	Owner and co-owners	Status (at 12 month stage)	Outcome or output (at 12 month stage)
		<p>The following risks are both service risks and corporate risks:</p> <ul style="list-style-type: none"> • The MRF contract with Amey- The contract for dry recyclates will be coming up for renewal in April 2019. Discussions are currently being carried out with other local authorities within Cambs with a view to extend for an additional 5 years (year on year). • Appropriate staffing levels- If staffing levels fall below an agreed risk/tolerance level this would impact on the ability to meet the performance outputs leading to both financial and reputational risk <p>Reported - annually</p>				<p>targets while effectively managing its business risks:</p> <ul style="list-style-type: none"> • An update of its Risk Register; • A quarterly performance report containing actual performance against the adopted stretch targets; • A quarterly profit and loss statement. • Regular meetings with Amey and RECAP are currently being undertaken for renewal of the MRF contract • Staffing levels are reviewed on a daily basis and mitigations are put in place to ensure essential performance outputs are met

East Cambridgeshire District Council's Waste and Street Cleansing Service Delivery Plan 2019/20

Introduction

ECDC'S waste and street cleansing responsibility has witnessed a drastic change over the last year with the birth of an arm's length trading company, East Cambs Street Scene Ltd which now has responsibility for all waste related activities on behalf of the Council. These responsibilities include:

- Household waste collections
- Recycling waste collections
- Garden waste collections
- Food waste collections
- Litter picking
- Street sweeping
- Fly tip removal
- Bulky waste collections
- Graffiti removal
- Chewing gum removal
- Litter and dog poo bin collections
- Bin deliveries

To ensure the Council continues to deliver best value for money to the residents of East Cambs, a Memorandum of Agreement has been written and implemented between the Council and ECSS. This agreement guarantees high levels of service are delivered with Key Performance Indicators intensifying year on year to ensure continued improvements are made.

The Council has already seen a positive increase in the level of service delivered by ECSS since its creation in April 2018 and continues to work collaboratively with the trading company to safeguard its corporate values.

Looking Back

Since the creation of ECSS back in April 2018 there have been significant improvements in overall performance of waste and street cleansing activities provided by ECSS. This has resulted in the residents of East Cambs receiving a robust and valued service and creating an attractive environment to live and work in.

To ensure performance to the targets set within the MoA are achieved the Director of Operation for ECDC has implemented an enhanced leadership structure across both ECDC and ECSS and direction has been provided at East Cambs Street Scene by the Waste Minimisation and Fleet Manager, taking on the line management responsibility for the Operations Manager (Street Scene). This has allowed for the direct application of the Waste Minimisation and Fleet Manager's experience and skill set to address the areas required for improvement within the Operational Management Team.

Reviewed and revised resourcing arrangements have been implemented for the delivery of additional bins, bulky collections, clear sacks, and replacement litter bins has been completed to optimise the productivity of the resources being deployed and to reduce the number of repeat calls to resolve service requests in respect of these service delivery activities.

Following on from the success witnessed from the various educational campaigns, including ECDC's involvement with the Metal Matters campaign, which saw information sent to residents all over Cambridgeshire informing them of the value of recycling waste metal and the positive impacts it has on the environment. Educational campaigns like this twinned with the improvement work on the Council recycling contamination process has seen the Council's recycling rate maintain an average of 56.88% since April 1st 2018.

The table below highlights the significant performance improvements achieved since April 1st 2018

ECSS Performance in Relation to the Management and Resolution of Service Requests within the Time Specified Resolution (as a %) for April to December 2018

Service	April	May			June		
	Month	Month	Cum	Trend	Month	Cum	Trend
Refuse	46	63	54	▲	68	58	▲
Recycling	53	44	48	▼	40	45	▼
Garden	49	61	57	▲	50	55	▼
Bulk & Clinical	79	74	76	▼	74	75	▼
Street Cleansing	17	13	15	▼	16	15	▼

Service	July			Aug			September		
	Month	Cum	Trend	Month	Cum	Trend	Month	Cum	Trend
Refuse	87	66	▲	82	69	▲	85	73	▲
Recycling	75	53	▲	82	58	▲	85	62	▲
Garden	74	58	▲	81	62	▲	88	66	▲
Bulk & Clinical	82	77	▲	84	79	▲	92	81	▲
Street Cleansing	42	23	▲	33	25	-	55	30	▲

Service	October			November			December		
	Month	Cum	Trend	Month	Cum	Trend	Month	Cum	Trend
Refuse	92	76	▲	98	77	▲	95	78	▲
Recycling	87	65	▲	98	69	▲	93	70	▲
Green	91	69	▲	97	72	▲	97	73	▲
Bulk & Clinical	92	82	▲	83	83	▲	89	83	▲
Street Cleansing	59	33	▲	72	37	▲	79	39	▲

Note: The RAG rating relates to the month on month cumulative performance trend.

Looking Forward

Over the next 12 months, ECDC will continue to monitor the performance of ECSS under the Memorandum of Agreement and expand their working relationship to support and aid on going service improvements.

2018 saw the release of the Governments Resource and Waste Strategy which has indicated a change in the near future to current waste services we provide our residents. Throughout the next year ECDC will be working independently and closely with other local authorities (RECAP) to ensure a clear message is relayed to all residents.

The reduction of waste continues to be one of our top priorities. 2019/20 will see ECDC working towards the recycling target it has set of 58% and continuing to work towards the European target of 65% by 2030.

Over the coming year ECDC will continue working on educational campaigns including visiting various community groups and local events, to ensure it provides high quality information to enable residents to make full use of the waste services provided.

Staff

The table below identifies the staff required to deliver the Waste and Street Cleansing service in 2019/20.

Number	Job Title
1	Director of Operations
1	Head of Street Scene
1	Development Manager
1	Development Officer
1	Fleet Administrator
1	Street Scene Manager
2	Assistant Managers
2	Administration Assistants
9	Refuse Collection Service - HGV Drivers/Team Leaders
10	Refuse Collection Service - Loaders
4	Recyclates Collection Service - HGV Drivers/Team Leaders
9	Recyclates Collection Service - Loaders
5	Garden Waste Collection Service - HGV Drivers/Team Leaders
9	Garden Waste Collection Service - Loaders
3	Street Cleansing - HGV Drivers
6	Street Cleansing – Driver/Operatives
4	Street Cleansing - Operatives

Our Requirements

CORE SERVICES	COUNCIL REQUIREMENTS
Education and Communications	<ul style="list-style-type: none"> • To provide support to the Development Team (Environmental Services) of ECDC for an education function for Schools and more widely to communicate to the public key environmental policies. • To influence waste minimisation, participation rates and on meeting recycling targets.
Domestic Waste Collection Service:	<ul style="list-style-type: none"> • Weekly collection service. • Service utilising sack collections. • Workforce directly employed by ECSS. • Service managed by ECSS. • Disposal by Cambridgeshire County Council.
Garden Waste Collection Service:	<ul style="list-style-type: none"> • Fortnightly collection service. • Service utilising wheeled bins. • Workforce directly employed by ECSS. • Service managed by ECSS. • Disposal by Cambridgeshire County Council.
Dry Recyclable Waste Collection Service:	<ul style="list-style-type: none"> • Fortnightly collection service. • Service utilising wheeled bins. • Workforce directly employed by ECSS. • Service managed by ECSS. • Disposal by the current RECAP MURF contract.
Clinical Waste Collection Service:	<ul style="list-style-type: none"> • Weekly or ad hoc collection service determined by the clinical needs of the customer. • Collections from the properties of the customers. • Service managed by ECSS. • Current contractual arrangements for disposal.
Bulky Household Waste Collection Service and White Goods Collection Service:	<ul style="list-style-type: none"> • Bookable service. • Service managed by ECSS. • Workforce directly employed by ECSS. • Current contractual arrangements for disposal.
Bring Sites:	<ul style="list-style-type: none"> • 5 Bring Sites to be serviced with paper/cardboard recycling bins, glass recycling bins, plastic recycling bins and 10 textile recycling bins. • Service managed by ECSS. • Workforce directly employed by ECSS. • Disposal through the RECAP MRF contract.
Disposal Arrangements	<ul style="list-style-type: none"> • Existing contractual arrangements to be managed by ECSS

Over the next year, 2019/20, the Council intends to see full integration of the management teams in its current Waste team and ECSS's Management team to allow for further development of the service and reinforce the working relationship.

Customer Care

ECDC highly values its residents and strives to provide a service they can be proud of. We will continue to fully comply with the following policy statement for customer service to ensure high quality services are provided to customers.

Policy Statement for the Waste and Street Cleansing Services: Measures to Ensure Excellent Customer Service	
1.	Purpose of the Policy Statement: To ensure a high level of customer service is consistently delivered to the standards of a high performing local authority by proactively and consistently responding to service requests and complaints from customers to ensure the performance stretch targets for the services and are at least met if not exceeded.
2.	Treating Customer Service Requests as genuine: The starting point for delivering a high level of customer service is that a resident as our customer is contacting the Waste and Street Cleansing Service because they have a genuine issue and that they are not being difficult or seeking to mislead the service. Even if there is doubt about their service request it shall be treated as genuine and dealt with accordingly.
3.	First Time Fixes: Top performing services operate on first time fixes by directly empowering management teams within the services. ECDC will instruct ECSS to adopt this approach to improve and then sustain high quality and consistent levels of service delivery. ECDC will work with ECSS to ensure all staff are adequately trained and follow the Councils mentality of empowering all levels of staff to act on their decisions.
4.	The Design of Workflows: Design shall be from the customer's perspective to ensure they are robust and fit for purpose. This is to ensure that service requests and complaints from customers are effectively and consistently addressed at the point they are made to Customer Services, through to the action required by ECSS and to the point of closure within the CRM system within the timeframes set for each activity. This will ensure residents receive a well-rounded service.
5.	Annual Targets for Completion of Service Requests: Within the MoA, ECDC has set ECSS strict annual targets for completion for all categories of service requests. ECDC will monitor performance against these targets and provide quarterly performance updates to Regulatory Services Committee.
6.	Compliance with Adopted Policies and Procedures: All staff in both Customer Services and ECSS shall fully comply with all adopted policies and procedures of the Council that cover the provision of waste and street cleansing activities. This is to ensure consistency and transparency in the delivery of the waste and street cleansing services. Any variances from adopted policies and procedures must be agreed by a senior manager.

Cost of service

The total budgeted service cost for 2019/20 is £2,725,691

Forward planning for Councillors

Proposed date of decision	Item	Service Area	Committee
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Strategy map- 2019/20



Commitments towards our Vision









East Cambridgeshire
District Council







Waste Services- Service Delivery plan 2019-2020

Performance Measure	Link to Corporate Plan Priority	Target and reporting timescale (i.e. 6 monthly or annually)	Baseline from previous year/output from previous year	Owner and co-owners
To increase recycling of waste, with a target of 58% recycling, and reduce waste sent to landfill	Delivering a Financially sound and well managed Council	To achieve European recycling targets Target – 65% by 2030 Reported - Annually	57% (full year estimate based on April – January results)	Head of Street Scene Development Manager Street Scene Manager
		To achieve East Cambridgeshire target for recycling (58%). Target 58% Reported - Annually	57% (full year estimate based on April – January results)	Head of Street Scene Development Manager Street Scene Manager
		Street cleansing works carried out to standard. Target - 82% Reported - Annually	Cumulative Performance of 43% with February's monthly performance figure at 69%	Head of Street Scene Street Scene Manager Assistant Managers
To keep the environment of East Cambridgeshire clean through a combination of high quality cleansing services				
Trained, helpful staff working to deliver service improvements	Delivering a Financially sound and well managed Council	To develop staff by completing annual appraisals, including personal development plans to agreed timescales. Target – 100% Reported - annually	100% All ECDC appraisals were completed. Annual Appraisals were only accepted and introduced at ECSS on the 22 nd of March after a lengthy consultation period with Unions, with the first review to take place in October 2019	Head of Street Scene Development Manager Street Scene Manager Assistant Managers

To resolve reported issues within target timescales	Delivering a Financially sounds and well managed Council	<p>Percentage of missed collections resolved by the end of the next working day.</p> <p>Target - 98%</p> <p>Reported – Annually</p>	<p>Cumulative performance for each waste stream are as follows:</p> <p>Domestic Collections: 81.21%</p> <p>Recycling Collections: 82.18%</p> <p>Green Waste Collections; 81.70%</p>	Head of Street Scene Street Scene Manager Assistant Managers
To provide high quality information to enable residents to make full use of waste services provided		<p>To run awareness campaigns & attend promotional events to increase knowledge of waste issues, resolve service issues & encourage more sustainable attitudes to waste.</p> <p>Target – 20 events</p> <p>Reported - Annually</p>	<p>17 events</p> <p>Ely Markets</p> <p>East Cambs Brings the Waste Home</p> <p>Additional Recycling Bin</p> <p>Purge on Plastics</p> <p>Great British Plastic Pick Up</p> <p>Reduce Food Waste</p> <p>Recycling Rates in Low Performing Areas</p> <p>Environment Day</p> <p>Clean Air Day</p> <p>Burwell Carnival</p> <p>Recycling World Cup</p> <p>Ely Aqua Fest</p> <p>Zero Waste Week</p> <p>Metal Matters</p> <p>Recycling Week</p> <p>Great British Spring Clean</p>	Development Manager Development Officer
To provide Best Value services through East Cambs Street Scene Limited	Delivering a Financially sounds and well managed Council	Monitor the performance of ECSS to ensure all KPIs are met in line with the MoA	New indicator	Director of Operations Head of Street Scene
Ensure that the Council's corporate risks are managed effectively and mitigations are put in place to reduce impact.	Delivering a financially sound & well managed council	<p>To annually review corporate risks related to the delivery of services through East Cambs Street Scene Limited, & put in place appropriate mitigation measures.</p> <p>Reported - annually</p>	On going	Director of Operations Head of Street Scene

Building Control Services End of Year report 2018-2019

Performance Measure	Link to Corporate Plan Priority	Target and reporting timescale (i.e. 6 monthly or annually)	Baseline from previous year/output from previous year	Owner and co-owners	Status (at end of year)	Outcome or output (at end of year)
To actively market and promote the building control service to maintain market share	A customer driven efficient Council with a "can do" attitude and pro business approach and commercially focused to ensure financial self sufficiency for the tax payer.	Local authority building control (LABC) services used on a large proportion of all applications submitted in the East Cambridgeshire District	64%	Jason Johnson – Team Leader Duncan Hones – Senior Surveyor John Jeffery – Senior Surveyor Jeannie Ambrose – Surveyor Nigel Harper - Fire Safety and Commercial Advisor (PT) Darren King – Building Control Admin Support Jarred Parisi – Development Services Admin Support		79%* 703 Local Authority applications 185 Approved Inspector applications *up to 28 th Feb 2019
		Achieve a break-even budget for the fee earning account and be self sufficient	Balanced budget achieved	Jason Johnson – Team Leader		Figures at present would indicate a balance budget will be achieved
		Review/improve the Building Control area of the Council website to ensure the information available is up to date and relevant for all customers	Completed	Jason Johnson – Team Leader		Completed
To ensure the provision of a safe and healthy environment	Making East Cambridgeshire an even better place to live	To ensure the provision of a responsive dangerous structures service by attending: <ul style="list-style-type: none"> 100% of reports of a dangerous structure within 2 hours if after a desktop assessment it is determined the structure may cause immediate danger to the public 100% of reports of a dangerous structure within 24 hours if after a desktop assessment it is determined the structure will not cause immediate danger to the public 	100% Attended	Jason Johnson – Team Leader Duncan Hones – Senior Surveyor John Jeffery – Senior Surveyor Jeannie Ambrose – Surveyor Nigel Harper - Fire Safety and Commercial Advisor (PT)		100%* 6 Dangerous structure call outs attended within required timescales *up to 28 th Feb 2019
		To respond to 100% of demolition notices within 4 weeks (statutory requirement 6 weeks) in order to ensure compliance with statutory legislation and support customer needs	100%	Jason Johnson – Team Leader Duncan Hones – Senior Surveyor John Jeffery – Senior Surveyor Jeannie Ambrose – Surveyor Nigel Harper - Fire Safety and Commercial Advisor (PT) Darren King – Building Control Admin Support Jarred Parisi – Development Services Admin Support		6* Demolition notices processed within required timescales *up to 28 th Feb 2019
		Attend and provide technical guidance at all applicable Safety Advisory Group meetings both internally and externally	100%	Jason Johnson – Team Leader Duncan Hones – Senior Surveyor John Jeffery – Senior Surveyor Jeannie Ambrose – Surveyor Nigel Harper - Fire Safety and Commercial Advisor (PT)		All meetings attended

Performance Measure	Link to Corporate Plan Priority	Target and reporting timescale (i.e. 6 monthly or annually)	Baseline from previous year/output from previous year	Owner and co-owners	Status (at 6 month stage)	Outcome or output (at 6 month stage)
To provide a dedicated high quality technical service to our customers	A customer driven efficient Council with a "can do" attitude and pro business approach and commercially focused to ensure financial self sufficiency for the taxpayer	Register 80% of building regulations applications within 3 working days of submission	92%	Jason Johnson – Team Leader Darren King – Building Control Admin Support Jarred Parisi – Development Services Admin Support		92%* 703 Applications received 650 Registered within 3 days of deposit date *up to 28 th Feb 2019
		To ensure compliance with building regulations by carrying out plan checking within 3 working weeks	74%	Jason Johnson – Team Leader Duncan Hones – Senior Surveyor John Jeffery – Senior Surveyor Jeannie Ambrose – Surveyor Nigel Harper - Fire Safety and Commercial Advisor (PT)		72%* 268 Full Plans applications checked 193 Checked within 3 weeks *up to 28 th Feb 2019
		Check 70% of applications for compliance within 3 working weeks				
To maintain a full and professionally qualified team that is technically up to date with current and emerging legislative changes		To identify training needs across the service by following effective performance management processes. To ensure succession planning is in place. To maintain a full professionally qualified (applicable to post) team	Completed	Jason Johnson – Team Leader		Completed
		Appraisals to be completed annually	100%	Jason Johnson – Team Leader Duncan Hones – Senior Surveyor John Jeffery – Senior Surveyor Jeannie Ambrose – Surveyor Nigel Harper - Fire Safety and Commercial Advisor (PT)		Completed
To determine building regulations applications and carry out site inspections within specified statutory timescales	Making East Cambridgeshire an even better place to live	To examine and determine 100% of applications within statutory period of 5 weeks or 2 months where an extension of time agreed too.	100%	Jason Johnson – Team Leader Duncan Hones – Senior Surveyor John Jeffery – Senior Surveyor Jeannie Ambrose – Surveyor Nigel Harper - Fire Safety and Commercial Advisor (PT)		100% All full plans applications checked within the statutory time period *up to 28 th Feb 2019
		Carry out 90% site inspections on same day if requested before 10am and within 5 days for completion inspections 90% carried out on day of request	98%	Jason Johnson – Team Leader Duncan Hones – Senior Surveyor John Jeffery – Senior Surveyor Jeannie Ambrose – Surveyor Nigel Harper - Fire Safety and Commercial Advisor (PT)		100% 3326 Inspections booked and carried out on same day *up to 28 th Feb 2019

<p>Ensure that the Council's corporate risks are managed effectively and mitigations are put in place to reduce impact</p>	<p>A customer driven efficient Council with a "can do" attitude and pro business approach and commercially focused to ensure financial self sufficiency for the taxpayer</p>	<p>To regularly review risks associated with Building Control, including:</p> <p>Grenfell Disaster Enquiry*</p> <p>Brexit*</p>		<p>Jason Johnson – Team Leader</p>		<p>*See below</p>
	<p>Grenfell Disaster Enquiry – The full impact on Local Authority Building Control is not yet known. Early indicators suggest local authorities will be required to:</p> <ul style="list-style-type: none"> ensure their teams are suitably qualified, and able to evidence the qualifications. To declare your team are all members of a professional body is no longer sufficient. We have been proactive in this area and have produced a training plan to ensure all our team attain accredited Diplomas in Building Regulations by 2021 ensure building control processes are standardised and adopted across all Local Authorities. LABC are encouraging all Local Authorities to attain ISO 9001 quality management accreditation. LABC have attained ISO 9001 accreditation and, as an early adopter, we have achieved the standard. create a Joint Competent Authority (JCA) to oversee the planning and construction of complex buildings. Whilst it is highly unlikely this will impact on East Cambs, I am looking at ways to become more involved with large projects at planning stage. <p>Brexit - Thus far it has been reported that:</p> <ul style="list-style-type: none"> some large scale high rise projects funded by overseas investment, particularly in London, Birmingham and Manchester have been put on hold. T the construction of houses on large scale developments has slowed down Some stockpiling of materials imported from Europe has been taking place <p>At present construction within the district does not appear to be slowing down. It may be that because our core market is small domestic work, Brexit will not affect us? In fact, house buying may slow down with people choosing to extend existing properties rather than purchase new, larger properties.</p>					



Building Control Service Plan **2019/20**



CERTIFICATE NUMBER 0072

ISO 9001

Overview of the service

The principal role of Building Control is to provide a service to the construction industry, residents, other professionals and internal customers. It is a statutory service, which administers legislation relating to the built environment and operates in such a manner as to establish and maintain a high reputation for both itself and the Council. It therefore aims to provide a responsive service, which is of a consistently high standard and gives value for money to its customers.

The Service has two elements which are described as fee earning and non-fee earning work. The building regulation aspect of the service is income generating and in accordance with The Building (Local Authority Charges) Regulations 2010 and CIPFA (Chartered Institute of Public Finance and Accounting) accounting requirements. This aspect of the business must be self-financing over a continuous three-year rolling period. The non-fee earning part of the Service is funded by the Council tax payer and includes dealing with dangerous structures, enforcement, demolitions, support for the safety advisory groups and consultancy services to other Council services.

1. Fee earning work (Income generating)

- Validating building control applications, checking applications for compliance, issue statutory notices, carrying out site inspections and issuing completion certificates. All within statutory time limits.
- Providing technical and professional guidance to members of the public, external agencies and other departments within the Council.

2. Non fee earning work (Council funded)

- Responding to dangerous structure reports including co-ordinating the response of external bodies such as structural engineers or statutory undertakers,
- Process demolition notices
- Carry out enforcement action
- Provide technical and professional support to the safety advisory groups and consultancy services and to other departments within the Council.

Local Authority Building Control is subject to significant competition from private sector building control bodies (approved inspectors or AI's) operating both regionally and nationally. This competitive scenario is applicable across all types of developments providing applicants a clear choice between the Local Authority Building Control Service (LABC) and private sector building control Approved Inspector (AI) services. Competition has ensured that the service provided must compete effectively both in terms of level of service and cost. Nationally, there are 200+ registered Approved Inspectors and the number has rapidly grown in the last few years.

The Local Authority retains the statutory duty of the enforcement of the Building Regulations in its area. Approved Inspectors have no statutory authority to perform this function and sites which cannot be signed off by AI's revert back to Local authorities for enforcement. Thus irrespective of workload and income Local Authority must retain a building control service at some cost to the Authority.

The Service is also subject to a continuous programme of both administrative and technical legislative change. This means that management objectives and priorities may change at short notice.

Cost of service

Building Regulation Fee Earning Service

This Service is concerned with determining compliance with Building Regulations by assessing plans and carrying out site inspections at different stages of the building process. Customers are advised of contraventions of the building regulations and how they may be overcome.

Legislation allows prosecution in the magistrates' court for contraventions of the Building Regulations but it is generally used as a last resort where negotiation has failed.

This element of the service's work is subject to competition by the private sector.

The estimated income generation for 2019/20 is **£280,000**.

Non Fee Earning Work

Building Control provides a number of services which are necessary as part of a local Authority service. These include:-

- **Dangerous Structures.**
- **Enforcement of Building Regulations.**
- **Demolitions.**
- **Registering AI Initial Notices and Competent Person Scheme works.**
- **Process disabled person's applications.**
- **Provide advice to other council services.**
- **Safety advisory group / safety at sports ground.**
- **General pre-application and building regulations advice.**

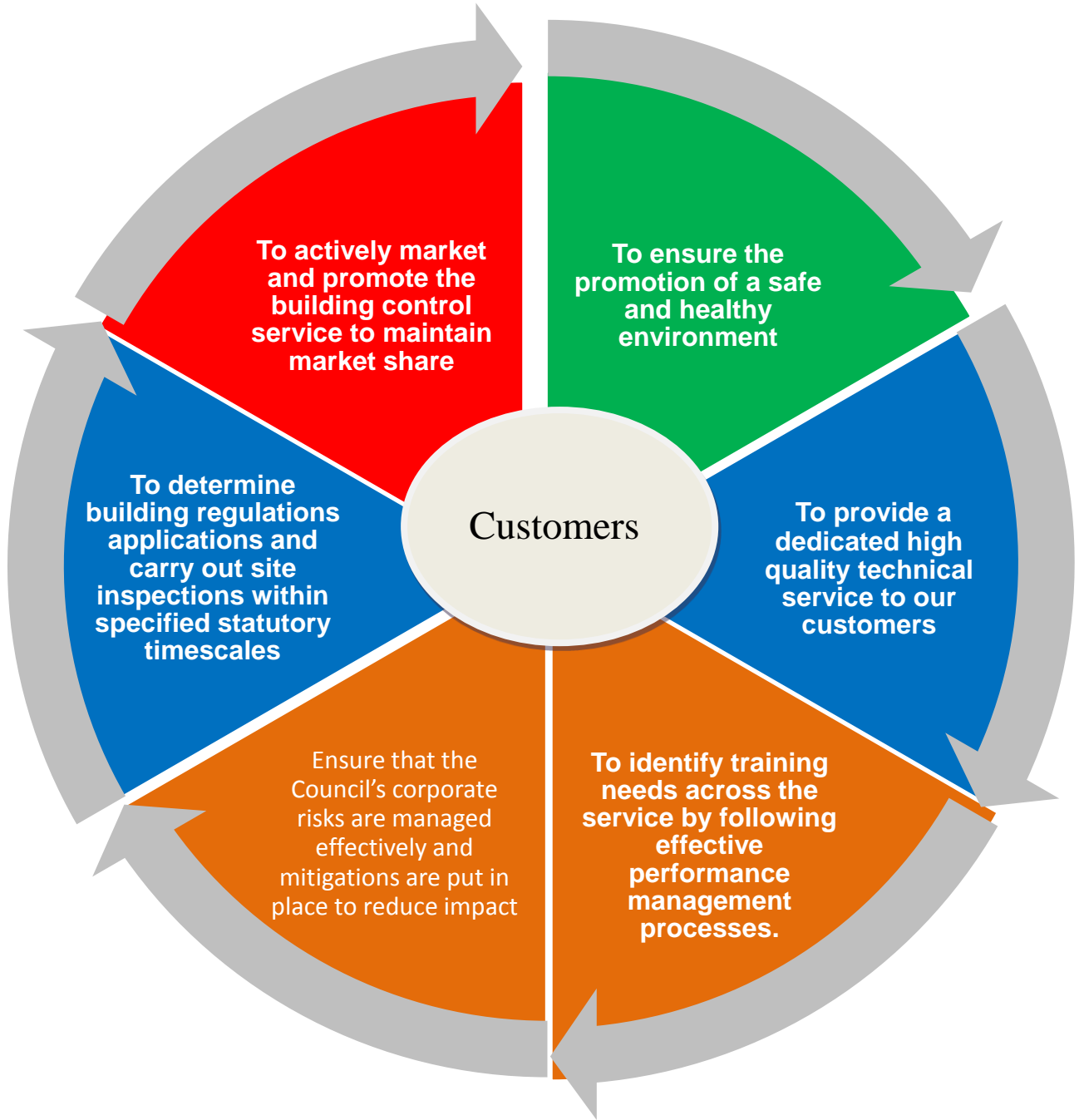
These elements of building control work do not require payment of a building regulation charge and are not required to be self-financing.

The estimated cost of the non-fee earning work in 2019/20 is **£100,809**

Proposed changes and improvements to the existing service

1. To ensure we have a robust staffing structure, we propose to create an apprentice post. Subject to ratification Wolverhampton University will be providing a 4 year Building Control degree.
2. A revised marketing strategy will see us:
 - use social media more effectively, particularly Twitter and LinkedIn
 - produce a quarterly digital newsletter
 - attend agents forums
 - continue to explore new ways of attracting business
3. To ensure we provide an effective service we will be conducting a comprehensive customer survey. Although we are a statutory service the customer experience must always come first. The results of the survey will help us to ensure we maintain and improve our service provision.

Strategy map- 2019/20



Commitments towards our Vision

Building Control Service Plan 2019-2020





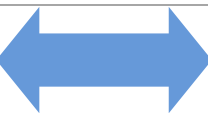





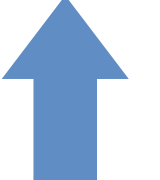
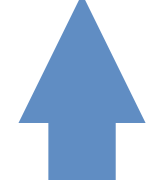
Performance Measure	Link to Corporate Plan Priority	Target and reporting timescale (i.e. 6 monthly or annually)	Baseline from previous year/output from previous year	Owner and co-owners
To actively market and promote the building control service to maintain market share	A customer driven efficient Council with a "can do" attitude and pro business approach and commercially focused to ensure financial self sufficiency for the tax payer.	Local authority building control (LABC) services used on a large proportion of all applications submitted in the East Cambridgeshire District	79%	Jason Johnson – Team Leader Duncan Hones – Senior Surveyor John Jeffery – Senior Surveyor Jeannie Ambrose – Surveyor Nigel Harper - Fire Safety and Commercial Advisor (PT) Darren King – Building Control Admin Support Jarred Parisi – Development Services Admin Support
		75% of all Building Control applications submitted use Local Authority Building Control		
		Achieve a break-even budget for the fee earning account and be self sufficient	Balanced budget achieved	Jason Johnson – Team Leader
		Review/improve the Building Control area of the Council website to ensure the information available is up to date and relevant for all customers	Completed	Jason Johnson – Team Leader
To ensure the provision of a safe and healthy environment	Making East Cambridgeshire an even better place to live	To ensure the provision of a responsive dangerous structures service by attending: <ul style="list-style-type: none"> 100% of reports of a dangerous structure within 2 hours if after a desktop assessment it is determined the structure may cause immediate danger to the public 100% of reports of a dangerous structure within 24 hours if after a desktop assessment it is determined the structure will not cause immediate danger to the public 	100% Attended	Jason Johnson – Team Leader Duncan Hones – Senior Surveyor John Jeffery – Senior Surveyor Jeannie Ambrose – Surveyor Nigel Harper - Fire Safety and Commercial Advisor
		To respond to 100% of demolition notices within 4 weeks (statutory requirement 6 weeks) in order to ensure compliance with statutory legislation and support customer needs	100% Processed within the statutory 6 week period	Jason Johnson – Team Leader Duncan Hones – Senior Surveyor John Jeffery – Senior Surveyor Jeannie Ambrose – Surveyor Nigel Harper - Fire Safety and Commercial Advisor (PT) Darren King – Building Control Admin Support Jarred Parisi – Development Services Admin Support
		Attend and provide technical guidance at all applicable Safety Advisory Group meetings both internally and externally	100% Attended	Jason Johnson – Team Leader Duncan Hones – Senior Surveyor





Performance Measure	Link to Corporate Plan Priority	Target and reporting timescale (i.e. 6 monthly or annually)	Baseline from previous year/output from previous year	Owner and co-owners
To provide a dedicated high quality technical service to our customers	A customer driven efficient Council with a "can do" attitude and pro business approach and commercially focused to ensure financial self sufficiency for the taxpayer	Register 80% of building regulations applications within 3 working days of submission	92%	Jason Johnson – Team Leader Darren King – Building Control Admin Support
		To ensure compliance with building regulations by carrying out plan checking within 3 working weeks Check 70% of applications for compliance within 3 working weeks	72%	Jason Johnson – Team Leader Duncan Hones – Senior Surveyor John Jeffery – Senior Surveyor Jeannie Ambrose – Surveyor Nigel Harper - Fire Safety and Commercial Advisor (PT)
To maintain a full and professionally qualified team that is technically up to date with current and emerging legislative changes		To identify training needs across the service by following effective performance management processes. To ensure succession planning is in place. To maintain a full professionally qualified (applicable to post) team	Completed	Jason Johnson – Team Leader
		Appraisals to be completed annually	100%	Jason Johnson – Team Leader Duncan Hones – Senior Surveyor John Jeffery – Senior Surveyor
To determine building regulations applications and carry out site inspections within specified statutory timescales	Making East Cambridgeshire an even better place to live	To examine and determine 100% of applications within statutory period of 5 weeks or 2 months where an extension of time agreed too.	100%	Jason Johnson – Team Leader Duncan Hones – Senior Surveyor John Jeffery – Senior Surveyor Jeannie Ambrose – Surveyor Nigel Harper - Fire Safety and Commercial Advisor (PT)
		Carry out 90% site inspections on same day if requested before 10am and within 5 days for completion inspections 90% carried out on day of request	100%	Jason Johnson – Team Leader Duncan Hones – Senior Surveyor John Jeffery – Senior Surveyor Jeannie Ambrose – Surveyor Nigel Harper - Fire Safety and Commercial Advisor (PT)
Ensure that the Council's corporate risks are managed effectively and mitigations are put in place to reduce impact	A customer driven efficient Council with a "can do" attitude and pro business approach and commercially focused to ensure financial self sufficiency for the taxpayer	To regularly review risks associated with Building Control, including: Grenfell - Possible impact on customers resulting from regulatory change - Possible impact on staffing levels to accommodate the introduction of new legislation Brexit - Possible impact on fee income resulting from a slow down in the construction industry		Jason Johnson – Team Leader

Commitments towards our Vision



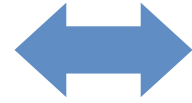





Planning Service – End of year report 2018 - 19






Performance Measure	Link to Corporate Plan Priority	Target and reporting timescale (i.e. 6 monthly or annually)	Baseline from previous year/output from previous year	Owner and co-owners	Status (at end of year stage)	Outcome or output (at end of year)
To deliver statutory functions within specified timescales and within budget constraints	A customer driven efficient Council with a "can do" attitude and pro business approach and commercially focused to ensure financial self-sufficiency for the tax payer.	90% of major applications determined within 13 weeks (or within an agreed timescale) N.B this is an increase of 10% from last years' target	96% 27 out of 28 applications on time	Rebecca Saunt- Planning Services Manager Andrew Phillips- Planning Team Leader Barbara Greengrass- Planning Team Leader Angela Briggs – Planning Team Leader All Planning Officers and Christopher Partrick - Conservation Officer		97% 35 out of 36 applications on time
		80% of minor applications to be determined within 8 weeks (or within an agreed timescale)	92% 406 out of 442 applications on time	Rebecca Saunt Andrew Phillips Barbara Greengrass Angela Briggs All Planning Officers and Christopher Partrick		95% 380 out of 402 applications on time
		90% of householder applications determined within 8 weeks (or within an agreed timescale)	97% 397 out of 411 applications on time	Rebecca Saunt Andrew Phillips Angela Briggs Barbara Greengrass All Planning Officers and Christopher Partrick		99% 385 out of 390 applications on time
		90% of all other applications to be determined within statutory timescales (or within an agreed timescale)	93% 113 out of 121 applications on time	Rebecca Saunt Andrew Phillips Angela Briggs Barbara Greengrass All Planning Officers and Christopher Partrick		96% 110 out of 114 applications on time
		100% of Tree Preservation Order applications and Conservation Area Notices (trees) to be determined within statutory timescales.	100% 292 out of 292 applications on time	Cathy White Rebecca Saunt		100% 381 applications on time
		100% of planning applications determined within 26 weeks of validation unless a planning performance agreement or extension of time has been agreed.	99.8% 1097 out of 1099 applications	Rebecca Saunt Andrew Phillips Angela Briggs Barbara Greengrass All Planning Officers and Christopher Partrick		99.8% 1007 applications out of 1009 applications

To deliver statutory functions within specified timescales and within budget constraints	90% of planning applications validated within 5 working days	75% 1341 out of 1797 applications (24hr grace period for applicants)	Lucy Flintham Rebecca Saunt Sarah Parisi All Support Team Members		66% within 5 working days (1275 out of 1919 apps) 83% within 7 (1590 apps) due to number of applications received and periods of time where Support Team was not at full capacity due to staff leaving.
	80% of discharge of condition applications determined within 8 weeks unless an extension of time has been agreed. N.B this is a decrease of 10% from last year's target	59% 146 out of 251 applications	Rebecca Saunt Andrew Phillips Angela Briggs Barbara Greengrass All Planning Officers and Christopher Partrick		65% (185 out of 283 discharge applications on time)
	10% increase in planning and pre-application fees from current budget	Planning 27% Pre-app 1.8% Equating to: Planning - £949,367 Pre-app - £50,173 (Missed by £4,046)	Rebecca Saunt Andrew Phillips Angela Briggs Barbara Greengrass All Planning Officers and Christopher Partrick		Budgeted Planning £895,166 Pre-app £49,783 Planning 14% Pre-app -1% Equating to: Planning £1,024,577 Pre-app: £49,284
	To re-invest the statutory 20% planning fee increase to deliver efficiencies for the Planning Department – The budget for 18/19 is expected to be £179,033	n/a	Rebecca Saunt Lucy Flintham		The statutory 20% planning fee has been utilised to support the following efficiencies: Training on High Hedges, TPO modules and testing for Appeal documents on Public Access and on-site apps for Planning & Enforcement purchased

		Implementation of further electronic working processes and procedures within 1 year – to include reduction of paper documents held on a planning file, emailing decision notices and correspondence	n/a	Rebecca Saunt Lucy Flintham Sarah Parisi		Starting Decision Notice review following legislation update on pre-commencement conditions. Big reports not being printed for planning portal applications. Officers reading documents on screen
To take a proactive approach to enhancing and improving the places in which people live: balancing economic, environmental and social needs	Making East Cambridgeshire an even better place to live	Develop a toolkit based upon the CABE building for life criteria as part of Design Guide review within 12 months.	In progress (50%) – to be completed by 04/05/2018	Rebecca Saunt Andrew Phillips Angela Briggs Barbara Greengrass		No further progress due to workloads and no permanent Conservation Officer in post until January
		Carry out a scoping exercise for establishing Design Review panel to assess completed development schemes within 1 year.	Attended meeting with Cambridge City Design Panel to take Design Panel forward.	Rebecca Saunt Christopher Partrick Andrew Phillips Angela Briggs Barbara Greengrass		No further progress due to workloads and no permanent Conservation Officer in post until January
		To help facilitate the successful delivery of North Ely through the planning process	Redrow Homes and Hopkins reserved matters taken to Committee. Care Home to go to Committee in April. Discharge of condition applications are expected to be progressed as far as possible by end of Feb 2018	Rebecca Saunt Angela Briggs		Care Home taken to Planning Committee and approved. Ongoing work with Redrow, Hopkins and Care Home on discharge of conditions. Work on Design Codes progressing and pre-application discussions continuing.

		<p>To work proactively with any Enterprise Zone within the district to bring forward appropriate development in order to provide a range of jobs to the district in a timely manner.</p> <p>Quarterly meetings between the Enterprise Zone and a Senior Planning Officer (as well as other relevant professionals) in order to mitigate problems and find solutions to significant problems at the earliest opportunity.</p> <p>Biannual meetings with Planning Manager and Enterprise Zone to cover any strategic problems or concerns</p>	n/a	<p>Rebecca Saunt Andrew Phillips Angela Briggs Barbara Greengrass</p>		<p>Lancaster Way only Enterprise Zone. Planning Team Leader met with the Lancaster Way Project Group Meeting every 3 months. Planning Team Leader and Planning Manager have worked with the Infrastructure and Strategy Manager and Director (Commercial) with the developer to try and overcome a highway capacity problem on the site and met on a regular basis to discuss applications. Applications received are dealt with as priority.</p>
		<p>To meet with the Police, Fire Brigade, Lead Local Flood Authority and other key stakeholders on a quarterly basis to increase the level of service we are able to provide to our customers.</p>	Carried out on a monthly basis	<p>Rebecca Saunt Barbara Greengrass Angela Briggs Andrew Phillips</p>		<p>Carried out on a monthly basis</p>
<p>To improve the quality of the built & natural environment throughout the district</p>	<p>Making East Cambridgeshire an even better place to live</p>	<p>Undertake review & update Design Guide SPD for adoption within 12 months</p>	In progress (50%) – to be completed by 04/05/2018	<p>Rebecca Saunt Andrew Phillips Angela Briggs Barbara Greengrass Cathy White All Planning Officers and Tree Officers</p>		<p>First draft completed and to be circulated to officers for comment once a full complement of staff Working with Strategic Planning To update SPD's</p>
		<p>Monitor 20% of approved tree works</p>	20% 35 inspections	<p>Cathy White Rebecca Saunt</p>		<p>20% 88 inspections</p>
		<p>80% of enforcement complaints to have preliminary investigation completed within 10 working days of receipt and the complainant contacted within 15 working days to advise of findings</p>	100% 100%	<p>Rebecca Saunt All Enforcement Officers</p>		<p>100% 100%</p>

		Undertake visits during works to listed buildings for 25% of approved consents N.B. this is an increase from last years' target.	24% 10 out of 41 applications	Rebecca Saunt Christopher Partrick		Not achieved due to no permanent full time Conservation Officer in post until January
		Develop a Tree Strategy within 12 months to link with the new Local Plan	Ongoing – on track with preparation	Cathy White Rebecca Saunt Catherine Looper		Completed, Adopted by Regulatory Services Committee and published. A review of 2018 has been completed and is attached at Appendix B
		Proactively identify unauthorised adverts and satellite dishes in Soham within 6 months	Enforcement officers currently making contact with premises displaying unauthorised advertisements/satellite dishes. Proactive work very much in progress.	Rebecca Saunt All Enforcement Officers		Soham town centre is visibly improved – new breaches dealt with as they arise and ongoing resolutions to those originally identified
		Proactively identify unauthorised adverts and satellite dishes in Ely within 12 months.	Meeting held with Ely Councillors and town centre manager in November 2017. Traders are working with the East Cambridgeshire Access Group on voluntary code of contact. Enforcement team due to receive an update from Ely Councillors in February 2018. Decision will be taken thereafter as to nature of proactive work to be carried out.	Rebecca Saunt All Enforcement Officers		Illuminated advertisements are being dealt with as identified and also taken further proactive work across the District, in particular adjacent to the public highway, which has had visible results
To Improve staff motivation, participation and involvement in service provision and encourage staff development	A customer driven efficient Council with a “can do” attitude and pro business approach and commercially focused to ensure financial self-sufficiency for the tax payer	20 hrs of CPD to be identified and to be provided annually	35.6 hrs/person 855 hours completed	Rebecca Saunt All Officers		970 hours completed by 25 members of staff resulting in 38.8 hrs/person
		Hold quarterly working party meetings to look at IT processes and systems for planning and enforcement	1 meeting held to date. IT currently going through another Review process.	Rebecca Saunt Andrew Phillips Angela Briggs Barbara Greengrass Lucy Flintham Cathy White		Meetings not restarted following IT review but ongoing discussions are being held
		Meet quarterly with the Planning Service Delivery Champion	100%	Rebecca Saunt		100%
		Introduce information videos on our website for a minimum of 3 topics	Outstanding	Rebecca Saunt Andrew Phillips Angela Briggs Barbara Greengrass		Outstanding – due to workloads and officer leaving

<p>Ensure that the Council's corporate risks are managed effectively and mitigations are put in place to reduce impact.</p>		<p>To regularly review higher level corporate risks, including:</p> <ul style="list-style-type: none"> Judicial review- the decision making process has not been carried out lawfully, which could lead to a financial risk on the Authority and judicial review by aggrieved party 	<p>n/a</p>	<p>Rebecca Saunt</p>		<p>2 Judicial Reviews – Council consented to the 2 permissions being quashed and re-issued, addressing matters raised. Implications discussed with officers at team meeting.</p>
<p>To provide excellent customer services at all times and to improve communication with all customers</p>	<p>A customer driven efficient Council with a “can do” attitude and pro business approach and commercially focused to ensure financial self-sufficiency for the tax payer.</p>	<p>Proactively engage with Parish Councils and Agents through:</p> <ul style="list-style-type: none"> Parish meetings (to attend at least one meeting per Parish request, per year)and e-newsletters (x 4 a year) Agent Forums/Newsletters At least one evening/breakfast agents meeting a year 	<ul style="list-style-type: none"> Parish meetings attended Letters produced Letters produced Breakfast meeting 	<p>Rebecca Saunt Lucy Flintham Sarah Parisi Andrew Phillips Angela Briggs Barbara Greengrass All Planning Officers</p>		<ul style="list-style-type: none"> Parish meetings attended and letters produced Letters produced Breakfast meeting postponed due to lack of attendees
		<p>Produce new guidance/general information leaflets and review current leaflets and publish a minimum of 2 on website every 6 months</p>	<p>2 leaflets produced: Satellite Dishes and Boundary treatment and available on website</p>	<p>Rebecca Saunt Andrew Phillips Angela Briggs Barbara Greengrass Cathy White</p>		<p>Reviewed, amended and published leaflet on the Planning Committee Process and Tree leaflet in final stages</p>
		<p>Use feedback from customer surveys to inform improvements in the planning service</p>	<p>Comments being summarised to highlight areas of improvement</p>	<p>Rebecca Saunt Lucy Flintham</p>		<p>Comments being summarised to highlight areas of improvement</p>
		<p>Expand further the use of social media (Facebook and Twitter) into the planning service to support the planning process and keep customers and the general public up to date with news and information.</p>	<p>Twitter now reports all validated and decided applications. Regular updates from RS and OH about planning news and advice sessions on Tues/Thurs. Facebook picking up slowly.</p>	<p>Rebecca Saunt</p>		<p>Twitter continues to report all validated and decided applications.</p>

Planning Services

Service Delivery Plan 2019-2020

Overview of the service

Activities of the Planning Service generally stem from legislative requirements, however close working with other internal departments is essential to providing a comprehensive service to our customers. We also work closely with a number of external clients such as the Local Highways Authority, the Environment Agency, Natural England and Historic England as well as town and parish councils.

It is important that the Planning Service maintains a strong customer focus to the varied range and number of customers that the service has to manage. The range of customers accessing our service includes; applicants, architects/agents, developers, neighbours and community groups as well as internal and external colleagues and consultees.

Planning applications should be determined in accordance with adopted local and national planning policies. The Planning Service operates in the public interest and its main purpose is to facilitate sustainable development throughout the District. Place making is an important objective for the team, alongside the protection and enhancement of the built and natural environment. Close working with internal and external bodies forms an important part of the planning process to ensure the service functions in an efficient and transparent manner.

Cost of service

The Planning Service is one that generates an income for the Council with planning applications fees being set by National Government and pre-application fees being set by the local planning authority. The budgeted income for 2019/20 from planning applications and pre-application advice is £904,118 and £50,281 respectively. The level of income received to date from April 2018 – February 2019 for planning applications £1,024,577.50 and pre-application advice is £49,284.58. The net expenditure for the planning service is -£88,388.

In the year 2018-19 (01/04/2018-28/02/2019) the Planning Service dealt with a total of 1771 applications, the breakdown of which is given below:

Majors	Minors	Others (includes householders, listed buildings, adverts, conditions, amendments, certificate of lawfulness, prior notifications)	Trees
58	464	909	341

Staffing information

The Planning Service includes a number of functions. The team consists of a total of 24.25 full time equivalent (FTE) staff members. The team is broken into a number of different sections that all fall under the remit of the Planning Manager. The Planning Team consists of Planning Team Leaders, Senior Planning Officers, Planning Officers and a Planning Assistant.

The team also incorporates other staff and statutory functions; including Conservation Officer, Tree Officers, Enforcement Officers and the Planning Support Team. The structure of the team is outlined below with a summary of each function and staffing levels.

Support Team

The Support Team consists of 8.6 FTE staff members and they are the point of receipt for planning, tree and other applications. They check whether all the information submitted is correct through the validation process. They provide support to officers throughout the planning process as well as conservation, trees and enforcement and being the front face of the Council's general enquiries service.

Planning Officers

There is 3 FT Planning Team Leaders responsible for 1 FT Senior Planning Officer and 5.6 FTE Planning Officers (4.6)/Planning Assistant (1). They are responsible for managing planning applications. Their role involves giving pre-application advice, carrying out site visits, considering planning applications, determining applications, presenting to committee and providing specialist advice to customers.

Conservation Officer

The Council employs 1 FT Conservation Officer who is responsible for providing specialist advice on the historic built environment. It is their responsibility to secure the preservation and enhancement of East Cambridgeshire's rich and diverse heritage. They manage a case load of applications affecting this historic environment, comment on planning applications, provide pre-application advice and guidance to owners, applicants and agents as well as contributing to the production of local guidance and policy.

Trees Officers

There are 2 FT Trees Officers that are responsible for providing specialist advice on tree related enquiries. They manage a case load of tree works applications, comment on planning applications, serve Tree Preservation Orders, investigate unauthorised works and provide advice and guidance to owners. They also manage the Council's tree stock and planting programme as well as the Council's Voluntary Tree Warden Scheme.

Enforcement Team

The Enforcement Team consists; 2.05 FTE officers who are responsible for investigating complaints about unauthorised development and taking action where required. The provision of an enforcement service is a statutory function of the Local Planning Authority; however the taking of enforcement action is at the discretion of the local authority. The team are also responsible for monitoring development to ensure that it complies with what has been approved as well as dealing with high hedges complaints. They also offer advice to officers on enforcement proceedings as required, working in accordance with the Corporate Enforcement Policy and Local Enforcement Plan.

Forward planning for Councillors

Proposed date of decision	Item	Service Area	Committee
First Wednesday of every month	Planning Committee	Planning	Planning
TBC	Member Training	Planning	

Strategy map- 2019/2020



Commitments towards our Vision

Service Delivery Plan-Planning Services



Performance Measure	Link to Corporate Plan Priority	Target and reporting timescale (i.e. 6 monthly or annually)	Baseline from previous year/output from previous year	Owner and co-owners
To deliver statutory functions within specified timescales and within budget constraints	A customer driven efficient Council with a "can do" attitude and pro business approach and commercially focused to ensure financial self-sufficiency for the tax payer.	90% of major applications determined within 13 weeks (or within an agreed timescale)	97% 35 out of 36 applications on time	Rebecca Saunt – Planning Manager Andrew Phillips – Planning Team Leader Angela Briggs – Planning Team Leader Barbara Greengrass – Planning Team Leader Christopher Partrick – Conservation Officer All Planning Officers (including Senior and Assistant)
		80% of minor applications to be determined within 8 weeks (or within an agreed timescale)	95% 380 out of 402 applications on time	Rebecca Saunt – Planning Manager Andrew Phillips – Planning Team Leader Angela Briggs – Planning Team Leader Barbara Greengrass – Planning Team Leader Christopher Partrick – Conservation Officer All Planning Officers (including Senior and Assistant)
		90% of householder applications determined within 8 weeks (or within an agreed timescale)	99% 385 out of 390 applications on time	Rebecca Saunt – Planning Services Manager Andrew Phillips – Planning Team Leader Angela Briggs – Planning Team Leader Barbara Greengrass – Planning Team Leader Christopher Partrick – Conservation Officer All Planning Officers (including Senior and Assistant)
		90% of all other applications to be determined within statutory timescales (or within an agreed timescale)	96% 110 out of 114 applications on time	Rebecca Saunt – Planning Manager Andrew Phillips – Planning Team Leader Angela Briggs – Planning Team Leader Barbara Greengrass – Planning Team Leader Christopher Partrick – Conservation Officer All Planning Officers (including Senior and Assistant)
		100% of Tree Preservation Order applications and Conservation Area Notices (trees) to be determined within statutory timescales.	100% 381 applications on time	Cathy White - Senior Trees Officer Kevin Drane - Trees Officer Rebecca Saunt - Planning Manager
		100% of planning applications determined within 26 weeks of validation unless a planning performance agreement or extension of time has been agreed.	99.8% (1007 out of 1009 decisions)	Rebecca Saunt – Planning Manager Andrew Phillips – Planning Team Leader Angela Briggs – Planning Team Leader Barbara Greengrass – Planning Team Leader Christopher Partrick – Conservation Officer All Planning Officers (including Senior and Assistant)
		75% of planning applications validated within 5 working days. N.B This is a decrease of 15% from last year's target.	66% (1275 out of 1919 applications)	Rebecca Saunt – Planning Manager Lucy Flintham- Office Team Leader Sarah Parisi- Senior Support Officer All Support Team Members

Performance Measure	Link to Corporate Plan Priority	Target and reporting timescale (i.e. 6 monthly or annually)	Baseline from previous year/output from previous year	Owner and co-owners
		75% of discharge of condition applications determined within 8 weeks unless an extension of time has been agreed. N.B This is a decrease of 5% from last year's target.	65% (185 out of 283 discharge applications on time)	Rebecca Saunt – Planning Manager Andrew Phillips – Planning Team Leader Barbara Greengrass – Planning Team Leader Angela Briggs – Planning Team Leader All Planning Officers (including Senior and Assistant) and Conservation Officer
		Implementation of further electronic working processes and procedures within 1 year – to include reduction of paper documents held on a planning file, emailing decision notices and correspondence	Starting Decision Notice review following legislation update on pre-commencement conditions. Big reports not being printed for planning portal applications. Officers reading documents on screen.	Rebecca Saunt – Planning Manager Lucy Flintham – Office Team Leader Sarah Parisi – Senior Support Officer
To take a proactive approach to enhancing and improving the places in which people live: balancing economic, environmental and social needs	Making East Cambridgeshire an even better place to live	Carry out a scoping exercise for establishing Design Review panel to assess development schemes within 1 year.	No further progress due to workloads and no permanent Conservation Officer in post until January	Rebecca Saunt – Planning Manager Christopher Partrick – Conservation Officer Andrew Phillips- Planning Team Leader Barbara Greengrass- Planning Team Leader Angela Briggs – Planning Team Leader
		Review the 'Buildings of Local Interest Register' adopted in February 2017 within 1 year.	New Target	Christopher Partrick – Conservation Officer Rebecca Saunt – Planning Manager
		To help facilitate the successful delivery of North Ely through the planning process	Care Home taken to Planning Committee and approved. Ongoing work with Redrow, Hopkins and Care Home on discharge of conditions. Work on Design Codes progressing and pre-application discussions continuing.	Rebecca Saunt – Planning Manager Angela Briggs – Planning Team Leader
		To work proactively with any Enterprise Zone within the district to bring forward appropriate development in order to provide a range of jobs to the district in a timely manner. Quarterly meetings between the Enterprise Zone and a Planning Team Leader (as well as other relevant	Lancaster Way only Enterprise Zone. Planning Team Leader met with the Lancaster Way	Rebecca Saunt - Planning Manager Andrew Phillips - Planning Team Leader Barbara Greengrass - Planning Team Leader Angela Briggs – Planning Team Leader




Performance Measure	Link to Corporate Plan Priority	Target and reporting timescale (i.e. 6 monthly or annually)	Baseline from previous year/output from previous year	Owner and co-owners
		professionals) in order to mitigate problems and find solutions to significant problems at the earliest opportunity. Biannual meetings with Planning Manager and Enterprise Zone to cover any strategic problems or concerns	Project Group Meeting every 3 months. Planning Team Leader and the Planning Manager have worked with the Infrastructure and Strategy Manager and Director (Commercial) with the developer to try and overcome a highway capacity problem on the site and met on a regular basis to discuss applications. Applications received are dealt with as a priority.	
		To meet with the Police, Fire Brigade, Lead Local Flood Authority, Highways, Anglian Water and other key stakeholders on a quarterly basis to increase the level of service we are able to provide to our customers.	Carried out on a monthly basis	Rebecca Saunt - Planning Manager Andrew Phillips - Planning Team Leader Barbara Greengrass - Planning Team Leader Angela Briggs – Planning Team Leader
To improve the quality of the built & natural environment throughout the district	Making East Cambridgeshire an even better place to live	Undertake review & update Design Guide SPD for adoption within 1 year	First draft completed and to be circulated to officers for comment once a full complement of staff – Working with Strategic Planning To update SPD's	Rebecca Saunt – Planning Manager Christopher Partrick – Conservation Officer Andrew Phillips- Planning Team Leader Barbara Greengrass- Planning Team Leader Angela Briggs – Planning Team Leader Cathy White – Senior Trees Officer All Planning Officers (including Senior and Assistant) and Tree Officers
		Monitor 20% of approved tree works	20% 88 inspections	Cathy White – Senior Trees Officer Rebecca Saunt – Planning Manager
		Annual update to Tree Strategy	New Target	Cathy White – Senior Trees Officer Kevin Drane – Trees Officer Rebecca Saunt – Planning Manager
		80% of enforcement complaints to have preliminary investigation completed within 10 working days of receipt and the complainant contacted within 15 working days to advise of findings	100% 100%	Rebecca Saunt – Planning Manager Juleen roman – Enforcement Team Leader All Enforcement Officers
		80% of approved applications monitored for inconsistency and pre-commencement conditions within 2 months of commencement	New Target	Rebecca Saunt – Planning Manager Juleen Roman – Enforcement Team Leader Sarah Parisi – Senior Planning Support Officer

Performance Measure	Link to Corporate Plan Priority	Target and reporting timescale (i.e. 6 monthly or annually)	Baseline from previous year/output from previous year	Owner and co-owners
				Lucy Flintham – Office Team Leader
		Undertake visits during works to listed buildings for 25% of approved consents	Not achieved due to no permanent full time Conservation Officer in post until January	Christopher Partrick - Conservation Officer Rebecca Saunt – Planning Manager
		Proactively identify unauthorised adverts across the District and work with businesses to regularise	New Target	Juleen Roman – Enforcement Team Leader Rebecca Saunt – Planning Manager All Enforcement Officers
		Investigation and implementation of a programme of biodiversity net gain for development sites in light of the Governments focus (NPPF and the publication of “a Green Future”) on enhancing the natural environment within 1 year	New Target	Rebecca Saunt – Planning Manager Andrew Phillips- Planning Team Leader Barbara Greengrass- Planning Team Leader Angela Briggs – Planning Team Leader Cathy White – Senior Trees Officer All Planning Officers (including Senior and Assistant) and Tree Officers
To Improve staff motivation, participation and involvement in service provision and encourage staff development	A customer driven efficient Council with a “can do” attitude and pro business approach and commercially focused to ensure financial self-sufficiency for the tax payer	20 hrs of CPD to be identified and to be provided annually (pro-rata for part time positions)	970 hours completed by 25 members of staff resulting in 38.8 hrs/person	Rebecca Saunt – Planning Manager All Officers
		To investigate going into local schools to discuss and promote the planning profession within 6 months	New Target	Rebecca Saunt – Planning Manager Andrew Phillips – Planning Team Leader Barbara Greengrass – Planning Team Leader Angela Briggs – Planning Team Leader Christopher Partrick - Conservation Officer
		To regularly review higher level corporate risks, including: Judicial review- the decision making process has not been carried out lawfully, which could lead to a financial risk on the Authority and judicial review by aggrieved party	2 Judicial Reviews – Council consented to the 2 permissions being quashed and re-issued, addressing matters raised. Implications discussed with officers at team meeting.	Rebecca Saunt – Planning Manager
Ensure that the Council’s corporate risks are managed effectively and mitigations are put in place to reduce impact				
To provide excellent customer services at all times and to improve communication with all customers	A customer driven efficient Council with a “can do” attitude and pro-business approach and commercially focused to ensure financial self-sufficiency for the tax payer.	Proactively engage with Parish Councils and Agents through: <ul style="list-style-type: none"> Parish meetings (to attend at least one meeting per Parish request, per year)and e-newsletters (x 4 a year) Agent Forums/Newsletters (x4 a year) At least one evening/breakfast agents meeting a year 	<ul style="list-style-type: none"> Parish meetings attended and letters produced Letters produced Breakfast meeting postponed due to lack of attendees 	Rebecca Saunt – Planning Manager Andrew Phillips – Planning Team Leader Barbara Greengrass – Planning Team Leader Angela Briggs – Planning Team Leader Lucy Flintham – Office Team Leader Cathy White – Senior Trees Officer Christopher Partrick - Conservation Officer All Planning Officers (including Senior and Assistant)
		Produce new guidance/general information leaflets and review current leaflets and publish a minimum of 2 on website every 6 months	Reviewed, amended and published leaflet on the Planning Committee Process	Rebecca Saunt – Planning Manager Christopher Partrick - Conservation Officer Andrew Phillips – Planning Team Leader Barbara Greengrass – Planning Team Leader

Performance Measure	Link to Corporate Plan Priority	Target and reporting timescale (i.e. 6 monthly or annually)	Baseline from previous year/output from previous year	Owner and co-owners
			and Tree leaflet in final stages	Angela Briggs – Planning Team Leader Cathy White – Senior Trees Officer
		Use feedback from customer surveys to inform improvements in the planning service and feedback to Agents Forum and Planning Committee twice a year	Comments being summarised to highlight areas of improvement	Rebecca Saunt – Planning Manager Lucy Flintham – Office Team Leader Sarah Parisi – Senior Planning Support Officer
		Expand further the use of Twitter into the planning service to support the planning process and keep customers and the general public up to date with news and information.	Twitter continues to report all validated and decided applications.	Rebecca Saunt – Planning Manager Catherine Looper – Planning Officer Molly Hood – Planning Officer

Commitments towards our Vision

Housing & Community Safety- End of year Report 2019-2020

Performance Measure	Link to Corporate Plan Priority	Target and reporting timescale (i.e. 6 monthly or annually)	Baseline from previous year/output from previous year	Owner and co-owners	Status (at end of year)	Outcome or output (at 6 month stage)
Maximising income via the re charging policy an reduce the risk of temporary accommodation	A customer driven efficient Council with a "can do" attitude and pro business approach and commercially focused to ensure financial self sufficiency for the tax payer.	To avoid the use of B&B accommodation where possible unless in an absolute emergency and there is no other accommodation available to the client.	100%	All Officers		100%
		To prioritise emergency homeless presentations and where possible deal with the situation on the day of presentation to the Council.	100%	All Officers		100%
		To ensure that every effort is made by the Income Recovery Officer (IRO) to recoup monies loaned to clients for deposits, storage & removals and full recharge for any time spent in B&B with a collection rate of 75%	95%	Income & Recovery Officer		83% We've lent £40,761.93 so far this year and collected £38,231.72

Performance Measure	Link to Corporate Plan Priority	Target and reporting timescale (i.e. 6 monthly or annually)	Baseline from previous year/output from previous year	Owner and co-owners	Status (at end of year)	Outcome or output (at 6 month stage)
Provide an holistic Housing Options Service with the emphasis on preventing homelessness	Making East Cambridgeshire an even better place to live	To ensure we use 100% of Discretionary Housing Fund	100%	All officers		100% £114,033 of the allocated £124,784 As of 20/02/2019
		To prevent or relieve at least 250 households from becoming homeless per year.				286 prevented & 116 relieved **
		To effectively engage with landlords by undertaking 2 landlord forums per year.	1	All Officers		Landlord forum booked 9 th April 2019 and October 2019
		To undertake a rough sleeper estimate.	yearly	All Officers		completed November 2018, 1 rough sleeper recorded now back in his own property
Adapting the service to meet the needs of the customer	A customer driven efficient Council with a "can do" attitude and pro business approach and commercially focused to ensure financial self sufficiency for the taxpayer	Update websites and ensure plethora of leaflets distributed across the district. Reviewed annually.	Yearly	All Officers		Ongoing
		Conduct Customer Satisfaction surveys.	50%			50%
		To carry out home visits to those who need them.	100%	All Officers		100%
		To carry out a full review of our Gypsy and Traveller Sites	April 2018	Traveller Liaison Officer		Completed
To maintain a full and professionally qualified team that is technically up to date with current and emerging legislative changes	Delivering a financially sound & well managed council	Ensure all officers attend all mandatory council training courses in policy and procedures for child safeguarding, quality & diversity, health & safety etc.	100%	All officers		All officers are attending training as and when required
		Appraisals to be completed annually	100%	Housing & Community Safety Manager		At year end
		Service awareness briefings for Service Delivery Champion.	100%			100%
		All officers to be up to date with changes to benefits/Universal Credit and Benefit Caps being introduced in from November 2016 and Universal Credit roll out to all new applicants from October 2018	100%	All Officers		100%
			New target	All Officers		100%

Performance Measure	Link to Corporate Plan Priority	Target and reporting timescale (i.e. 6 monthly or annually)	Baseline from previous year/output from previous year	Owner and co-owners	Status (at end of year)	Outcome or output (at 6 month stage)
Ensure that the Council's corporate risks are managed effectively and mitigations are put in place to reduce impact		To regularly review risks associated with Housing and Community Safety, including the implementation of the new Homeless Reduction Act coming into force from April 2018. This could bring an increase in customers accessing the service, including the risk of using B&B accommodation which will have a financial risk to the authority.	New target	Housing & Community Safety Manager All Officers		Ongoing – no significant impact at this stage
		Roll out of full Universal Credit from October 2018 could also see an increase of homelessness and the risk of using B&B accommodation, this risk is unknown, the impact will be on the existing capacity of the team.		Housing & Community Safety Manager All Officers		Ongoing – no significant impact at this stage
Ensuring people feel safe in their home and neighbourhood	Making East Cambridgeshire an even better place to live	To ensure 5% more rents collected than in 2017/2018 from the Traveller Sites.	£86,214	Traveller Liaison Officer		£96,760 collected 132%
		To attend meetings and conferences for MARAC, MAPPA and ASB, make sure housing team are aware of any impending homelessness relating to domestic violence/abuse, crime and disorder or ASB.	100%	All Officers		100%
		To deliver refresher safeguarding training to all front line staff	Annually	Housing & Community Safety Manger		Completed 2018
		Deliver the Community Safety Partnership (CSP) Board meeting twice annually and lead development of annual Action plan and all performance measures	Twice annually	Neighbourhood Officer		Completed
		To sign up at least 20 Parish Council members/clerks as Eyes and Ears volunteers and roll out more multi agency events	100%	Neighbourhood Officer		We currently have 43 ambassadors and 10 agencies signed up to be 'eyes and ears' aware.
		Prevent awareness raising sessions at the secondary schools in East Cambridgeshire involving video presentation.	Annually	Neighbourhood Officer		Completed

** under the new Homeless Reduction Act we now have 56 days to prevent someone from becoming homeless, 56 days to relieve someone's homelessness (once already homeless) before we accepted a main duty (Band A Statutory Homeless). Since April 2018 we have accepted a main duty to 18 households.

Housing & Community Safety 2019/20

Overview of housing

The remit of the team is to deliver the Council's housing advice and homelessness service with the emphasis on preventing homelessness.

The service is also responsible for fulfilling the Council's legal obligation to assist homeless persons, investigate the individual reasons for homelessness and advise the client accordingly and provide temporary accommodation where applicable.

In addition to the above the team is responsible for ensuring illegal evictions and harassment within the District are eradicated, providing a Landlord Resolution Service and Landlord Forum, liaising with partner housing providers, referring clients to the homeless hostels. They are also the conduit for the Rent Deposit Scheme, Young Persons Project, Young Parents Project, Crash Bed Provision for 16/17 yr old (or care leavers), Choice Based Lettings Scheme, Housing Register and Allocations of social housing.

We are regulated by Government and have to have regard of numerous Housing Acts as well as the Council's (Draft) Homelessness Strategy 2019 – 2024 and the Council's corporate aims of:

- **maintaining sound finances by investing wisely, maximising income and providing effective and efficient services, and,**
- **when delivering our services our customers are at the heart of everything we do**

We are always looking to build on our partnership working and provide the best quality of service to our clients.

This year we are welcoming CGL (formerly Inclusion) to sit within the team for 2 days a week and an outreach worker from Woman's Aid 1 day a month. This will ensure our clients get the best possible specific help and assistance.

We offer our client's joint visits with all of our partner agencies to ensure the best possible service is offered and emergency situations are resolved as quickly and effectively as possible.

Overview of Community Safety

The Community Safety Partnerships (CSP) role is to understand the kind of community safety issues East Cambridgeshire is experiencing. Decide which of these are the most important to deal with, and then decide what actions we can take collectively.

This year we have established a dedicated and effective Problem Solving Group (PSG) who respond to emerging crime trends and issues. Membership consists of 25 partners

which include Police, Council, Fire and Rescue, Registered Social Landlords, Traveller Liaison, Housing, Environmental Health, Youth Offending and Schools. All members of our PSG will receive a minimum of 1 day “Partnership Oriented Problem Solving Training”. This training is fully funded by Cambridgeshire Constabulary and will be rolled out across the County. All Community Safety Officers are to receive a minimum of 2 days training and in addition a 1 day Master Class will be offered. Officers will then become “Subject Matter Experts” and will be expected to deliver the training to other practitioners at a local level.

In addition to the above training the CSP funded 2 days training for the PSG to focus on Anti-Social Behaviour. This included ‘thresholds’, investigation, action planning, partnership working, community triggers plus proactively understanding the civil tools and powers available to agencies. This has empowered partners to tackle ASB more robustly and with confidence.

We have been instrumental in the relaunch of ECINS within East Cambridgeshire and in particular to our PSG, Housing Team and Delivery Groups. ECINS is used widely by Cambridgeshire Constabulary and is the central repository for managing partnership casework and sharing sensitive and confidential information while in compliance with all GDPR regulations.

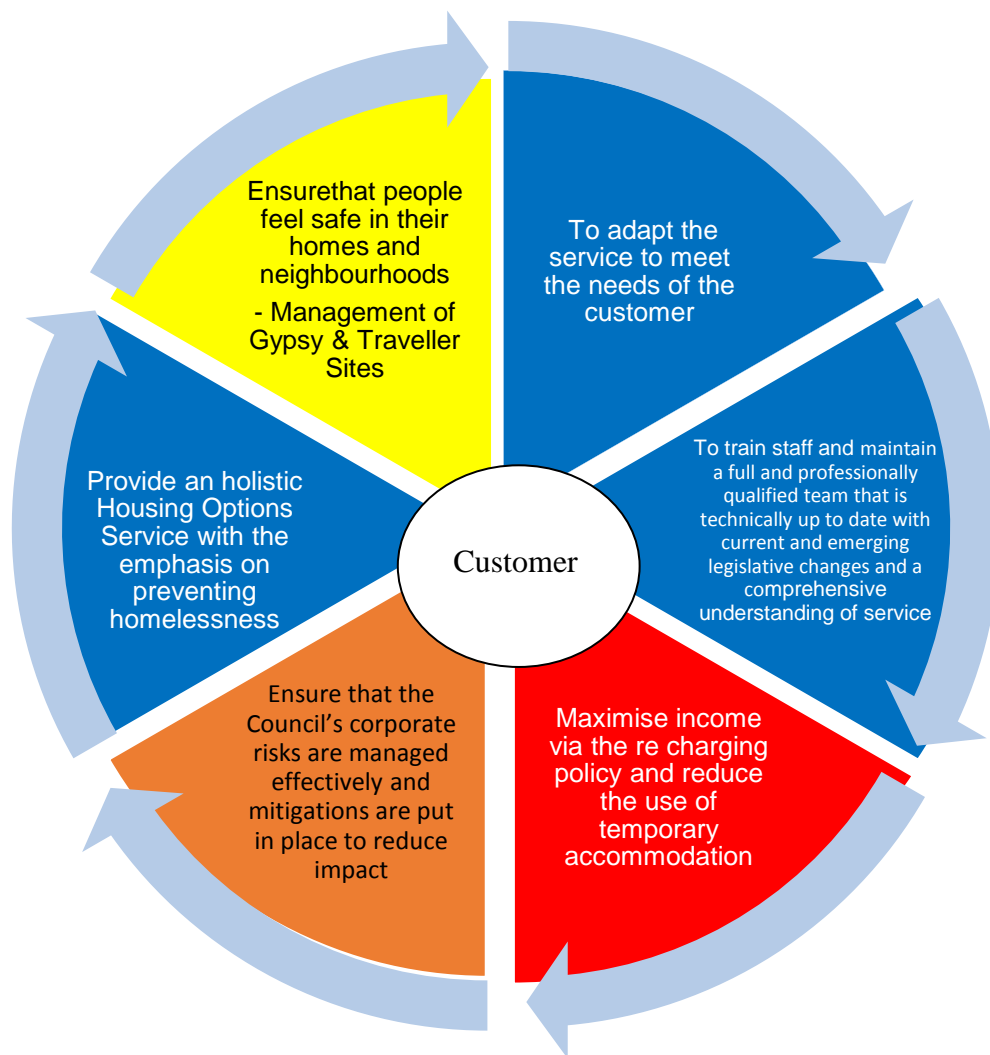
Our CSP are also working projects such as, The Modern Day Slavery Act 2015 and Organised Crime and County Lines/Exploitation.

We continue to promote the ‘Eyes and Ears’, White Ribbon, Scams and Fraud and are looking for further accreditation with the DAHA award (domestic abuse housing alliance).

Staffing information

Post	Full/Part time	Area of Department
Housing & Community Safety Manager	Full Time	All
Housing Options Team Leader	Full Time	All
Housing Options Officer	Full Time	All
Housing Options Officer	Full Time	All
Housing Admin Officer	Full Time	All
Income & Recovery Officer	Full Time	All
Neighbourhood Officer (CSP)	Full Time	All
Tenancy Support Officer x2	Full Time	All
Traveller Liaison Officer	Part Time	All
Private Landlord Liaison Officer	Full Time	All

Strategy map- 2019/20



Commitments towards our Vision

Housing & Community Safety Service Delivery Plan 2019-2020

Performance Measure	Link to Corporate Plan Priority	Target and reporting timescale (i.e. 6 monthly or annually)	Baseline from previous year/output from previous year	Owner and co-owners
Maximise income via the re charging policy and reduce the risk of temporary accommodation	A customer driven efficient Council with a "can do" attitude and pro business approach and commercially focused to ensure financial self sufficiency for the tax payer.	To avoid the use of B&B accommodation where possible unless in an absolute emergency and there is no other accommodation available to the client.	100%	All Officers
		To prioritise emergency homeless presentations and where possible deal with the situation on the day of presentation to the council.	100%	All Officers
		To ensure that every effort is made by the Income Recovery Officer (IRO) to recoup monies loaned to clients for deposits, storage & removals and full recharge for any time spent in B&B with a collection rate of 95%	90%	Income & Recovery Officer
		To provide Universal Credit budgeting support for all of our clients applying or transferring over to UC.	100%	Tenancy Support Officers
Provide an holistic Housing Options Service with the emphasis on preventing homelessness	Making East Cambridgeshire an even better place to live	To ensure we use 100% of Discretionary Housing Fund	100%	All officers
		To prevent at least 250 households from becoming homeless per year.	250	All officers
		To maintain and increase provision for mental health support	3 Bed spaces	All Officers
		To effectively engage with landlords by undertaking 2 landlord forums per year and via an online quarterly newsletter.	2	All Officers
		To undertake a rough sleeper estimate.	Yearly	All Officers
		To respond to all rough sleeper alerts offering assistance within 24 hours	100%	All Officers
		To provide support in applying for grants and to improve the quality of life/standards of living for our clients.	100%	All Officers

		Clients remaining in existing accommodation with assistance from Tenancy Support Officers	80%	Tenancy Support Officers
		To review and refresh Homelessness Strategy	April 2019	Housing & Community Safety Manager
To adapt the service to meet the needs of the customer	A customer driven efficient Council with a "can do" attitude and pro business approach and commercially focused to ensure financial self sufficiency for the taxpayer	Update websites and ensure plethora of leaflets distributed across the district. Reviewed annually.	Yearly	All officers
		Conduct Customer Satisfaction surveys.	50%	
		Carry out home visits to those who need them.	100%	All officers
		Coordinating efforts with EH to ensure all HMO's are licensed and meet the required standards prior to any placements within the private landlord remit.	100%	Private Landlord Liaison Officer
To train staff and maintain a full and professionally qualified team that is technically up to date with current and emerging legislative changes and a comprehensive understanding of service		Ensure all officers attend all mandatory council training courses in policy and procedures for child safeguarding, equality & diversity, health & safety etc.	100%	All Officers
		Appraisals to be completed annually	100%	All Officers
		All officers to be up to date with changes in legislation and the introduction of The Homeless Reduction Act from April 2018 and Universal Credit roll out to all new applicants from September 2018.	100%	
Ensure people feel safe in their home and neighbourhood	Making East Cambridgeshire an even better place to live	To allow certain domestic abuse applicants to remain in their current property and to be safe in the knowledge that their property is secure including referring to Bobby Scheme.	2	All Officers

	To ensure 5% more rents collected than in 2018/2019 from the Traveller Sites.	£96,760	Traveller Liaison Officer
	To attend meetings and conferences for MARAC, MAPPA and ASB, make sure housing team are aware of any impending homelessness relating to domestic violence/abuse, crime and disorder or ASB.	100%	All Officers
	To establish all community hubs in line with the Corporate plan.	April 2019	All Officers
	To deliver refresher safeguarding training to all front line staff	Annually	Housing & Community Safety Manager and Neighbourhood Officer
	Deliver the Community Safety Partnership (CSP) Board meeting twice annually and lead development of annual Action plan and all performance measures	Twice annually	Housing & Community Safety Manager and Neighbourhood Officer
	To sign up at least 20 Parish Council members and local organisations as Eyes and Ears volunteers and identify Scam Champions to help identify Fraud and Scams through the 'Eyes and Ears' scheme.	100%	Housing & Community Safety Manager and Neighbourhood Officer
	Work with Secondary Schools alongside their 'Health and Safe Schools' Agenda.	Annually	Neighbourhood Officer
	Provide robust training for all partners to ensure a systematic approach is used when addressing problems in the community, using the SARA model – Scanning, Analysis, Response, and Assessment.	Annually	Housing & Community Safety Manager and Neighbourhood Officer
	Support the County Wide Delivery Group 'Hate Crime Action Plan' by setting up 3 rd party reporting centre's in East Cambs	2 centres set up	Neighbourhood Officer

<p>Ensure that people feel safe in their homes and neighbourhoods</p>	<p>Making East Cambridgeshire an even better place to live</p>	<p>To actively monitor and manage graffiti removal in partnership with ECSS</p>	<p>48 hours non offensive 24 hours offensive</p>	<p>Neighbourhood Officer</p>
<p>Ensure that the Council's corporate risks are managed effectively and mitigations are put in place to reduce impact</p>	<p>A customer driven efficient Council with a "can do" attitude and pro business approach and commercially focused to ensure financial self sufficiency for the taxpayer</p>	<p>To regularly review risks associated with Housing and Community Safety, including the implementation of the Homeless Reduction Act which came into force in April 2018.</p> <p>The roll out of full Universal Credit could still see an increase of homelessness and the risk of using B&B accommodation, this risk continues to be unknown, the impact will be on the existing capacity of the team.</p>	<p>Ongoing-reviewed regularly</p>	<p>Housing & Community Safety Manager All Officers</p>




Commitments towards our Vision



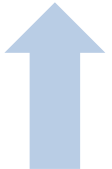
Environmental Services-End of Year Report 2019-2020












Performance Measure	Link to Corporate Plan Priority	Target and reporting timescale (i.e. 6 monthly or annually)	Baseline from previous year/output from previous year	Owner and co-owners	Status (at 12 month stage)	Outcome or output (at 12 month stage)
To consider opportunities to increase income through the provision of added value services to	A customer driven efficient Council with a "can do" attitude and pro business approach and commercially focused to ensure financial self-sufficiency for the tax payer. Making East Cambridgeshire an event better place to live.	To Continue to work with Sanctuary Housing and get commitment to provide £100,000 towards disabled adaptations in their stock. By the 1 st April 2019	£100,000	Marie Beaumont-Senior Case Worker Liz Knox-Environmental Services Manager		£100,000 secured from Sanctuary for 18/19
		To Increase fee income for Care and Repair by £10,000. To increase fee income to £93,000 by 1 st April 2019.	£120,000	Marie Beaumont – Senior Case Worker Martine D’Antonio-Case Worker Stephen Presland-Technical Officer (Care and Repair) Wendy Gammon-Administration Officer		£120,696.53
		To Introduce a charge of £130 to food businesses for re-rating visits. Estimated target income .£1,500	N/A	Jenny Winslet-Senior Environmental Health Officer Patricia Christie-Food Safety Officer Louise Wright-Environmental Health Officer		11x requests £1430.00
		The % of regulatory compliance and monitoring inspections of aspects of the built and natural environment that can have an adverse impact on the quality of the environment or the health and welfare of the population (for the following);		Karen See- Senior Environmental Health Officer Julia Atkins- Senior Environmental Health Office Chris Smith-Environmental Health Practitioner Peter Ord- Scientific Officer Rick Warren-Technical Officer		
To carry out statutory programmed inspections of businesses to safeguard the health and wellbeing of residents visitors and employees		<ul style="list-style-type: none"> 100 % of all permitted industrial processes inspected 	100%			100% inspected (12 sites)
		<ul style="list-style-type: none"> 100 % of large mobile home sites inspected 	100%			100% inspected (10 sites)



Performance Measure	Link to Corporate Plan Priority	Target and reporting timescale (i.e. 6 monthly or annually)	Baseline from previous year/output from previous year	Owner and co-owners	Status (at 12 month stage)	Outcome or output (at 12 month stage)
To reduce the incidence and effects of pollution and to		<ul style="list-style-type: none"> 100 % Private water supplies inspected 	100%			100%. (12 completed.)
		<ul style="list-style-type: none"> 95% of total air quality data capture obtained 	96%			100%
		<ul style="list-style-type: none"> 68 % of potentially contaminated land that has been remediated 	71%			75.4%
		Demonstrate the Council's compliance with statutory requirements for which the Local Authority is the enforcing authority by undertaking at least 1 project from the Health and Safety Executive's priorities.	NEW	Jenny Winslet-Senior Environmental Health Officer Food Safety Officer Environmental Health Officer Graduate EHO		HSE Priority areas and local skin piercing project : total 79 visits
		Demonstrate ECDC's compliance with Statutory requirements of official controls for food and food hygiene. Carry out inspections of (the following);		Jenny Winslet-Senior Environmental Health Officer Food Safety Officer Environmental Health Officer Graduate EHO Administration officer		117 new businesses
		<ul style="list-style-type: none"> 100% of all A and B rated food premises 	100% (47/40)			100% 50/50 businesses
		<ul style="list-style-type: none"> 90% of C and D rated food premises 	92% (201/218)			>100% (includes new businesses or where rating has changed to a C/D or E premises) 222/189
		<ul style="list-style-type: none"> 90% low risk E food premises sent out questionnaires 	100% (131/131)			87% 107/124
		<ul style="list-style-type: none"> 100% of Approved food businesses inspected 	100% (7 inspected)			Total 9 approved establishments. 3x due inspection, one inspected one day late as officer had cold & cough and could not visit so 66% achieved
		<ul style="list-style-type: none"> 100% of food businesses contacted within 7 days of sample results being received from the laboratory 	100% (101 samples)			90% 11 sampling exercises, 60 total samples. 6 sample results went out beyond the 7 day target
		The percentage of requests for advice or statutory investigations and		Karen See- Senior Environmental Health Officer		


Performance Measure	Link to Corporate Plan Priority	Target and reporting timescale (i.e. 6 monthly or annually)	Baseline from previous year/output from previous year	Owner and co-owners	Status (at 12 month stage)	Outcome or output (at 12 month stage)
promote environmental stewardship		intervention by Officers, resolved within 90 days and within 180 days;	87%	Julia Atkins- Senior Environmental Health Officer Peter Ord- Scientific Officer Chris Smith- Environmental Health Officer Rick Warren- Technical Officer		91% (390 complaints)
		94% within 90 days				There has been a slight drop due to the increased complexity of complaints, increased workload due to waste and fly tipping. Officers always try to get a solution even if it isn't within our remit which sometimes takes longer.
		98% within 180 days	94%			96%
To ensure that the residents of ECDC are adequately housed in a dwelling that is safe		Undertake a targeted environmental crime promotional campaign aimed at reducing the incidence of fly tipping, littering and dog fouling. By December 2019.	NEW	Karen See/Julia Atkins – Senior Environmental Health Officer Domestic Team Officers		PSPO for dog fouling across whole District has been adopted and signs provided to Parish Councils. Stickers to show dog waste can go into usual waste bins designed and ready to distribute. Press releases, campaigns in social media for PSPO and for littering, fly tipping, duty of care and cigarette butts. Website, flow chart and reporting form updated. Officers have patrolled areas. Officers have also visited businesses to give advice on ensuring they have in place commercial collection arrangements along with general advice to provide long term solutions to waste issues. Crisp packet collection set up within the Council.
		Issue 100% of Fixed Penalty Notices in cases where the evidence is sufficient to do so.				100% issued. 20 Fixed Penalty Notices Issued (17 for litter, 3 for fly tipping) where good evidence has been provided. 1 case put forward for prosecution and prosecution file completed.
		75 of Disabled Facilities Grants delivered (DFG's)	110	Marie Beaumont- Senior Case Worker Stephen Presland- Technical Officer (Care and Repair)		69 completed 95 approved

Performance Measure	Link to Corporate Plan Priority	Target and reporting timescale (i.e. 6 monthly or annually)	Baseline from previous year/output from previous year	Owner and co-owners	Status (at 12 month stage)	Outcome or output (at 12 month stage)
and suited to their needs				Martine D'Antonio- Case Worker Karen See- Senior EHO Julia Atkins- Senior EHO Barbara Mitcham- EHO		
		100% of Minor works Grants approved within 28 days	100% 28	Marie Beaumont- Senior Case Worker Stephen Presland- Technical Officer (Care and Repair) Martine D'Antonio- Case Worker Karen See- Senior EHO Julia Atkins- Senior EHO Barbara Mitcham- EHO		100% 20 completed
		The average time from referral to grant approval for DFG's under £10,000 to be within 16 weeks	29 weeks	Marie Beaumont- Senior Case Worker (Care and Repair) Stephen Presland- Technical Officer (Care and Repair) Martine D'Antonio- Case Worker Karen See- Senior EHO Julia Atkins- Senior EHO Barbara Mitcham- EHO		Average 30 wks
		The average time from referral to grant approval for DFG's over £10,000 to be within 32 weeks	48 weeks	Marie Beaumont- Senior EHO Stephen Presland- Technical Officer (Care and repair) Martine D'Antonio- Case worker Karen See- Senior EHO		Average 33 wks

Performance Measure	Link to Corporate Plan Priority	Target and reporting timescale (i.e. 6 monthly or annually)	Baseline from previous year/output from previous year	Owner and co-owners	Status (at 12 month stage)	Outcome or output (at 12 month stage)
				Julia Atkins- Senior EHO Barbara Mitcham- EHO		
		Prior to commencement of the new HMO licensing regime provide advice and liaise with landlords to ensure full understanding of the forthcoming statutory changes, to help achieve good compliance levels within required timescales, and reporting to Committee by December 2018 on actions and progress.	New Target	Karen See/Julia Atkins - Senior Environmental Health Officer		Procedure has been set up and information has been placed on the website. Application has been updated, promotion and licence applications have now been received. Inspections are currently being carried out.
		To submit a bid under the warmer homes grant by September 2018	New Target	Nick Wyatt Sustainability Officer		Bid submitted. Bid was well received, However after meeting the funding panel, the district councils were asked to review their costs for carrying out works on private residents, for example the cost of installing a new heating system. When the costs have been agreed by the district councils, the bid will be resubmitted. Currently waiting for next application window, possibly April 2019. The social landlord element of the bid has been dropped due to the social landlords (for example Sanctuary Housing) being able to access funding via Agility Eco LEAP (Local Energy Advice Programme) as a result of an underspend in a previous round
		To provide energy efficiency advice to 75 households by March 2019	50	Nick Wyatt Sustainability Officer		90
		To ensure a high standard of service is delivered to all our customers by ensuring that appropriate and timely responses are provided to all formal consultations and enquiries for advice or assistance (for the following)		Karen See-Senior EHO Julia Atkins- Senior EHO Chris Smith- Graduate EHO		
To provide education/advice and information to businesses and ensure compliance		<ul style="list-style-type: none"> 96% of customer enquiries responded to within 5 days 	95%			98 % (335)

Performance Measure	Link to Corporate Plan Priority	Target and reporting timescale (i.e. 6 monthly or annually)	Baseline from previous year/output from previous year	Owner and co-owners	Status (at 12 month stage)	Outcome or output (at 12 month stage)	
		<ul style="list-style-type: none"> 96% of Planning/Building Regulation consultations responded to within 14 days 	97%			99% within 21 days (472). (The statutory period was increased from 14 days to 21 days).	
		<ul style="list-style-type: none"> 94% of Temporary Event Notice consultations responded to within 3 days 	95%			88% (451) This decrease has been due to increase in work in other areas. Another staff member has now been trained in how to cover these to improve resilience within the team.	
		<ul style="list-style-type: none"> 97% of general Licensing consultations responded to within 14 days 	97%			97%	
		Support our customers by organising or being involved in 5 promotional activities that engage with local businesses and the public, to build on and encourage good working relationships and assist people to have a better understanding of the role of the Domestic Team.	4 (stall on market square, radio appearance for Dog Warden, careers fair at Ely Cathedral, attendance at 3 safety zone events in Oct)		Karen See- Senior EHO Julia Atkins- Senior EHO Peter Ord- Technical Officer (care and repair) Claire Braybrook- EHO Rick Warren- Technical Officer Chris Smith- Graduate EHO Jenessa Springhall- Dog Warden		10 promotions. Housing with Care and Repair on Market Stall, Street Scene to deal with Fly tipping, Careers Fair at Ely Cathedral and career talk at Kings School, various press releases and social media promotions regarding Houses in Multiple Occupation, fly tipping, dog fouling, littering, Public Spaces Protection Order, talk on the radio regarding fly-tipping.
		Evaluate customer needs to assist with meaningful development of procedures to improve customers experience of our delivery of statutory services. Use survey results to inform future planning of what our customers require. Future action plan by December 2018 for implementation in 2019/20.	N/A		Karen See- Senior EHO Julia Atkins- Senior EHO		Web survey carried out. 100% said 'very satisfied' and officers gave clear advice. Feedback regarding the website was split between meeting customers' needs 'Very well' 27% and 'Not well at all' 27% with information

Performance Measure	Link to Corporate Plan Priority	Target and reporting timescale (i.e. 6 monthly or annually)	Baseline from previous year/output from previous year	Owner and co-owners	Status (at 12 month stage)	Outcome or output (at 12 month stage)
Trained staff and comprehensive understanding of service by Service Delivery Champions						<p>Customers considered that information on the website was 'somewhat easy to understand' showing there is room for improvement on the website.</p> <p>Some areas have already been improved but we will continue to improve these in the coming year</p>
		<p>Responding to complaints/ enquiries/ requests for advice/ Reporting of Injuries, Diseases and Dangerous Occurrence Statutory Notifications/skin piercing registrations/infectious diseases notifications. Issue of Export Certificates</p> <ul style="list-style-type: none"> 100% First contact in 3 working days 100% Export certificates issued in 7 working days Provide advice requested to 100% of businesses within 3 working days (food and health and safety) 	<p>98% (666/679)</p> <p>100%</p> <p>100% (197)</p>	<p>Jenny Winslet- Senior EHO Patricia Christie- Food safety officer Louise Wright- EHO (Commercial) Wendy Page- Administrator</p>		<p>99% Combined complaints /enquiries/ service requests and RIDDOR within 3 days (891/902 on 15 March 2019)</p> <p>100% Export health certificates sent out within 7 working days (50/50)</p>
		<p>Respond to our customer survey (<u>What do our customers want?</u>) Use this information to inform future planning.</p> <ul style="list-style-type: none"> Undertake a "Poor Performer" Project to work intensely with premises rated 0-2 by June 2018 	<p>1</p>	<p>Jenny Winslet- Senior EHO Patricia Christie- Food Safety Officer Louise Wright- EHO</p>		<p>100% "Poor performers" project completed. 3x businesses now rated 5; 1x business sold; 1x business opted not to take part.</p>
		100% of Appraisals undertaken	100%	<p>Liz Knox- Environmental Services Manager Karen See- Senior EHO Julia Atkins- Senior EHO Jenny Winslet- Senior EHO</p>		100% of appraisals undertaken

Performance Measure	Link to Corporate Plan Priority	Target and reporting timescale (i.e. 6 monthly or annually)	Baseline from previous year/output from previous year	Owner and co-owners	Status (at 12 month stage)	Outcome or output (at 12 month stage)
				Marie Beaumont-Senior Case Worker		
		To update Service Delivery Champion with progress within Environmental Services, how the service is being operated and budgetary updates. Service Delivery Champion to act as critical friend to meet at least bi-monthly	6	Liz Knox-Environmental Services Manager		6 meetings undertaken to date
Ensure that the Council's corporate risks are managed effectively and mitigations are put in place to reduce impact.		To regularly review higher level corporate risks, including:	<i>New target</i>	Liz Knox Environmental Services Manager		<i>New target</i>
		<ul style="list-style-type: none"> 	<i>New target</i>	Liz Knox Environmental Services Manager		<i>New target</i>

Environmental Services – Service Delivery Plan 2019/2020

Overview of the service

The activities of Environmental Services are based on a number of Environmental Health “core functions”. The provision of the service impacts on public and environmental wellbeing, by the prevention, detection and control of environmental hazards and public behaviours.

The service is delivered by three operational teams. The key functions and responsibilities are:

1. Commercial team

- Food Safety – Food safety is a statutory function and there are approximately 880 food premises registered within the District. Inspections of food premises are carried out in line with nationally set risk based frequencies ranging from a minimum of 6 months to 3 yearly intervals.
- Issuing food hygiene ratings to businesses in the national scheme.
- Issuing of registration to skin piercers and establishments.
- Health and Safety- Health and Safety inspection and enforcement of workplaces is a statutory function and includes the investigation of workplace accidents and fatalities.
- Communicable Disease Control – investigation of infectious disease, food poisoning outbreaks.

2. East Cambridgeshire Care and Repair team

- Housing Grants - Care and Repair support the elderly, disabled and vulnerable to access mandatory Disabled Facilities Grants and discretionary grants by organising and overseeing the building works to current building regulations and planning laws and submitting paperwork on the client’s behalf through to completion of works.
- Sign posting - the service supports clients to access other forms of help by liaising with charities and sign posting to other support groups or local contractors.
- Benefits Check - the service provides a benefit check to all clients who are subject to a financial means test to ensure they are receiving the correct income and refers them onto the appropriate organisation where necessary.

- Partnership Working - A Service Level Agreement with Sanctuary Housing is facilitated through Care and Repair and there is additional funding of £100,000 from The Sanctuary Group for housing association tenants to access the Mandatory Disabled Facilities Grant.
- Panel Meeting - work in partnership with the Children's and Adults Occupational Therapy teams. Attend Panel meetings for assessing applications for the mandatory Disabled Facilities Grant.

3. Domestic Team

- Private Sector housing conditions– The housing officers undertake statutory public health and housing functions, including investigating house condition complaints, HMO, mobile home site inspections, and mandatory HMO and mobile home licensing. They work with owner occupiers, private landlords and Social housing providers, to protect residents and visitors to the District.
- Environmental protection – the core function is statutory and relates essentially to the protection of public health and the environment by the regulation and support of individuals and businesses and other services in the following areas; Air quality review and Strategy/Contaminated land/Drainage investigation on private systems/ Environmental Pollution Prevention Control Permits/Pest control advice and enforcement/Private water supply monitoring/ Statutory Nuisance investigation and enforcement (noise, smoke, dust, odour, artificial light)/acting as statutory consultee for larger planning applications and licensing, and stray dog investigations, including out of hours stray dog contract procurement and monitoring.
- Waste Enforcement-The officers undertake statutory waste functions to ensure a clean and safe environment. These include the enforcement of flytipping, littering, dog fouling and abandoned vehicles. Our approach is to work with residents and businesses to ensure compliance and this is primarily achieved through targeted promotions, education and advice. However, where necessary, enforcement will be undertaken.
- Energy Efficiency - the energy officer advises homeowners and private landlords about thermal insulation, minimum energy standards, fuel poverty advice and the availability of grants and incentives. This post is externally funded.

All activities stem from legislative requirements, however it is recognised that partnership working with a wide range of external organisations, the provision of advice and guidance, educational and promotional activities, as well as traditional enforcement actions are all designed to; reduce the regulatory burden for businesses, ensure fair trading, support economic recovery and prosperity and protect the public and local environment.

Environmental Services is uniquely positioned to improve individual and public health & wellbeing. It helps reduce health inequalities and provides a lead and coordination on actions by the Council to tackle the wider determinants of health such as; poor housing conditions, environmental quality, working conditions and economic prosperity.

Cost of service

The cost to run the service totals £534,307 this amount includes staffing costs, contract costs for the stray dog warden service.

Staffing information

Post	Full/Part time	Area of Department
Environmental Services Manager-Liz Knox	Full time	All
Senior Environmental Health Officer (EHO) – Karen See/Julia Atkins	Full time (Job Share)	Domestic Team
Trainee Environmental Health Officer)-Christopher Smith	Full time	Domestic Team
3 x Technical Officer: Richard Warren Linda Thompson James Hobson	3 x Full time	Domestic Team
Scientific Officer-Peter Ord	Full time	Domestic Team
Dog Warden- Jenessa Springhall	Full Time	Domestic Team
Administration Officer -Barbara Mitcham	Full time	Domestic Team
Senior EHO (Commercial) Richard Garnett	Full time	Commercial Team
EHO (Commercial)- Louise Wright	Part time	Commercial Team
EHO (Commercial) –Jenny Winslet	Full time	Commercial Team
Food Safety Officer- Patricia Christie	Full Time	Commercial Team
Administration Officer-Wendy Page	Part time	Commercial Team
Senior Case Worker- Marie Beaumont	Full time	Care and Repair
Case Worker-Martine D'Antonio	Part time	Care and Repair
Technical Officer –Stephen Presland	Part Time	Care and Repair
Administration Officer-Wendy Gammon	Part time	Care and Repair

Forward planning for Councillors

Proposed date of decision	Item	Service Area	Committee
April	Countywide adaptations Policy	Environmental Services (Domestic)	
April	Adoption of Housing Enforcement Policy	Environmental Services (Domestic)	
June/July	Health and Safety and Food Safety service plans	Environmental Health (Commercial)	



Commitments towards our Vision

Environmental Services- Service Delivery Plan 2019-2020

Performance Measure	Link to Corporate Plan Priority	2019/20 Target and reporting timescale (i.e. 6 monthly or annually)	Baseline from previous year/output from previous year (18/19)	Owner and co-owners
To consider opportunities to increase income through the provision of added value services to	A Fantastic Place to Live, Work and Visit	To Continue to work with Sanctuary Housing and get commitment to provide £100,000 towards disabled adaptations in their stock. By the 1 st April 2019	£100,000	Marie Beaumont- Senior Case Worker Liz Knox- Environmental Services Manager
		To maintain fee income of £120,000 by 1 st April 2020.	£120,696.53	Marie Beaumont – Senior Case Worker Martine D’Antonio- Case Worker Stephen Presland-Technical Officer (Care and Repair) Wendy Gammon- Administration Officer
To carry out statutory programmed inspections of businesses to safeguard the health and wellbeing of residents visitors and employees	A Fantastic Place to Live, Work and Visit	To Introduce a charge of £130 to food businesses for re-rating visits. Estimated target income .£1,500	11x requests £1430.00	Senior Environmental Health Officer -Food Safety Officer Environmental Health Officer Graduate EHO
		The % of regulatory compliance and monitoring inspections of aspects of the built and natural environment that can have an adverse impact on the quality of the environment or the health and welfare of the population (for the following);		Karen See/Julia Atkins - Senior Environmental Health Officer Domestic Team Officers
		<ul style="list-style-type: none"> 100 % of all permitted industrial processes inspected 	100% (12 sites)	
		<ul style="list-style-type: none"> 100 % of large mobile home sites inspected 	100% (10 sites)	
		<ul style="list-style-type: none"> 100 % Private water supplies inspected 	100% (12 completed)	
		<ul style="list-style-type: none"> 97% of total air quality data capture obtained 	100%	
<ul style="list-style-type: none"> 69% of potentially contaminated land that has been remediated 	75.4%			
		Demonstrate the Council’s compliance with statutory requirements for which the Local Authority is the enforcing authority by undertaking at least 1 project from the Health and Safety Executive’s priorities.	79 visits	Richard Garnett- Senior Environmental Health Officer Food Safety Officer Environmental Health Officer x2

Performance Measure	Link to Corporate Plan Priority	2019/20 Target and reporting timescale (i.e. 6 monthly or annually)	Baseline from previous year/output from previous year (18/19)	Owner and co-owners
		Demonstrate ECDC's compliance with Statutory requirements of official controls for food and food hygiene. Carry out inspections of (the following);		Richard Garnett- Senior Environmental Health Officer Food Safety Officer Environmental Health Officer x2 Administration Officer
		<ul style="list-style-type: none"> 100% of all A and B rated food premises 	100% (50/50)	
		<ul style="list-style-type: none"> 90% of C and D rated food premises 	92% (222/189)	
		<ul style="list-style-type: none"> 90% low risk E food premises sent out questionnaires 	87% 107/124	
		<ul style="list-style-type: none"> 100% of Approved food businesses inspected 	66% (6 inspected)	
		<ul style="list-style-type: none"> 100% of food businesses contacted within 7 days of sample results being received from the laboratory 	90% (60 samples)	
To reduce the incidence and effects of pollution and to promote environmental stewardship		The percentage of requests for advice or statutory investigations and intervention by Officers, resolved within 90 days and within 180 days;		Karen See/Julia Atkins - Senior Environmental Health Officer
		94% within 90 days	91%	Domestic Team Officers
		98% within 180 days	96%	
		Undertake 3 targeted promotional campaigns aimed at increasing public awareness of Environmental Crime to reduce the incidence of fly tipping, littering and dog fouling. By December 2019.	1	Karen See/Julia Atkins – Senior Environmental Health Officer Domestic Team Officers
		Issue 100% of Fixed Penalty Notices in cases where the evidence is sufficient to do so.	100% (20)	
To ensure that the residents of ECDC are adequately housed in a dwelling that is safe and suited to their needs		75 of Disabled Facilities Grants delivered (DFG's)	69 completed 95 approved	Marie Beaumont- Senior Case Worker Stephen Presland- Technical Officer (Care and Repair) Martine D'Antonio- Case Worker
		100% of Minor works Grants approved within 28 days	100% 20	Domestic Team Officers Marie Beaumont- Senior Case Worker Stephen Presland- Technical Officer (Care and Repair) Martine D'Antonio- Case Worker Domestic Team Officers

Performance Measure	Link to Corporate Plan Priority	2019/20 Target and reporting timescale (i.e. 6 monthly or annually)	Baseline from previous year/output from previous year (18/19)	Owner and co-owners
		The average time from referral to grant approval for DFG's under £10,000 to be within 16 weeks	30 weeks	Marie Beaumont- Senior Case Worker (Care and Repair) Stephen Presland- Technical Officer (Care and Repair) Martine D'Antonio- Case Worker Domestic Team Officers
		The average time from referral to grant approval for DFG's over £10,000 to be within 32 weeks	33 weeks	Marie Beaumont- Senior Case Worker Stephen Presland- Technical Officer (Care and repair) Martine D'Antonio- Case worker Domestic Team Officers
		Provide 3 targeted housing advice campaigns for HMO's, Housing Disrepair, Mobile Homes etc. with regards to licensing and enforcement to achieve a good standard of housing	New Target	Karen See/Julia Atkins - Senior Environmental Health Officer Linda Thompson- Technical Officer Barbara Mitcham-Admin Officer
		Process 100% HMO license applications within 1 year from valid application (statutory requirement is within 3 years).	New Target	Karen See/Julia Atkins - Senior Environmental Health Officer Linda Thompson- Technical Officer Barbara Mitcham-Admin Officer
		To apply for 5 external funding sources for energy efficiency measures by March 2020	New target	Nick Wyatt Sustainability Officer
		To organize and/or attend 8 promotional events relating to energy efficiency/fuel poverty. By March 2020	New Target	Nick Wyatt Sustainability Officer
		To provide energy efficiency advice to 120 households by March 2020	90	Nick Wyatt Sustainability Officer
		To ensure a high standard of service is delivered to all our customers by ensuring that appropriate and timely responses are provided to all formal consultations and enquiries for advice or assistance (for the following)		Karen See/Julia Atkins -Senior Environmental Health Officer Domestic Team Officers
		<ul style="list-style-type: none"> 96% of customer enquiries responded to within 5 days 	98% (335)	
		<ul style="list-style-type: none"> 97% of Planning/Building Regulation consultations responded to within 21 days 	99% (472)	
<ul style="list-style-type: none"> 94% of Temporary Event Notice consultations responded to within 3 days 	88% (451)			
To provide education/advice and information to businesses and ensure compliance				

Performance Measure	Link to Corporate Plan Priority	2019/20 Target and reporting timescale (i.e. 6 monthly or annually)	Baseline from previous year/output from previous year (18/19)	Owner and co-owners
<p>Trained staff and comprehensive understanding of service</p> <p>Ensure that the Council's corporate risks are managed effectively and mitigations are put in place to reduce impact</p>	Delivering a Financially Sound and Well Managed Council	<ul style="list-style-type: none"> 97% of general Licensing consultations responded to within 28 days 	97%	
		Support our customers by organising or being involved in 6 promotional activities that engage with local businesses and the public, to build on and encourage good working relationships and assist people to have a better understanding of the role of the Domestic Team.	10	Karen See/Julia Atkins - Senior Environmental Health Officer Domestic Team Officers
		Responding to complaints/ enquiries/ requests for advice/ Reporting of Injuries, Diseases and Dangerous Occurrence Statutory Notifications/skin piercing registrations/infectious diseases notifications. Issue of Export Certificates <ul style="list-style-type: none"> 100% First contact in 3 working days 100% Export certificates issued in 7 working days 	99% (891/902) 100% (50)	Richard Garnett- Senior EHO Jenny Winslet- EHO Patricia Christie - Food safety officer Louise Wright- EHO (Commercial) Wendy Page- Administrator
		To Work with 3 "Poor Performer" businesses to improve star rating	3	Richard Garnett- Senior EHO Jenny Winslet- EHO Patricia Christie- Food Safety Officer Louise Wright- EHO
		100% of Appraisals undertaken	100%	Liz Knox- Environmental Services Manager Karen See/Julia Atkins - Senior Environmental Health Officer Richard Garnett- Senior EHO Marie Beaumont- Senior Case Worker
		To regularly review risks associated with Environmental Services, including: <ul style="list-style-type: none"> Ensuring that the Council's statutory and legislative requirements within Environmental Services are fully met 	On going	Liz Knox- Environmental Services Manager Karen See/Julia Atkins - Senior Environmental Health Officer Richard Garnett- Senior EHO Marie Beaumont- Senior Case Worker






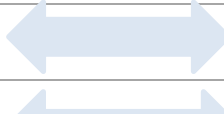
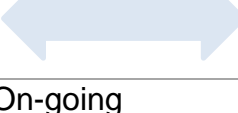
Commitments towards our Vision

Licensing Services- End of year report 2018-2019



East Cambridgeshire
District Council

Performance Measure	Link to Corporate Plan Priority	Target and reporting timescale (i.e. 6 monthly or annually)	Baseline from previous year/output from previous year	Owner and co-owners	Status (at 12 month stage)	Outcome or output (at 12 month stage)
Maximise income from fees and charges To approve applications for licences, permits and registrations within specified timescales	A customer driven efficient Council with a "can do" attitude and pro business approach and commercially focused to ensure financial self-sufficiency for the tax payer	To support the Council's growth agenda and undertake a fees and charges review	Completed- as part of the annual review.	Stewart Broome- Senior Licensing Officer		Completed and presented to Cttee 10/10/2018
		95% of valid new licensed vehicle applications to be processed within 48 hours	100% (22 total)	Stewart Broome- Senior Licensing Officer Caroline Littleboy- Licensing Support Officer Lin Bagwell- Licensing Officer		100% (51 in total)
		100% of valid licensed vehicle renewal applications to be processed within 72 hours of receipt, or by the expiry date of the license (where an applicant submits their application more than 72 hours in advance of their expiry date).	100% (100 total)	Stewart Broome- Senior Licensing Officer Caroline Littleboy- Licensing Support Officer Lin Bagwell- Licensing Officer		100% (97 in total)
		100% of valid licensed vehicle variation applications to be processed within 24 hours.	100% (26 total)	Stewart Broome- Senior Licensing Officer Caroline Littleboy- Licensing Support Officer Lin Bagwell- Licensing Officer		100% (27 in total)
		100% of valid Temporary event notices processed within the statutory period.	99% (274 total – 2 overdue)	Stewart Broome- Senior Licensing Officer Caroline Littleboy- Licensing Support Officer Lin Bagwell- Licensing Officer		100% (317 in total)
		100% of valid Personal Licences (to sell alcohol) processed with the statutory period	100% (52 total)	Stewart Broome- Senior Licensing Officer Caroline Littleboy- Licensing Support Officer Lin Bagwell- Licensing Officer		100% (52 in total)

Performance Measure	Link to Corporate Plan Priority	Target and reporting timescale (i.e. 6 monthly or annually)	Baseline from previous year/output from previous year	Owner and co-owners	Status (at 12 month stage)	Outcome or output (at 12 month stage)
Investigate complaints relating to licensed premises		100% of complaints received will be responded to within 72 hours.	100% (1 total)	Stewart Broome- Senior Licensing Officer Caroline Littleboy- Licensing Support Officer Lin Bagwell- Licensing Officer		100% (12 in total)
To carry out statutory programmed inspections of businesses to ensure the safety, well-being and protection of residents, visitors and employees	Making East Cambridgeshire an even better place to live	Annual inspection of licensed animal boarding establishments, dangerous wild animal establishments, dog breeding establishments, pet shop premises, riding establishments and zoo premises.	100% (48 total)	Stewart Broome- Senior Licensing Officer Caroline Littleboy- Licensing Support Officer Lin Bagwell- Licensing Officer		100% (43 in total)
		Gambling Act 2005 licensing policy – update	N/A	Stewart Broome- Senior Licensing Officer		Completed in force for 31/1/19 deadline
		Annual inspection of licensed taxi operator bases.	100% (15 total)	Stewart Broome- Senior Licensing Officer Lin Bagwell- Licensing		100% (23 in total)
Offer advice and guidance on licensable activities	A customer driven efficient Council with a “can do” attitude and pro business approach and commercially focused to ensure financial self-sufficiency for the tax payer	Taxi licensing trade meeting.	100% (2 total)	Stewart Broome- Senior Licensing Officer		100% (2 in total)
Trained staff and comprehensive understanding of the service by the service delivery Champion		% of Appraisals undertaken	100% (2 total)	Stewart Broome- Senior Licensing Officer		100% (2 in total)
		Service awareness briefings for Service Delivery Champion.	100% (4 total)	Stewart Broome- Senior Licensing Officer		100% (4 in total)
		To review all website pages to ensure that they meet with the needs of our customers.	On-going	Stewart Broome- Senior Licensing Officer	On-going	On-going
Ensure that the Council's corporate risks are managed effectively and mitigations are put in place to reduce impact.		To regularly review risks associated with performance management, including: reputational risk, legal challenges, budgetary control.	On-going	Stewart Broome- Senior Licensing Officer	On-going	On-going

Licensing Services- Service Delivery Plan

2019/2020

Overview of the service

The Council's Licensing Team is based within the Environmental Services Department. Licensing is a statutory function and its primary aim is the safety, well-being and protection of the general public. Duties include inspection and enforcement to ensure compliance with licensing conditions and legislative requirements, offering advice and guidance, as well as the administrative functions of processing and issuing licenses. The Licensing Team cover a diverse range of licensed premises and activities.

Their work includes:

- Ensuring all licence type applications received are processed and issued within statutory timescales.
- Ensuring fees are received for each licence type for applications, renewals and annual fees.
- Ensuring allegations and complaints made to the Council in connection with licensable activities are investigated and appropriate action is taken.
- Taking appropriate enforcement action in relation to breaches of licence conditions and statutory duties.
- Preparing and presenting reports for both Licensing Committee and Licensing Sub-Committee hearings.
- Offer support and guidance to applicants, licensees and members of the public.
- Working in partnership with the responsible authorities and other relevant organisations to protect public safety.
- Formulation of policies and procedures and reviewing conditions of licences.

The following table provides numbers of live licences:

Type of License	Number
Licensing Act 2003 Premises Licences	300
Animal Premises Licences	53
Small Society Lottery Registrations	83
Gambling Act 2005 Licences	12
Personal Licences	983
Street Trading Licences	10
Taxi Driver Licences	180
Private Hire Operator Licences	24
Taxi Vehicle Licences	167
Scrap Metal Dealers	12
Total	1824

Cost of service

The cost of the Service £44,099 (expenditure £232,099, income £188,000)

Staffing information

The Licensing Team consists of 3 full time members of staff:

Senior Licensing Officer - FT

Licensing Officer (enforcement) - FT

Licensing Administration Officer - FT

Forward planning for Councillors

Proposed date of decision	Item	Service Area	Committee
By December 2019	Proposed fees and charges	Licensing	Licensing



Commitments towards our Vision



East Cambridgeshire
District Council

Licensing Services- Service Delivery Plan 2019-2020

Performance Measure	Link to Corporate Plan Priority	Target and reporting timescale (i.e. 6 monthly or annually)	Baseline from previous year/output from previous year	Owner and co-owners
Maximise income from fees and charges	Delivering a financially sound and well managed Council	To support the Council's growth agenda and undertake a fees and charges review	Completed	Stewart Broome- Senior Licensing Officer
To approve applications for licences, permits and registrations within specified timescales		95% of valid new licensed vehicle applications to be processed within 48 hours.	100% (51 total)	Stewart Broome- Senior Licensing Officer Caroline Littleboy- Licensing Support Officer Lin Bagwell- Licensing Officer
		100% of valid licensed vehicle renewal applications to be processed within 72 hours of receipt, or by the expiry date of the licence (where an applicant submits their application more than 72 hours in advance of their expiry date).	100% (97 total)	
		100% of valid licensed vehicle variation applications to be processed within 24 hours.	100% (27 total)	
		100% of valid Temporary event notices processed within the statutory period.	100% (317 total)	Stewart Broome- Senior Licensing Officer Caroline Littleboy- Licensing Support Officer Lin Bagwell- Licensing Officer
		100% of valid Personal Licences processed with the statutory period	100% (52 total)	Stewart Broome- Senior Licensing Officer Caroline Littleboy- Licensing Support Officer Lin Bagwell- Licensing Officer
Investigate complaints relating to licensed premises		100% of complaints received will be responded to within 72 hours.	100% (12 total)	Stewart Broome- Senior Licensing Officer Caroline Littleboy- Licensing Support Officer Lin Bagwell- Licensing Officer
To carry out statutory programmed inspections of businesses to ensure the safety, well-being and protection of residents,		Annual inspection of licensed animal boarding establishments, dangerous wild animal establishments, dog breeding establishments, pet shop premises, riding establishments and zoo premises.	100% (43 total)	Stewart Broome- Senior Licensing Officer Lin Bagwell- Licensing Officer
		Annual inspection of licensed taxi operator bases.	100% (23 total)	Stewart Broome- Senior Licensing Officer Lin Bagwell- Licensing Officer

Performance Measure	Link to Corporate Plan Priority	Target and reporting timescale (i.e. 6 monthly or annually)	Baseline from previous year/output from previous year	Owner and co-owners
visitors and employees				
Offer advice and guidance on licensable activities	Delivering a financially sound and well managed Council	Taxi licensing trade meeting.	100% (2 total)	Stewart Broome- Senior Licensing Officer
Trained staff and comprehensive understanding of the service		% of Appraisals undertaken.	100% (2 total)	Stewart Broome- Senior Licensing Officer
		To review all website pages to ensure that they meet with the needs of our customers.	On-going	Stewart Broome- Senior Licensing Officer
Ensure the Council's corporate risks are managed effectively and mitigations are put in place to reduce impact	Delivering a financially sound and well managed Council	To regularly review risks associated with performance management, including: reputational risk, legal challenges, budgetary control.	On going	Stewart Broome- Senior Licensing Officer