

NOTICE OF MEETING

Meeting:	HOUSING AND COMMUNITIES OVERVIEW AND SCRUTINY PANEL
Date and Time:	WEDNESDAY, 17 JULY 2024 AT 6.00 PM
Place:	COUNCIL CHAMBER - APPLETREE COURT, BEAULIEU ROAD, LYNDHURST, SO43 7PA
Enquiries to:	Email: karen.wardle@nfdc.gov.uk Karen Wardle Tel: 023 8028 5071

PUBLIC INFORMATION:

This agenda can be viewed online (<https://democracy.newforest.gov.uk>). It can also be made available on audio tape, in Braille and large print.

Members of the public are welcome to attend this meeting. The seating capacity of our Council Chamber public gallery is limited under fire regulations to 22.

Members of the public can watch this meeting live, or the subsequent recording, on the [Council's website](#). Live-streaming and recording of meetings is not a statutory requirement and whilst every endeavour will be made to broadcast our meetings, this cannot be guaranteed. Recordings remain available to view for a minimum of 12 months.

PUBLIC PARTICIPATION:

Members of the public may speak in accordance with the Council's [public participation scheme](#):

- (a) on items within the Housing and Communities Overview and Scrutiny Panel's terms of reference which are not on the public agenda; and/or
- (b) on individual items on the public agenda, when the Chairman calls that item. Speeches may not exceed three minutes.

Anyone wishing to attend the meeting, or speak in accordance with the Council's public participation scheme, should contact the name and number shown above no later than 12.00 noon on Friday, 12 July 2024.

Kate Ryan
Chief Executive

Appletree Court, Lyndhurst, Hampshire. SO43 7PA
www.newforest.gov.uk

AGENDA

Apologies

1. MINUTES

To confirm the minutes of the meetings held on 20 March and 13 May 2024 as correct records.

2. DECLARATIONS OF INTEREST

To note any declarations of interest made by members in connection with an agenda item. The nature of the interest must also be specified.

Members are asked to discuss any possible interests with Democratic Services prior to the meeting.

3. PUBLIC PARTICIPATION

To receive any public participation in accordance with the Council's public participation scheme.

4. CCTV – PROPOSED EXPANSION ACROSS THE DISTRICT (Pages 5 - 16)

To consider the proposed expansion of the CCTV camera network and upgrade of cameras across the District.

5. REVIEW OF THE REVENUE AND CAPITAL COMMUNITY GRANTS SCHEME (Pages 17 - 28)

To consider the review of the revenue and capital community grants scheme.

6. HOUSING - ANNUAL COMPLIANCE REPORT (Pages 29 - 44)

To consider the Housing Compliance Annual Report in respect of the Housing Services' performance against key statutory compliance measures.

7. TENANT SATISFACTION MEASURES (Pages 45 - 52)

To receive a presentation on the tenant satisfaction measures for 2023/24.

8. CREATIVE AND CULTURAL DEVELOPMENT (Pages 53 - 62)

To receive a presentation providing an update on creative and cultural development.

9. PORTFOLIO HOLDER'S UPDATE (Pages 63 - 64)

An opportunity for the Portfolio Holder's to provide an update to the Panel on developments within their portfolio.

10. WORK PROGRAMME

To agree the work programme to guide the Panel's activities over the coming months.

11. ANY OTHER ITEMS WHICH THE CHAIRMAN DECIDES ARE URGENT

To:

Councillors

Steve Clarke (Chairman)
Ian Murray (Vice-Chairman)
Hilary Brand
Kate Crisell
Sean Cullen

Councillors

Patrick Mballa
Neville Penman
Janet Richards
Neil Tungate

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HOUSING AND COMMUNITIES OVERVIEW AND SCRUTINY PANEL - 17 JULY 2024

PORTFOLIO: COMMUNITY, SAFETY & WELLBEING

CCTV - PROPOSED EXPANSION ACROSS THE DISTRICT

1. RECOMMENDATIONS

- 1.1 To note the recommendations to Cabinet as outlined under 1.2 & 1.3 of the report.
- 1.2 Proposed recommendations for the expansion of the public space CCTV camera network, adding 21 cameras across the district referred to as 'phase one'.
- 1.3 Following completion of phase one, the remaining 29 analogue cameras on the public space network are upgraded to digital capability enabling the analogue transmission to end, creating opportunities to reduce the annual network costs associated with transmission of footage.

2. INTRODUCTION

- 2.1 New Forest District Council operates a closed-circuit television (CCTV) system from Appletree Court. The system known as the public space camera network, comprises of 56 public space cameras installed at strategic locations across the district, as detailed in Appendix A. These cameras utilise local electric supplies and are hard-wired to the fibre network. They record 24/7 and are monitored by a trained team of operators. These operators have the ability to transmit ongoing live incidents to the police control room for the assessment of risk and deployment of Policing resource were deemed necessary.
- 2.2 The CCTV system evolved from the formation of a partnership between the New Forest District Council, Hampshire Constabulary and members of the New Forest Community Safety Partnership (CSP). Whilst the provision of the CCTV system is a discretionary function, it supports the delivery of the CSP objectives and priorities which for 2024 consists of, shoplifting & burglary, serious violence including weapons possession and violence against women and girls (VAWG).
- 2.3 Through active intelligence sharing within forums including the Tactical Planning Meeting (TPM) and the recent introduction of the Partnership Action Group (Town and Parish Councils, Voluntary Sector etc.), this provides a collective and partnership approach to the reduction of crime and disorder in the New Forest.
- 2.4 In the 12 months to December 2023 the CCTV system has been directly involved in over 750 recorded offences, with a further 300 since January of this year. In addition to the prevention and detection of crime, the cameras provide reassurance to residents, businesses and visitors.
- 2.5 The objectives of the CCTV system are:
 - Protecting areas and premises used by Council employees and the public.
 - Preventing and detecting crime, disorder and anti-social behaviour
 - Assisting in the identification of offenders leading to their arrest and successful prosecution or other appropriate action
 - Community reassurance and reducing the fear of crime.
 - Reducing violent or aggressive behaviour towards employees
 - Public safety; and
 - Protecting Council property and assets

3. BACKGROUND

- 3.1 The public space camera network system commenced in 2002, with additional cameras added to the network over time. Throughout the following 20 years, environmental factors have changed, including the development of commercial and residential properties and changes in the types of crime experienced in the district.
- 3.2 With developments in digital capability, the CCTV control room was relocated to an alternative location within Appletree Court in 2018. Works included the upgrading of viewing monitors for the transmission of high-definition footage, whilst improving the working environment for control room operatives.
- 3.3 The control room is multi-functional and delivers the council's out of hours functions, lone worker arrangements and the monitoring of Appletree Careline customers.

4. INVESTMENT & OBJECTIVES

- 4.1 The Corporate Plan 2024-28 outlines the council's commitment to tackle the perception of crime within our towns and parishes through the expansion of the CCTV network, to include rural areas. To enable and enhance the coverage of the camera network, £300,000 was allocated to fund the project in 23/24 budget.
- 4.2 In addition to the capital outlay, a grant of £75K was awarded from the Home Office through the Safer Streets fund. Following a national reduction of the overall Safer Streets grant, the allocation was subsequently reduced to £54k. £34k is forecast to be drawn down for the financial year 2024/25, with match funding required from NFDC. The grant award, based on specific eligibility criteria, is restricted for the installation of CCTV within rural communities identified as Bransgore, Fawley and Fordingbridge. Whilst no formal notification has yet been received, it is anticipated there may be some further reductions in the remainder of the remaining £20k grant, allocated for year two.

5. CCTV STEERING GROUP

- 5.1 As Portfolio Holder Cllr Dan Poole formed a Steering Group (Cllr Derek Tipp & Cllr Jeremy Heron) to oversee the council's investment and decision making, to ensure the objectives of the project are achieved in a fair and transparent approach, supported by officers of the council, Brian Byrne (Service Manager Community Safety and CCTV) & Richard Knott (Strategic Director Housing & Communities).
- 5.2 To assist the group in assessing the suitability of identified locations, a decision-making framework, alongside the CCTV objectives (para. 2.3) was developed to ensure allocations are supported and informed by localised crime data.
- 5.3 The proposed locations of the new CCTV equipment are also subject to alignment with the council's CCTV policy to ensure:
 - Cameras only monitor spaces intended to be covered.
 - Cameras will be sited to ensure they comply with the legitimate aims set out in relevant legislation and statutory Code of Practice
 - Adjustable cameras will be operated to prevent unintended areas being monitored; and
 - Some areas have heightened expectations of privacy, such as public toilets or communal areas within housing stock, and cameras must not contravene privacy and the right to respect for private life.

6. CONSULTATION WITH TOWN & PARISH COUNCILS & HAMPSHIRE POLICE

- 6.1 Following an initial review of crime data which identified gaps in CCTV coverage a priority list of Town & Parish Councils (Chairman and Clerks) were contacted to discuss the proposed expansion of the CCTV system, including the required financial contribution of £732 per camera per year.
- 6.2 These Town & Parish Councils reviewed the proposals within their respective amenities' meetings. Some extended their consultation to include policing partners and communities using their public facing websites, helping shape local needs.
- 6.3 Following consultation, expressions of interest to proceed were received back from the councils representing Bransgore, Brockenhurst, Fawley, Fordingbridge, Lyndhurst, New Milton, Ringwood and Totton. Hythe and Dibden Parish Council did not take up the invitation. Their respective responses outlined preferred camera locations in order of priority.

7. SITE SURVEYS & ASSESSMENTS

- 7.1 Chroma Vision as the council's primary contractor for CCTV maintenance and installation have undertaken initial feasibility studies on these proposed locations. Due to the wide range of varying factors that contribute to each camera installation, more detailed assessments will be required at each location to ensure the most cost-effective method, and optimal coverage are achieved.
- 7.2 Public consultation is required for each camera location helping to identify areas of collateral intrusion. Where identified and necessary, digital privacy screens are added to the camera viewing area, covering the inadvertent view into homes and businesses to maintain privacy. Depending on the proposed camera location, additional consultation may be required with the council's planning department, conservation officers and responsible parties for street lighting columns.
- 7.3 In accordance with the requirements of the surveillance camera commissioner and Information Commissioner's Office, each camera location requires the completion of a Data Protection Impact Assessment (DPIA). Completion of the DPIA will ensure the use of surveillance camera in the proposed location is appropriate and proportionate.

8. 4G TRIAL & CAMERA METHODOLOGY

- 8.1 With the advances made in digital technology, trials were undertaken using 4G (mobile network) transmission from a camera within Fordingbridge. The findings of this demonstrate secure high-quality footage with no service interruption or loss in transmission is achievable.
- 8.2 4G installations negate the need for additional infrastructure associated with traditional hard-wired transmission, reducing up front and ongoing costs. 4G provides the council with additional flexibility and the increased benefit of being able to relocate cameras with greater ease should they no longer be required.
- 8.3 A recent assessment of the primary storage node (PSN) which stores the data for the existing 56 Public space cameras was operating between 60 to 80% of its capacity. To ensure there is no loss or corruption of data, additional storage space of 200 terra bytes (TB) is required.

9. STEERING GROUP RECOMMENDATIONS

- 9.1 Following a full review of camera requests, crime data and installation methods, steering group members met on 15th May 2024 to agree and finalise their proposed list of locations for investment of 21 cameras in phase 1 as detailed in table 1.
- 9.2 Tackling the project in 2 phases allows for the true costs and learning of phase 1 to be established. It is also a recognition of the significant work involved to consult with local communities, residents and businesses, plus the completion of various impact assessments required and negotiation with utility providers and various council departments. The likely timeframe for completion of phase 1 is end of March 2025, but this will be kept under review.

Area	Location for camera installation	Number of cameras
Bransgore	<ul style="list-style-type: none"> Ringwood Road & Betsy Lane 	1
Brockenhurst	<ul style="list-style-type: none"> Lymington Road near to train station Brookley Rd/Rhinefield Rd Brookley Road/Opposite Fibbard Rd 	3
Fawley	<ul style="list-style-type: none"> Gang Warily Recreation Ground Crossroads Hampton Lane / Blackfield Road Fawley Village Centre Long Lane, Holbury St Georges Hall/Calshot 	5
Fordingbridge	<ul style="list-style-type: none"> Roundhill car park x2 High Street / Shaftsbury Street Bridge Street 	4
Lyndhurst	<ul style="list-style-type: none"> High Street, Gosport Lane & Southampton Road High Street / Romsey Road junction 	2
New Milton	<ul style="list-style-type: none"> Station Rd (by train bridge) Ashley Recreation Ground x2 New Milton Recreation Ground* 	3 (*+1)
Ringwood	<ul style="list-style-type: none"> Christchurch Road roundabout/Wellworthy way 	1
Totton	<ul style="list-style-type: none"> Nutshalling Close, Calmore Salisbury Road, opposite Testwood Recreation Ground 	2

*Funded by New Milton Town Council

10. FINANCIAL IMPLICATIONS

- 10.1 The costs associated with each camera, including labour, sundries and transmission costs for a 2-year project are detailed in table 2 overleaf.

Table 2 - Labour, sundries and transmission costs for a 2-year project		
Description	Unit cost (per camera)	Costs attributed to 21 camera heads
Unit price per 4G camera including data transmission x 24 months and mounting ancillaries	£6,088.80	£127,864.80
Delivery, labour and sundries	£380.00	£7,980.00
Subtotal	£6,468.80	£135,844.80
Safer Streets Grant (Bransgore, Fawley, Fordingbridge)		-£33,448.00
TOTAL PROJECTED COSTS		£102,396.80

10.2 In addition to the costings outlined above in table 2 for the acquisition of the camera head and transmission costs, installation costs will vary by location. There are 3 installation options available for the mounting of a camera head. Based on the initial findings of the feasibility studies, the installation method and costs attributed are detailed in table 3 below.

Table 3 - Installation method and costs		
Method of installation	Cost (per installation)	Cost of 21 installations
On an existing lighting column	£200	£2,000 (10 cameras)
Securing and powering from a building	£250	£1,500 (6 cameras)
Full installation of pole and power supply(excludes groundworks)	£2284	£11,420 (5 cameras)
TOTAL PROJECTED COSTS		£14,920*

*Installation method is subject to the completion of a detailed inspection.

10.3 Table 4 below provides an overview of the one-off costs associated with the installation of 21 cameras, storage upgrades and control room modifications with additional viewing monitors.

Table 4	
Overall Projected costs	Cost
21 digital cameras with 2 years transmission	£102,396.80
Installation costs	£14,920
Primary storage node (PSN)	£16,786
Installation of HD monitors & system configuration	£11,405
TOTAL	£145,507.80

- 10.4 Where the installation of a new pole and power supply is required, additional groundworks for ducting to the nearest power supply is required. Costs associated are between £95-£201 per metre. Further onsite assessments are required to establish the most cost-effective installation method.
- 10.5 The current maintenance and repair contract covers 56 public space cameras. With 21 additional cameras added to the network, this will incur an uplift of £3,465 per annum from year two.
- 10.6 4G transmission for the first two years are included within the installation costs. From year three the transmission costs for 21 cameras will be an additional £23,788.80 per annum. Based on the current costs attributed to fibre network feed, this is a cost saving comparison of £300 per camera per annum.
- 10.7 Currently the total cost to provide maintenance, repair and transmission for 56 cameras is £117,500 per annum. Town and Parish Councils supporting the implementation of CCTV were required to contribute to the transmissions costs only at a rate of £732 per camera per annum, with a total annual revenue of £37,310. With the inception of this new project, it was agreed by Members and Executive Officers to maintain this rate for the new provision of the proposed 21 cameras, which would increase annual contributions to £53.4k per annum.
- 10.8 The transmissions costs for the additional 21 cameras have been covered for years 1 and 2 as part of the capital procurement. At this stage the forecast annual revenue contributions received for the 21 additional cameras are unlikely to cover all annual running costs for transmission from year 3, commencing April 2026/27, when there is currently a projected annual shortfall of £8-9K for ongoing transmission costs.
- 10.9 As part of the consultation process for the additional camera project, correspondence was sent to Town and Parish Councils outlining their current annual contribution made per camera, and the commitment to maintain the same rate for any additional camera agreed. Town and Parish Councils have also been advised that the current annual contribution per camera is subject to review and adjustment.
- 10.10 The rate of annual shortfall of each new camera is currently £429 per camera.

11. CRIME & DISORDER IMPLICATIONS

- 11.1 The presence of monitored public space cameras increase public confidence, enhance feelings of safety whilst helping to deter and reduce incidents of crime and disorder. Recorded footage of evidential value is shared with Police to aid in detection and prosecution of offenders. In accordance with the Surveillance Camera Commissioner and Information Commissioner's Office, Data Protection Impact Assessments are undertaken at all locations prior to installation to assess risks and provide a record of decision making.

12. ENVIRONMENTAL IMPLICATIONS

- 12.1 Each camera location is subject to a site survey to identify and minimise impact of camera installation with preferred installation on existing infrastructure or buildings were appropriate. 4G Cameras are designed and manufactured within the UK and require no additional network cabling minimising groundworks with repair supplies held within the UK.

13. EQUALITY & DIVERSITY IMPLICATIONS

- 13.1 CCTV cameras are located within public areas where there is a higher acceptance and expectation of CCTV monitoring for the reduction of Crime & Disorder. Control room operatives are trained to ensure camera usage and intrusive surveillance is within required operational protocols for the obtaining of evidence and preventing crime. All camera locations are subject to a completed Data Protection Impact Assessment prior to installation with signage advising of their presence.

14. DATA PROTECTION IMPLICATIONS

- 14.1 All camera locations are subject to a completed Data Protection Impact Assessment prior to installation with signage advising the public of their presence. Recorded data is stored on a secure server with a defined retention and destruction schedule.

For further information contact:

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Background Papers:

Appendix A – List of current CCTV
network across the district.

APPENDIX A

Lymington

CAMERA NUMBER	CAMERA LOCATION / ADDRESS	SCREEN NAME
L1	Junction of Stanford Road, Southampton Road and Queen Street, on traffic island	Queen Street
L2	Junction of Stanford Road, Priestlands Place and Highfield, on traffic island	Stanford Hill
L3	Junction of St.Thomas Street, Queen Street and Belmore Lane on traffic island	Priestlands Place
L4	Outside 40 St. Thomas Street.	St Thomas Street
L5	Junction of St. Thomas Street and Church Lane, outside St. Thomas Church	Church Lane
L6	Outside 73 High Street	High Street
L7	Junction of High Street and New Street, outside 91 High Street.	New Street
L8	Outside 100 High Street (opposite bus station)	Bus Station
L9	Outside 18 High Street	Stanwell Hill
L10	Outside 7 Quay Street / Solent House, Quay Hill	Quay Hill
L11	Town Quay	Town Quay
L12	Grove Gardens	Grove Gardens
L13	Angel Court / Cannon Street car park	Cannon St Car Park
L14	Roundabout Gosport Street and Bridge Road	Gosport Street
L15	St Thomas Street car park	St Thomas Street Car Park
L16	Pennington Square	Pennington Square
L17	Milford Road junction with South Street and Fox Pond Lane	Fox Pond Lane

Ringwood

CAMERA NUMBER	CAMERA LOCATION / ADDRESS	SCREEN NAME
R1	Stallards Lane/The Furlong on traffic island between the two long stay car parks	Stallards Lane Car Park
R2	Junction of Christchurch Road, Southampton Road and High Street	Friday's Cross
R3	Junction of Mansfield Road and Southampton Road	Southampton Road
R4	Junction of Mansfield Road and Meeting House Lane	Mansfield Road
R5	Junction of Meeting House Lane and Pedlar's Walk, outside Meeting House	Meeting House
R6	Outside 15 The Furlong (Shopping Centre)	Furlong Centre
R7	Above 3 Market Place	Market Place
R8	Above 27 High Street, junction with Kings Arm's Lane	High Street
R9	B3347 Roundabout, north side of junction of The Furlong and Mansfield Road	Town Roundabout
R10	Roundabout of Stallards Lane and The Furlong	The Furlong
R11	Furlong Car Park entrance and exit point	Furlong Car Park
R12	Carvers Recreation ground	Carvers Rec

Totton

CAMERA NUMBER	CAMERA LOCATION / ADDRESS	CAMERA NAME
T1	Junction of Rumbridge Street and Winsor Road, outside 39 Rumbridge Street	Rumbridge Street
T2	Junction of High Street and Junction Road, outside DSS Offices	Batts Corner
T3	Winsor Road car park	Winsor Road Car Park
T4	Outside 62-69 Commercial Road, Totton Retail Park, adjacent to Bus Stop	Retail Park
T5	Junction of Commercial Road and Testwood Lane adjacent to Bus Stop	Commercial Road
T6	Outside 20 Commercial Road, opposite Totton Precinct	Opp-Precinct
T7	On roundabout at junction of Commercial Road, Salisbury Road and Ringwood Road	Centre Roundabout

T8	Market Car Park, Salisbury Road, adjacent to War Memorial	Market Car Park
T9	Rumbridge Street Car Park, junction of Rumbridge Street and A35	Rumbridge Car Park
T10	Junction of Water Lane and Salisbury Road on traffic island	Water Lane
T11	Westfield Road Car Park, rear of Salisbury Road Arcade	Westfield Road Car Park
T12	Library Road, opposite pedestrian entrance to Totton Precinct	Library Road

Lyndhurst

CAMERA NUMBER	CAMERA LOCATION / ADDRESS	SCREEN NAME
LY1	Lyndhurst Car Park	Lyndhurst Car Park

New Milton

CAMERA NUMBER	CAMERA LOCATION / ADDRESS	SCREEN NAME
N1	Recreation Ground, Whitefield Road	The Rec.
N2	Junction A3058 Station Road, and Old Milton Road	Station Road
N3	Junction A3058 Station Road and Osborne Road	Osborne Road
N4	Junction of Ashley Common Road, Ashley Road, Lower Ashley Road and Ashley Lane.	Ashley Cross Road
N5	Junction B3058 Station Road, and Elm Avenue.	Elm Avenue
N6	Junction of Old Milton Road, Gore Road, and Whitefield Road	Gore Road
N7	Junction of A337 Lymington Road, and Old Milton Road on traffic island	Old Milton Green

Hythe, Dibden Purlieu and Netley View

CAMERA NUMBER	CAMERA LOCATION / ADDRESS	SCREEN NAME
H1	Junction of Prospect Place and High Street, near Hythe Ferry Terminal	Prospect Place
H2	Junction of The Marsh and St. John's Street, outside 21 The Marsh.	The Marsh
H3	The Promenade, opposite Admiral's Way	Promenade
H4	Pylewell Road precinct, outside Hythe Library	Pylewell Road
H5	Junction of Beaulieu Road and North Road.	Beaulieu Road
H6	Junction of Beaulieu Road and Fairview Drive, on grassed area of Fairview Parade.	Fairview Parade
H7	Skateboard Park, between Elm Crescent, Netley View and A326	Skate Park Netley View

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HOUSING AND COMMUNITIES OVERVIEW AND SCRUTINY PANEL – 17 JULY 2024

REVIEW OF THE REVENUE AND CAPITAL COMMUNITY GRANTS SCHEME

1. RECOMMENDATION

- 1.1 For Panel members to consider the report and make recommendations to Cabinet on the following:
- a) The adoption of the proposed eligibility criteria for the Revenue Grant scheme, as detailed in section. 9.1.
 - b) The choice of delivery model for the Revenue Grants scheme, as detailed in section 10, and,
 - c) The adoption of the proposed process and eligibility criteria for the Capital Grant scheme, as detailed in section. 11
- 1.2 That any changes to the Community Grants scheme are to be adopted for the application window in 2024, with grants awarded from 1 April 2025.

2. THE AIMS OF COMMUNITY GRANTS

- 2.1 The Council recognises the significant contribution made by the voluntary and community sector in delivering wide-ranging services to different communities and vulnerable residents in the district. The Council is committed to supporting the work of organisations providing vital work across the district through the delivery of a Community Grants scheme, which awards discretionary grants to support organisations to improve and/or maintain the health and wellbeing of residents and communities.
- 2.2 In most cases, financial support is provided to organisations specialising in areas such as supporting vulnerable households with mental health issues or disabilities, promoting sport, physical activity, and culture.
- 2.3 Any grant awarded to an organisation should support the Council’s priorities and objectives, as set out in our Corporate Plan, and directly benefit the people of the New Forest. This may include grant awards to organisations that support meeting an identified need, or where they support the Council in delivering their service.

3. FINANCIAL INFORMATION

- 3.1 The annual budget available for community grants is as follows:

Grant	Budget	Source
Revenue	£130,000 (£170,000 for allocation from 1 April 2025)	General Fund
Capital	£100,000	Reserves
Community Transport*	£51,000 match funding with HCC	General Fund

(*Community Transport is being reviewed as part of Hampshire County Council’s spending review and will be discussed upon notification of the outcome and the options available on future funding)

4. CURRENT COMMUNITY GRANTS SCHEME

4.1 The current community grants scheme consists of two strands, revenue and capital grants, each summarised below:

4.2 Revenue Grants

4.2.1 Revenue grants are to support organisations with their day-to-day running costs of providing a charitable or community service which benefits or supports local people or communities, up to a maximum award of £35,000.

4.2.2 The Council may consider entering into a formal Service Level Agreement (SLA) for revenue grants of £35,000 or above, funded from the Revenue Grant budget. An SLA may be appropriate where the service provided is meeting a need that the Council considers important; or where the Council has asked the organisation to provide the service on the Council's behalf. There is currently a two-year SLA with Community First Wessex, which expires on 31 March 2025, which stipulates objectives, measures and targets, reporting directly to scrutiny panel annually.

4.2.3 A separate grant funding scheme is in operation managed by individual elected members, who may allocate funding of up to £600 towards important projects in their ward areas. Requests for revenue grants of £600 or less should be made to individual ward councillors under the Councillors' Community Engagement grant scheme.

4.3 Capital grants

4.3.1 Capital grants are one-off grants for projects, such as the construction of a new play area, or renovating a community hall, which has wide-ranging benefits.

4.3.2 The Council will award a grant of up to 50% of the total cost of the project, with a maximum grant award of £100,000. Applicants must have secured 50% of the funding for any project before making an application and must demonstrate that grant applications have been made to other funding sources, which have been unsuccessful.

4.3.3 Successful applicants sign and return a Funding Agreement, which stipulates any terms of the award, and payments are usually made on completion of the project.

4.4 Publicity

4.4.1 The Council is keen to ensure it is recognised where a community grant is awarded to an organisation. To acknowledge and promote the award of a community grant, recipients are expected to include our logo and/or reference the award in any literature.

5. WHO CAN APPLY

5.1 The following groups are currently eligible to apply:

- Community, voluntary and registered charitable organisations

- Not-for-profit groups that are properly constituted
- Town and Parish Councils

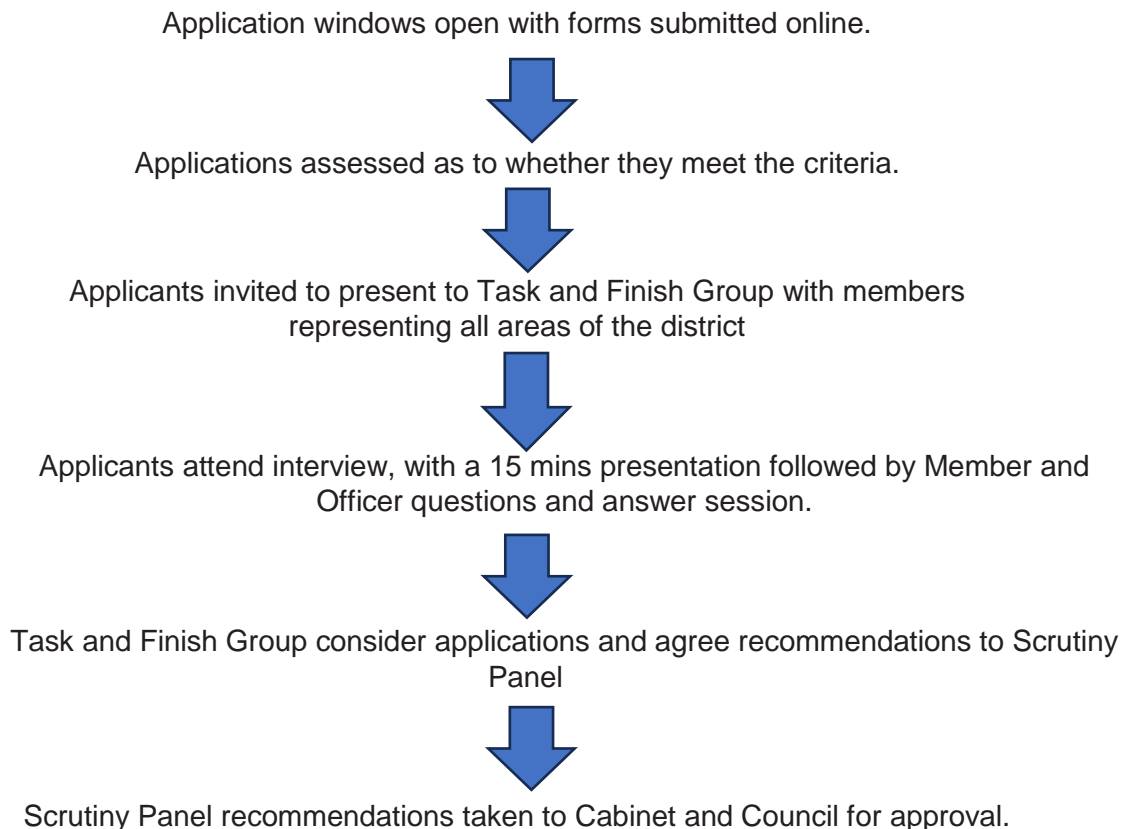
6. WHAT IS NOT FUNDED

6.1 Community grants do not fund the following:

- Individuals or an item or project that benefits an individual
- Projects from private companies, profit-making or trading organisations
- Party political activities
- Religious worship or observance; or works to buildings or grounds that are used solely by a religious organisation.
- Organisations in poor financial health, so may not be able to deliver the service.
- Organisations that are based outside of New Forest District Council, unless they provide services within the district and can demonstrate the benefits to our residents.
- For capital grants, applications where the project has already started, or where appropriate permissions have not been obtained.

7. CURRENT PROCESS

7.1 The current process for community grants includes the following stages:



7.2 In making their recommendations the Task and Finish Group will consider a range of factors, including, but not limited to:

- how well the application supports the Council's priorities and our services.

- evidence that the application is required and the extent to which it meets a community need without duplicating services.
- the efforts to secure alternative funding.
- the long-term benefits of the application
- value for money

7.3 When making an application, applicants must confirm that they are properly constituted and have relevant safeguarding, health and safety and equality policy documentation.

8. REVIEW OF THE CURRENT SCHEME

8.1 The new Corporate Plan provides an opportunity to review the current community grant scheme to ensure it is aligned to delivering the new priorities contained within the plan themes of People, Place and Prosperity.

8.2 Where we award a community grant, we will maximise the opportunities to collaborate with recipients to develop longer-term partnerships. This may include providing support where we can, promoting their activities, establishing opportunities for further enhancements to projects to benefit more residents, and ensuring the Council receives information and updates on how the grant is being used, and benefiting residents.

8.3 Also for consideration, is the significant administration and time involved in the delivering the scheme. In 2023, the Council received an unprecedented number of applications as follows:

	2022		2023	
	No.	Value	No.	Value
Revenue	19	£249,430	43	£617,199
Capital	8	£161,400	15	£243,640

8.4 Due to the volume of applications, and the current vetting process, administering the scheme was administratively burdensome, requiring significant Officer time, including application enquiries, arranging appointments, compiling agendas, minutes and reports, five days of interviews and deliberation with members, notifying applicants of decisions, and making payments. It is estimated the cost of delivering the scheme in 2023 was as follows:

Cost Element	Cost £
Estimated Officer Time	12,500
Member Expenses	197
Sundries	413
Total	13,110

8.5 There is also the impact on the applicant to consider, including the time to complete an application form, attending the meeting and presentation, and managing expectations as only 16 out of 43 applications were ultimately successful.

8.6 As part of the process in 2023, the Task and Finish Group undertook a review of the scheme and made recommendations. This included:

- a) that the minimum Revenue Grant application amount be increased from £1,000 to £3,000 and that a maximum revenue grant award is set at £20,000
- b) That any unspent Councillor Engagement Grant at year end is transferred to the Revenue Community Grant budget
- c) That the Capital Grant scheme is reviewed to consider aligning with the Community Infrastructure Levy (CIL) funding which also presides over capital funding requests, removing it from the community grant scheme.
- d) That the Revenue Grant scheme is fully reviewed to consider whether alternative processes could be used to simplify administration, and to ensure awards match the Council's emerging Corporate Plan priorities.

8.7 Members have stated that they are still keen to be involved in the decision-making process, supported by Officers, and it is recognised that they are well placed to contribute to the scheme with their local knowledge.

9. FUTURE OPTIONS – REVENUE GRANTS ELIGIBILITY CRITERIA

9.1 The following key principles are proposed to provide clarity to the community grants scheme:

- a) Funding will not be provided for one-off events unless the event will have a significantly positive impact on Corporate Plan priorities.
- b) Educational establishments, religious groups and Town & Parish Councils will not be eligible to apply.
- c) Maximum grants awards will be £20,000 with a minimum award of £3,000.
- d) Applicants must be established and operating in the district for more than 1 year.
- e) Applicants must be in sound financial health, not have excessive reserves above the minimum level, which could be used to support the application, and provide certainty over delivery of the service.
- f) The grant is not to be provided to solely support a shortfall in organisational running costs, but in doing so would support delivery of specific priority outcomes.
- g) Applications from national organisations must provide supporting information demonstrating how the funding will be spent in the New Forest district.
- h) Activities and support that are the statutory responsibility of another organisation are ineligible.
- i) The outcomes delivered from the funding must be to more than 20 residents.
- j) Applications will not be considered where there are already well-established funding routes.
- k) Applications will not be considered where there is no evidence of attempts to bid for other grant funding available.
- l) The application form has been completed in full, providing all supporting information, including financial.

10. OPTIONS FOR FUTURE REVENUE GRANTS SCHEME

10.1 On reviewing the current Revenue Grants scheme, there are various options to consider for a future scheme. These are summarised as:

- Option 1 – Minor amendment to the existing scheme
- Option 2 – Multi-year project and 1-year awards – Task and Finish group
- Option 3 – Multi-year project and 1-year awards – Scrutiny Panel
- Option 4 – Multi-year project and 1-year awards with budget held for other projects – Task and Finish/Scrutiny Panel
- Option 5 – Project only based awards
- Option 6 – Community lottery funded scheme
- Option 7 – Community administered scheme

10.2 OPTION 1 - MINOR AMENDMENT TO THE EXISTING SCHEME

10.2.1 To replicate the existing process and arrangements but apply the proposed qualification criteria as detailed in section 9.1.

Pros	Cons
Well established	Administratively burdensome
Clearer eligibility criteria which may reduce applications	Difficulty managing expectations
Member involvement in the recommendations process	Demand is likely to increase with more unsuccessful applications
	Disproportionately costly to administer

10.3 OPTION 2 – MULTI-YEAR PROJECT AND 1 YEAR AWARDS T&F GROUP

10.3.1 Applications must meet the criteria, as detailed in Section 9.1. Applications that do, will be scored using a matrix (TBC) where applications will be placed into three points bands, A, B and C. Applications will be scored on a scale (TBC), against the following criteria, and how it:

- supports and/or works in partnership with Council services to deliver longer term outcomes over a 1-to-3-year period.
- provides value for money by maximising the grant awarded on a per resident basis benefitting from the proposal.
- meets one, or more of the Council's 9 priorities listed in the Corporate Plan to deliver longer term outcomes over a 1-to-3-year period.
- provides a unique service which is not replicated in the service catchment area.
- Generates an income to reduce or eliminate grant funding support in the future.

10.3.2 To ensure funding is allocated to key partners who are supporting a corporate priority, the funding initially allocated from the budget to bands A and B will be weighted with the amounts to be decided annually. Any budget not used will be allocated to the other group.

10.3.3 The weighting will be reviewed should the allocated budget for a band not be fully allocated or there are disproportionate applications for either band.

10.3.4 An Officer group will consider applications, including if alternative funding can be obtained from other available grants known to the Council. On scoring the application, the application will be placed into one of three groups:

Group A

Meets criteria and is identified by the Council as a key medium to long term partner, which supports our Corporate Plan priorities and services. Awards will be subject to funding agreements, with regular monitoring and reporting/engagement, and could be for up to 3 years to support longer term outcomes and certainty of investment. Officers to make recommendations to the Task and Finish Group.

Group B

Meets criteria and application progresses to Task & Finish Group to consider the applications and make recommendations. Grants will be awarded for 1 year only. This is to ensure there is funding available to support a wide range of organisations.

Group C

Officers are delegated to make a recommendation to Chair of Task and Finish Group of applications that do not meet the overall aims of the Council and will not progress to the next stage as they either do not meet the minimum criteria as set out in 9.1 or gain enough points through the points assessment in 10.3.1. This ensures only those applications that meet the criteria and meet priorities are progressed, to reduce administration and manages expectations for applicants.

Pros	Cons
Reduces administration in the decision-making process	Ongoing administration of collaborating with recipients
Ensures applications meet minimum criteria and enhances delivery against CP Priorities	Some organisations do not have resource to specialise in application submissions
Member involvement in the recommendations process	Administration still required
Allows for projects to develop over time.	Still high costs to administer
Develops more effective partnership working and financial guarantee for the term of the project.	

10.4 OPTION 3 – MULTI-YEAR PROJECT AND 1 YEAR AWARDS – SCRUTINY PANEL

10.4.1 This would be the same as Option 2 but with Officers making recommendations directly to the Housing & Communities Overview and Scrutiny Panel. There would be no requirement for applicants to present at the Task and Finish Group.

Pros	Cons
Significantly reduces administration	Reduced member involvement
Transparent and clear rationale for awards	Removes full detailed supporting presentations/videos so oversight presented to Panel.

Pros	Cons
Ensures applications meet criteria and enhances delivery against CP Priorities.	Some organisations do not have resource to specialise in application submissions
Allows for projects to develop over time.	Administration still required
Develops more effective partnership working and financial guarantee for the term of the project.	Still high costs to administer

10.5 **OPTION 4 – MULTI-YEAR PROJECT AND 1 YEAR AWARDS WITH BUDGET HELD FOR OTHER PROJECTS – T&F GROUP/SCRUTINY PANEL**

10.5.1 This would be the same as Option 2 but with a proportion of budget set aside and retained for Officers to make awards throughout the year for projects as they arise from partnership working. This may include activities such as warm spaces, community events, working with lone parents etc.

Pros	Cons
Significantly reduces administration	Administration for monitoring in year project applications
Transparent and clear rationale for awards	Ongoing administration of collaborating with recipients
Enables targeted projects to be supported	Some organisations do not have resource to specialise in application submissions
Reduces administration in the decision-making process	Administration still required
Ensures applications meet minimum criteria and enhances delivery against CP Priorities	Still high costs to administer
Allows for projects to develop over time.	
Develops more effective partnership working and financial guarantee for the term of the project.	

10.6 **OPTION 5 – PROJECT ONLY BASED AWARDS**

10.6.1 Grants are to be awarded solely for short term specific projects which support the Council's priorities, and meet the criteria as set out in Section 9.1. Grants amounts could be between a higher threshold than that stated in Section 9.1, of £5,000 and £30,000, to reflect the costs of administering specific projects. Applications can be received during two windows throughout the year and decisions made by Officers and/or Members by an approved process. Any grant awarded will be subject to agreeing community outcomes, monitoring and evaluation.

Pros	Cons
Outcome based so targeted grants for direct benefits	Fewer organisations supported
Reduces administration in the decision-making process	Does not support the ongoing running costs of organisations which is needed to support and undertake project work

Pros	Cons
Ensures applications meet minimum criteria and enhances delivery against CP Priorities	
Allows for projects to develop over time.	
Develops more effective partnership working and financial guarantee for the term of the project.	

10.7 OPTION 6 – COMMUNITY LOTTERY FUNDED SCHEME

10.7.1 This option moves away from a council funded scheme. There are over 100 councils across the country, including East Hants, Havant and Rushmoor District Councils, operating a community lottery, in partnership with [Gatherwell](#), where a portion of the receipts are retained and used to distribute to community groups via a *Central Fund*. The administration is undertaken by either the Council or the local Community Voluntary Sector (our equivalent of Community First Wessex). Depending on the model adopted Councillors and/or Officers could still be on the decision-making panel. If considered an option, more detailed information can be provided.

Pros	Cons
Community engagement	Marginal cost to administer
Panel decision with/without partners	No longer solely a Council scheme
Supports multiple organisations	Moral (gambling etc) concerns
Local organisations can sign up and benefit (once approved)	Uncertainty on funding amount raised
Still have an application and decision-making process for grants	
Budget can be utilised elsewhere	

10.8 OPTION 7 – COMMUNITY ADMINISTERED SCHEME

10.8.1 This option moves away from a council administered scheme. The administration would be undertaken by the local Community Voluntary Sector (our equivalent of Community First Wessex) and annual funding provided by the Council. Whilst there is likely to be a cost element to the scheme to cover administration it is likely to provide a significant cost saving in officer and member time to the Council. It would be proposed to define a set of grant award principles.

Pros	Cons
Support community engagement	Cost to administer to be determined
Reduces administration and frees up officer time	No longer a Council administered scheme
Supports a healthy voluntary and community sector	Grants may not be targeted to meet our priorities

11. CAPITAL GRANTS CRITERIA

11.1 The recommendation from the Task and Finish Group in 2023, as detailed in 8.6(c), included reviewing the Capital Grant scheme to align it with the Community Infrastructure Levy (CIL) scheme. However, as the future CIL scheme has not yet

been formally agreed, it is not considered appropriate at this time to align the two schemes until this has been completed. A further review will take place at a later date.

11.2 On reviewing the current Capital Grants scheme the following additional principles are proposed for inclusion to provide clarity to the community grants scheme:

- a) The maximum grant award will be £25,000.
- b) Applicants must have secured 50% of the required funding for any project before making an application,
- c) Applications will not be considered where there are already well-established funding routes
- d) Applicants must demonstrate that grant applications have been made to other funding sources, which have been unsuccessful.
- e) The applicant must be able to clearly demonstrate the project is needed and the long-term benefits to residents.
- f) Town and Parish Councils will be ineligible to apply.
- g) The application form has been completed in full, providing all supporting information, including financial.

11.3 Applications that meet the criteria will be scored by Officers using a scoring matrix (TBC) against the following criteria, and how it:

- provides value for money
- meets one, or more, of the Council's 9 priorities listed in the Corporate Plan
- demonstrates the need for the project
- demonstrates what the wider community benefits will be
- addresses environmental sustainability
- ensures the project will be inclusive for all of the community

11.4 The Task and Finish Group will make recommendations to Scrutiny Panel based on applications and the scoring matrix, with applicants no longer providing a presentation to the Group.

12. WEBPAGE ENHANCEMENTS

12.1 Currently, the webpage promoting the Community Grants scheme is only live when the application window is open and contains no other information.

12.2 To provide greater information on the availability of grant funding to organisations, the webpage will be updated, and regularly reviewed, to provide information and links to Community First Wessex and other websites to highlight, promote, and encourage organisations to apply for grant funding, including grants administered by the Council, such as Councillor Engagement Grants and Community Infrastructure Levy.

12.3 Currently emails are sent to named Officers to respond to. To ensure a coordinated and managed administration a generic email inbox will be set-up to manage these enquiries.

13. FINANCIAL IMPLICATIONS

- 13.1 The budget for community grants is well established and is supported to continue. There are implications, both positive and negative, to consider for each revenue and capital grants options, particularly the costs to the Council in administering the scheme and the savings should Options 6 of the Revenue Grants be adopted as this reduces the budget to zero.

14. CRIME & DISORDER IMPLICATIONS

- 14.1 There are none arising out of the report, however a number of the organisations previously supported, and those likely to apply for support in the future, will almost certainly link to community safety priorities. Therefore, there could be implications for the number of organisations supported, or the support for enhanced community safety projects.

15. ENVIRONMENTAL IMPLICATIONS

- 15.1 There are none arising out of the report, however a number of the organisations previously supported, and those likely to apply for support in the future, are linked to corporate plan priorities around climate, nature, and sustainability.

16. EQUALITY AND DIVERSITY IMPLICATIONS

- 16.1 The Community Grants scheme supports a wide range of organisations across the district that support, engage with and benefit our diverse communities and residents, including those with mental health and disabilities, and vulnerable households. The Council continues to work with these organisations as part of our ongoing community-based work. There could be implications for the number of organisations supported, or the support for enhanced projects which have long-term positive impacts on communities.

17. DATA PROTECTION IMPLICATIONS

- 17.1 There are none arising out of the report, although any data sharing between organisations will be managed in accordance with data protection principles.

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Background papers:

There are none.

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HOUSING AND COMMUNITIES OVERVIEW AND SCRUTINY PANEL – 17 JULY 2024

HOUSING – ANNUAL COMPLIANCE REPORT

1. RECOMMENDATION

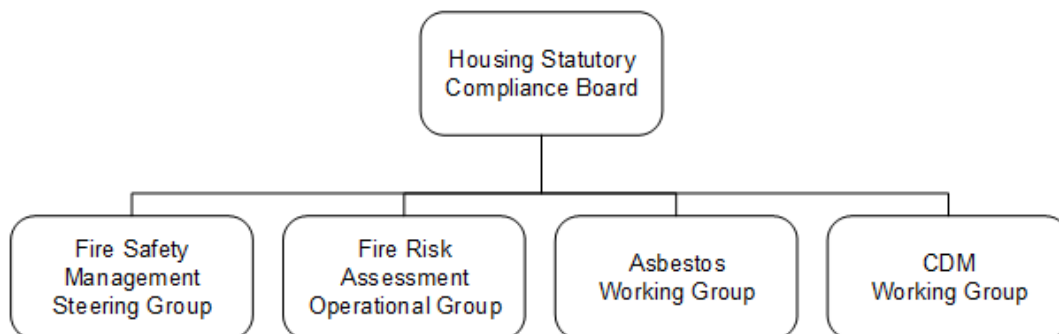
- 1.1 It is recommended that the Housing and Communities Overview and Scrutiny Panel note the Housing Compliance Annual Report covering the period up to 30 June 2024 in respect of the Housing Services' performance against key statutory compliance measures.

2. INTRODUCTION

- 2.1 This report provides the next scheduled update to Members on Housing compliance performance across a range of statutory safety requirements in respect of the Council's housing stock. The Council's Executive Management Team also considered the report at their meeting held on 15 May 2024.
- 2.2 This report also provides an update on the requirements of the new Section 156 of the Building Safety Act 2022, work to identify Reinforced Autoclave Aerated Concrete (RAAC) within housing buildings and update on Damp, Mould, and Disrepair.

3. BACKGROUND

- 3.1 Compliance with statutory safety standards is a high priority across the Housing Service. In recent years there has been enhanced reporting of compliance performance with an annual report taken to the Housing and Communities Overview and Scrutiny Panel, and twice annual reports to the Council's Executive Management Team.
- 3.2 The Housing Service introduced a Statutory Compliance Board in April 2023. The board meets every quarter to receive, monitor and appraise management information and data in respect of the Council's Housing statutory compliance functions.



- 3.3 The new social housing regulatory regime, implemented through the Social Housing Residents' Charter, the recent introduction of Tenant Satisfaction Measures (TSMs), the new Social Housing Regulation Act from April 2023 and new Consumer Standards, places greater emphasis on tenant safety, and brought about a range of new significant measures to improve the services provided to tenants by registered providers. All registered providers now report annually to the Regulator of Social Housing on a wide range of matters, including performance with statutory compliance measures.

- 3.4 The Housing Service introduced a suite of M365 dashboards in April 2023, providing key performance and analytical data across a range of activities which are monitored monthly by the respective managers:
- 3.5 All providers who own 1,000 or more units of social housing are required to report their TSM data to the Regulator of Social Housing by 30 June 2024, with performance league tables for all landlords expected to be published in the Autumn of 2024. The Council was an early adopter of the regime and has benefited from early reporting of TSMs resulting in performance improvements during the year. The Council's data has been submitted and published on 8 July 2024 here [TSM Publication – External website](#).
- 3.6 The Housing Compliance Teams, operate under a suite of policies covering the core statutory compliance areas as follows: -
- Control of Asbestos
 - Control of Contractors
 - Electrical Safety
 - Fire Safety
 - Gas Safety
 - Legionella
 - Lifts and Lifting Equipment
 - Mobility Scooters
 - Playgrounds and Play Equipment
- 3.7 Periodic Policy reviews are underway, and include new policies covering Condensation, Damp and Mould and Tenant Recharges, which are expected to be completed by the end of August 2024.

4. DAMP, MOULD, AND DISREPAIR

- 4.1 The Housing Ombudsman Service published its Spotlight Report on damp and mould in October 2021 following the appalling and preventable death of Awaab Ishak and sent an open letter to all member landlords on 29 November 2022. A further Spotlight Report was published in February 2023, alongside guidance on Pre-Action Protocol for Housing Conditions Claims and service complaints.
- 4.2 Awaab's Law entered parliament through Clause 42 within the Social Housing (Regulation) Act in July 2023. It forms part of the government's White Paper pledge to reduce non-decency in rented homes by 50% by 2030. Awaab's Law entered its consultation phase on 9 January 2024 for 8 weeks and is now complete, the outcome of which will help shape Housing's new Condensation, Damp and Mould Policy.
- 4.3 The Council is committed to providing safe, secure, and comfortable homes for all our Housing Tenant's and recognise that damp and condensation can lead to subsequential mould growth, and the impact this has on health and wellbeing.
- 4.4 In the 12-month period commencing Autumn 2022, the Housing Service received 546 reports of damp/mould, and in the 12-month period commencing Autumn 2023, a further 354 were received.
- 4.5 Over the past 18 months, significant effort has been made to tackle reports of damp and mould, with new procedures implemented which respond effectively to the initial report, cause identification, resulting repairs and where necessary, delivery of new

preventative educational guidance and ongoing support to tenants. This has included initial commissioned specialist cleaning services.

4.6 The key processing activities in our effort to tackle reports of damp and mould are set out below: -

- a) Customer Contact Triage Workflow
- b) Triage Risk Matrix to determine response priority.
- c) Triage script
- d) Website MS Form for e-reporting
- e) Automated email responses built into Touchpoint for Customer Services
- f) Database to record, track, and monitor outcomes of reports and identify repeat reporters.
- g) Dedicated damp, mould, and condensation website information page
- h) New Tenant information guides and advice leaflet

[Damp, mould, and condensation - New Forest District Council](#)
[Final Damp and mould booklet - A5 \(newforest.gov.uk\)](#)
[Damp and mould - Advice leaflet \(newforest.gov.uk\)](#)

4.7 Tailored tiered training delivered to identified housing staff: -

Tier one Customer Services and Workforce Planning staff
Tier two All visiting Officers.
Tier three HHSRS training for inspectorate staff
Overview and responsibilities – All staff in staff meetings

4.8 The Council is currently dealing with 14 active cases of disrepair, where a letter of claim has been served under the Pre-Action Protocol for Housing Conditions Claims. These are being managed through the legal process and supported by Legal Services.

5. QUALITY ASSURANCE AND PROFESSIONAL MEMBERSHIPS

5.1 GAS SAFE

5.1.1 The Gas Safe Register is the official list of gas engineers in the United Kingdom, who can work legally on gas appliances and installations and deals with all aspects of the downstream gas industry regulations and operates under an agreement with the Health and Safety Executive (HSE).

5.1.2 The Council is a registered Gas Safe Business, employing 15 registered engineers (including Gas Manager and Gas Supervisor). These Engineers receive training every 5 years to maintain their core competencies, and the Council has to re-register with Gas Safe each year, including the register of Gas Engineers operating under the Council's registered business.

5.1.3 Membership provides the Council with access to technical support, exclusive use of the Gas Safe brand, access to individual Gas Safe Register ID cards and Engineers who can self-certify and notify work required under Building Regulations.

5.1.4 The Council commissions third-party Corgi Accredited rolling quality assurance assessments on a minimum of 5% of the work carried out by the Council's gas engineers each year. The assessment regime allows the Council to monitor performance against regulatory standards, national benchmarking for continuous

improvement and gives assurance that identified issues are dealt with promptly and appropriately. In addition, the Council's Gas Supervisor holds a Level 3 VRQ Certificate in Gas Auditing Processes.

5.2 NATIONAL INSPECTION COUNCIL FOR ELECTRICAL INSTALLATION CONTRACTING

- 5.2.1 The National Inspection Council for Electrical Installation Contracting (NICEIC) is the largest voluntary register of electrical businesses and assesses over 36,000 registered businesses to ensure that installation work they undertake meets the standards expected.
- 5.2.2 The Council is a registered business under the NICEIC Approved Contractor Scheme employing 12 registered engineers (including the Electrical Manager and Electrical Supervisor who take the role of registered Qualified Supervisors). These engineers receive training at each edition update of The IET Wiring Regulations to maintain CPD and competency.
- 5.2.3 Membership provides the Council with access to technical support, exclusive use of the NICEIC brand, and Engineers who can self-certify and notify work required under Building Regulations.
- 5.2.4 Both of these registration schemes require periodic inspection regimes, typically at 3 yearly intervals, to assess that employer businesses have robust safety management processes and/or procedures in place and that these are producing safe work, coupled with selective field work inspections to ensure competency of Engineers.
- 5.2.5 The last audit of the Council's gas business activities took place in July 2021 providing a satisfactory rating, and on the 4 April 2024, an audit of the Council's electrical business activities was undertaken by the NICEIC. The NICEIC audit report is expected shortly and the next periodic audit by Gas Safe is likely to be undertaken during 2024.

5.3 ASSOCIATION OF SAFETY AND COMPLIANCE PROFESSIONALS

- 5.3.1 The Association of Safety and Compliance Professionals (ASCP) is the leading professional membership organisation for asset safety management and compliance within social housing and facilities management.
- 5.3.2 The Council joined the scheme in 2019 with member benefits including, twice yearly technical meetings with peer groups and subject matter experts, discounted qualifications/courses, regular industry updates and news, access to online resources – technical bulletins, regulatory updates, and presentations. It also provides networking opportunities for benchmarking, learning, and to consider new initiatives or practices within the market to further improve compliance regimes.

5.4 SOUTHERN INTERNAL AUDIT PARTNERSHIP

- 5.4.1 Regular reviews form part of the Council's annual internal audit plan with Southern Internal Audit Partnership. During the financial year 2023/24, reviews have been undertaken on the Council's statutory safety management arrangements for Housing Asset Management of Legionella and Electrical Safety and the reports, alongside recommendations and management responses were published in June 2023 and February 2024 respectively, with both given a 'Reasonable' assurance opinion.

6. KEY COMPLIANCE MEASURES

6.1 ASBESTOS

- 6.1.1 Following a review of the Council's approach to asbestos in 2020/21, several recommendations were implemented, including the adoption of a new Asbestos Policy in October 2021.
- 6.1.2 The Asbestos Policy ensures that there is clarity in terms of structure and responsibility for asbestos across the Council, with an established Asbestos Working Group overseeing the Council's approach to ensure good practice.
- 6.1.3 The Housing Service take a lead role in ensuring a consistent approach across the whole Council, with individual Service Managers being required to comply with the same policy for the property assets falling within their respective areas of responsibility.
- 6.1.4 The Council established a multi-supplier 4-year framework in April 2021 for the provision of providing specialist asbestos related works and services, including surveying, analytical work, training and asbestos removal.
- 6.1.5 There is an ongoing training programme to ensure that staff who are likely, in the course of their duties, to come into contact with asbestos or who may have responsibility for managing it, are appropriately trained.
- 6.1.6 A programme of surveys on all communal areas of housing blocks was commissioned and completed in 2022. A full reinspection programme was completed by the Council's Asbestos Management Officer in 2023, with one block outstanding, namely, Robertshaw House due to ongoing fire safety improvement works. The 2023 reinspection survey programme also covered all Housing garage sites using survey data gathered by ABP in 2017. The 2024 reinspection programme is now progressing on time, covering all Housing blocks and garages, undertaken by the Council's Asbestos Management Officer.
- 6.1.7 Asbestos management surveys are carried out on all void social housing properties (approx. 350 each year) prior to any maintenance work commencing, which also enables us to provide asbestos information guides to the incoming tenants.
- 6.1.8 All refurbishment surveys required to support capital planned maintenance works, i.e., kitchens, bathrooms etc. are now commissioned under one survey to cover both asbestos management and refurbishment, which in time will improve asbestos management data held on individual housing dwellings.
- 6.1.9 A programme of surveys on all corporate buildings, including offices, depots, public conveniences etc., where maintenance and repairing responsibilities rests with the Council were commissioned in Jul 2022 and concluded in November 2022. The Council's first ranked Asbestos Services Framework provider, Allium Environmental carried out these initial surveys, and were reinspected in 2023 by Casa Environmental, also via our Asbestos Services Framework. The Council's Asbestos Management Officer is planning to commence the 2024 annual reinspection programme later this year.
- 6.1.10 The Council's Asbestos Team launched three new M365 e-form databases covering asbestos surveying, analytical and abatement requests, aiding the tracking and delivery oversight of all requests with our commissioned asbestos framework providers. These have been published on both the Housing's SharePoint site and Forestnet with several briefing sessions held for staff.

6.1.11 Keystone Mini is a mobile app containing a simple version of our asset management system records allowing staff to have immediate access to asbestos information from any location. We have identified circa 178 staff across council services who require access, with housing trade staff identified as the priority group which has now been deployed. This will be a major benefit allowing immediate access to asbestos information for trade staff 'out in the field' to help prevent any exposure incidents. Mobilisation and deployment to other staff group's is nearing completion.

6.2 ELECTRICAL SAFETY

6.2.1 The Council is required to carry out periodic electrical installation safety inspections on all housing stock, including communal landlord supplies every 5 years, and at a change of tenancy, as recommended by BS 7671 IET Wiring Regulations. These are carried out by the Council's Housing Maintenance Service using the in-house team of qualified electricians.

6.2.2 During the period August to October 2023, a large-scale housing records reconciliation programme was undertaken across all electrical compliance activities and the current position across the various compliance area headings are set out below: -

DOMESTIC

6.2.3 The reconciliation programme concluded in October 2023 found 115 inspections overdue and a further 201 properties with missing certification. Whilst it can be assumed these properties were inspected, and due to a transfer to a new system some certificates may not have been uploaded, it is important to hold the appropriate paperwork. To address the urgency of missing certification, external electrical contractors were commissioned to support the Council in reinspecting these properties.

6.2.4 As of 18 June 2024, from a total of 5,279 5-year cyclical inspections there are currently 48 inspections overdue, and a further 30 properties from the original 201 properties with missing certification. Of these, 52 have appointments, 9 awaiting certification, 8 being progressed to appointment and 5 have been escalated to the Housing Estates team to support engagement with tenants to gain access and a further 4 escalated to legal services to seek an injunction.

Compliance currently sits at **98.27%**

LANDLORD COMMUNAL

6.2.5 The Council has 166 housing blocks with communal power and/or lighting (31 share supplies from adjoining blocks). Of these landlord electrical installations 6 are overdue having been last inspected in late summer 2018. It has been identified that the Landlord supplies to 5 of these are located within internal stores within residents' flats and attempts are being made to access these (Nb. these also supply a further 5 adjoining blocks). The remaining block is currently undergoing fire safety improvement works including electrical upgrade works. 14 further blocks were inspected during 2023/24 Q4, of which 7 were found to be unsatisfactory with remedial work identified underway by external electrical contractors.

6.2.6 In the absence of the Council's Electrical Manager due to ill health, a working group has been established to support the Electrical Supervisor and management of external commissioned electrical contractors.

Compliance currently sits at **93.37%**

6.3 FIRE SAFETY

BACKGROUND

- 6.3.1 Housing Services adopted a new Fire Safety Policy in 2019 which set out a process for obtaining fire risk assessments and the intervals when these are due. The Policy was updated in August 2022 to incorporate changes in national guidance, taking expert advice and picks up relevant staffing changes within the Council's Housing Service. The Fire Safety Policy requires:
- an annual fire risk assessment (FRA) to be carried out in respect of the Council's Extra Care blocks of accommodation, as well as its hostels; these being higher risk properties and,
 - 3 or 5 yearly fire risk assessments in respect of other general needs blocks of accommodation depending on their characteristics and occupancy restrictions.

- 6.3.2 In December 2022, the Council appointed an external specialist to undertake cyclical FRAs to the Council's housing blocks and corporate buildings for the next 3 years. FRAs are undertaken on a rolling basis continually throughout the year and there are always likely to be outstanding actions reported. Each FRA is reviewed within 14 days of completion and high-risk actions scheduled as a priority.

- 6.3.3 The Council set up a Fire Safety Operational Group to progress and coordinate all the necessary actions, through three workstreams. These workstreams have been prioritised depending on the nature and characteristics of the properties and are set out below: -

Workstream A - covers the actions in the 3 Extra Care Blocks of accommodation, the 3 historical hostels and 16 number of age restricted blocks of accommodation which have communal lounges and laundry rooms.

Workstream B – Covers 90 blocks considered to be lower risk, as they have limited communal accommodation, largely consisting of communal stairways, and low numbers of vulnerable residents.

Workstream C - Covers the remaining 80 lowest risk blocks of accommodation, most of which have their flat entrance doors open to the air, rather than a communal corridor.

The balance of 18 blocks includes new build developments or recent conversions where no fire risk actions have been raised.

- 6.3.4 The Council is using a combination of in-house resources and external contractors to deal with the necessary actions. During 2022/23 and 2023/24 the Council will have spent £5 million on fire safety and statutory compliance matters. Further funding of £1 million has been allocated for 2024/25 within the Housing Public Sector Capital Expenditure Programme.
- 6.3.5 The Council has retained the services of project management consultants and a fire safety specialist who is assisting the Council and is working closely with the Fire Service through the Joint Fire Steering Group Liaison Meetings.

PROGRESS AGAINST PLAN – Workstream A

- 6.3.6 A programme of work commenced in the Spring of 2022 on the 3 Extra Care blocks to deal with compartmentation issues, install a new fire alarm system including a Telecare system (to ensure communication between tenants and the onsite care provider), replacement fire doors to dwellings, ancillary and cross corridor doors and other remedial works. Forming part of this work, the Council piloted a newer innovation, in the form of a fire suppression system, i.e., a sprinkler system in Barfield Court. This decision was taken due to the shallow roof pitch of the building, which made it difficult to insert traditional compartmentation materials.
- 6.3.7 The fire safety work to Barfield Court has now been completed. Following further intrusive investigations at Gore Grange, additional fire stopping work was identified as being necessary within individual flats and a separate report regarding this matter was considered by the Executive Management Team on 20 July 2023. The additional work to individual flats requiring the temporary displacement of residents was concluded in December 2023, with all fire safety work completed in January 2024.
- 6.3.8 More recently the decision has been taken to further enhance the scope of fire safety work at Winfrid House, Totton to include fire suppression and the remodelling of the decommissioned commercial communal kitchen to provide more suitable laundry facilities, a new pump room and office accommodation for the onsite care provider. This will extend the current project which is now expected to be fully concluded by the end of July 2024. This decision will future proof both Barfield Court and Winfrid House pending a wider review of Hampshire County Council commissioned extra care services within the district.
- 6.3.9 There was a need to temporarily decant 2 buildings (Compton House and Sarum House in Totton) to enable necessary safety work to be undertaken. A two-phase programme of work commenced in the Spring of 2022, and officers made arrangements with each tenant of these two buildings to ensure they were adequately housed elsewhere to facilitate the completion of the initial phase over a period of 6 weeks. Tenants returned to Compton House in late May and Sarum House in early August 2022. The second phase of work at Compton House commenced early October 2022 and Sarum House in early January 2023. In addition to the necessary fire safety work including 120 replacement fire doors, the scope was extended to include replacement external doors, windows and roof coverings and internal communal decoration, floor coverings and lighting improvements. Sectional Completion was issued on 4th October 2023, with some further additional work identified due to be completed imminently.
- 6.3.10 There was also a need to temporarily decant a further building (Robertshaw House in Lyndhurst) to enable necessary safety work to be undertaken. The work necessary within this block replicates that of Compton and Sarum House. A two-phase programme of work commenced in the May 2023, and Officers made arrangements with each tenant of these two buildings to ensure they were adequately housed elsewhere to facilitate the completion of the initial phase over a period of 6 weeks. Tenants returned to Robertshaw House in early August 2023.
- 6.3.11 The second phase of work at Robertshaw House commenced early September 2023, but was temporarily halted as a precautionary measure following the discovery of a bat within the open roof void. ABR Ecology were commissioned, and an Ecology survey was carried out on 5 October 2023. A Policy 4 EPSL Licence application was approved by Natural England on 30 January 2024, to cover all external, internal roof void and replacement roof covering work during bat roosting season, alongside an Ecology report to accompany the planning application, approved by the NFNPA on 19 December 2023. All internal work below the roof void line recommenced in

January 2024 following agreement with the Ecologist and is nearing completion, and the reroofing work commenced in late February and was completed in late April 2024. The overall programme is being monitored closely to mitigate risk and is expected to complete early August 2024.

- 6.3.12 Retrofitted glazed screening enclosing what were originally open balcony walkways on 2 further housing blocks has been removed. Further remediation work is currently in the planning phase and subject to building control approval.
- 6.3.13 Work to retrofit 32 double glazed panels with smoke vents within the stairwells at 7 North Milton Housing blocks has also been completed. A modification to the building control application has been approved to install separate fall safety guarding and discussions with Building Control are underway to install this as soon as reasonably practicable. Smoke vents within stairwells are used as a method to effectively expel smoke, heat and fumes in the event of fire breaching a compartment to the means of escape.
- 6.3.14 The Council will shortly be commissioning a contractor for further ongoing consultancy services to support the work at 3 further age restricted blocks, namely, Evergreens – Totton, Whitecroft – Hythe and Clarks Close - Ringwood as part of the ongoing programme.

PROGRESS AGAINST PLAN – Workstream B

- 6.3.15 All blocks of accommodation (across all 3 workstreams in 5.3.3) requiring door inspections and/or fire stopping surveys, are being arranged and completed according to priority as follows:- those blocks where records show that the doors may be non-compliant being treated as a top priority; those that have notional fire doors (i.e. doors that met the standard when the block was originally built) but require inspection to ensure the doors still operate as a fire door; and then other doors, which records show were compliant at the time of installation, but require inspection to ensure they have not been damaged since then.
- 6.3.16 The key elements of fire safety improvement work completed within Workstream B includes circa 50 ad hoc replacement fire doors, upgrading electrical meter boxes and loft hatches within common means of escape, fire stopping, fire signage and ongoing monitoring and clearance of common areas to maintain sterile environment.

THE FIRE SAFETY (ENGLAND) REGULATIONS 2022

- 6.3.17 The Fire Safety (England) Regulations 2022 have now been introduced. The Regulations were introduced under Article 24 of the Regulatory Reform (Fire Safety) Order 2005 and came into force on 23 January 2023 and apply to high-rise buildings, residential buildings with storeys over 11 metres in height and all multi-occupied residential buildings with two or more sets of domestic premises. Although the Council does not have any high-rise or buildings with storeys over 11 metres within its housing stock, the regulations do apply to all multi-occupied residential blocks of flats and requires the Council as Landlord and ‘Responsible Person’ to:
- Provide tenants with information relating to the importance of fire doors in fire safety, and
 - Provide relevant fire safety instructions to tenants, which includes instructions on how to report a fire and any other instruction which sets out what tenants must do once a fire has occurred, based on the evacuation strategy for the building.

6.3.18 The Council included a fire door specific article in the Winter 2022 Hometalk edition (sent to all tenants) and wrote to all affected tenants individually on 20 January 2023, enclosing an information leaflet. Fire door safety information is published on the Council's website and is included within the sign-up process for new tenancies. The Council's website provides a range of relevant self-help advice for tenants and fire safety remains a regular article feature in Hometalk.

THE BUILDING SAFETY ACT 2022 – SECTION 156

6.3.19 Section 156 of the Building Safety Act 2022 was introduced under Article 50 of the Regulatory Reform (Fire Safety) Order 2005 and came into force on 1 October 2023 and applies to all non-domestic premises, such as where people work, visit or stay, including workplaces, and the non-domestic parts of multi-occupied residential buildings (e.g., communal corridors, stairways, plant rooms). The requirements do not apply within individual domestic premises.

6.3.20 Local fire and rescue authorities remain the primary enforcing body for the Fire Safety Order, including these additional requirements. The Housing Act 2004 lists enforcement by the Local Authority in non-domestic parts of multi-occupied residential buildings.

6.3.21 The new legislation had the effect of amending the Fire Safety Order to: -

- require that all Responsible Persons record their completed fire risk assessment, and in full.
- require that all Responsible Persons record the identity of any individual (their name), and/or if applicable, their organisation (name) engaged by them to undertake/review any or all the fire risk assessment and share this with residents of multi-residential unit premises where applicable.
- require that all Responsible Persons record their fire safety arrangements.
- require that all Responsible Persons record (and as necessary update) their contact information, including a UK-based address, and share this, along with the identified fire safety risks, preventative and protective measures, any competent persons nominated to assist with firefighting and detection measures, with other Responsible Persons and residents of multi-domestic unit premises where applicable.
- require that all Responsible Persons take reasonably practicable steps to ascertain the existence of other Responsible Persons who share, or have duties in respect of the same premises, and of Accountable Persons (which are a new legal entity made under the Building Safety Act in the case of higher-risk residential buildings) in relation to the premises – they must then identify themselves to said persons and cooperate with accountable persons so that the accountable persons can carry out duties imposed by the Building Safety Act 2022.
- require that departing Responsible Persons share all 'relevant fire safety information' with incoming Responsible Persons.
- require Responsible Persons of a building containing two or more sets of domestic premises to provide residents with relevant fire safety information in a format that is easily understood by the residents.
- increase the level of fines for some offences.
- strengthen the status of statutory guidance issued under Article 50 of the Fire Safety Order.

6.3.22 Housing Services have stringent procedures in place relating to the commissioning of fire risk assessments by commissioned external experts and their recording. There are several additional requirements set out above which senior housing managers are working through via a dedicated Council wide Officer Working Group, particularly

around the sharing of FRAs and actions with tenants as these are 'live' documents, with actions being frequently updated. The Council's Housing Fire Safety web pages are currently being redesigned to comply with the requirements and to deal with hard copy requests for information by exception. The final web content proposal was shared with the Tenant Engagement Group on 6 June 2024 to seek their views prior to publication and will include an initial mail shot to all Council Tenants who reside in flats and expected to be completed by the end of July 2024.

- 6.3.23 Housing Managers are working closely with HIWFRS to ensure this aspect and any remaining requirements are met in full. This was discussed with HIWFRS at the Fire Safety Management Steering Group held on 25 September 2023, more recently on 24 January 2024 and HIWFRS are on board with the planned approach. The aim is to complete any outstanding actions by the end of July 2024.

TRAINING

- 6.3.24 The Housing Service has developed a training regime for applicable housing staff, which includes a bespoke fire safety training booklet covering all aspects of fire safety. 9 fire safety training sessions were delivered to 121 staff during July and August 2022, across 5 tailored tiers for specific staff groups with all attendees receiving a copy of the booklet. A further training session took place on 7 March 2023 for specific staff to cover BS 5839: fire detection and alarm systems for buildings. The Council's two Building Safety Officers successfully completed the Association for Specialist Fire Protection (ASFP) Certificate on the Introduction to Passive Fire Protection in early October 2023.

6.4 **GAS SAFETY**

- 6.4.1 The Council is required to carry out an annual gas safety inspection of all 4,583 housing properties which contain a gas burning appliance (Includes 4 properties with LPG). This work is carried out by the Council's Housing Maintenance and Compliance Service using the in-house team of qualified gas engineers.

- 6.4.2 As of 30 June 2024 there are 19 inspections overdue. Of these, 2 are capped, 4 have appointments booked, 8 have been escalated to the Housing Estates team to support engagement with tenants, whilst 5 others have been escalated to legal services to seek an injunction to gain access, whilst engagement continues to seek appointments.

Compliance currently sits at **98.92%**

- 6.4.3 In addition to domestic gas appliances the Council has 27 housing blocks served by communal boiler plant rooms supplying heating and hot water. These systems are maintained by the Council's appointed commercial gas contractor on a rolling inspection regime and includes safety inspection, maintenance and repair.

- 6.4.4 4 of these boiler plant rooms have been replaced in the last 12 months.
Compliance currently sits at **100.00%**

6.5. **LEGIONELLA SAFETY**

- 6.5.1 Statutory legislation requires weekly flushing of outlets in communal bathrooms and kitchens etc., plus temperature checks at nearest, intermediate, and furthest points from feed tanks or calorifiers in 30 housing blocks where communal water tanks or heating cylinders are present. These checks are carried out monthly to ensure compliance.

6.5.2 Additionally, the Council carries out annual risk assessments, including sampling and cleaning of tanks in all 30 housing blocks, and all actions arising from these risk assessments are dealt with as they arise.

6.5.3 The Council's contract with the incumbent service provider, IWS expired on 31 March 2024, with Churchill Services being appointed from 1 April 2024 following competitive tender. In the preceding month of February 2024 compliance sat at 96.23% but fell to 75.5% in March during demobilisation of the incumbent provider. These outstanding inspections were picked up by the Council's new service provider during April and May 2024.

Compliance currently sits at **100%**

6.6 LIFTS AND LIFTING EQUIPMENT

6.6.1 In domestic properties there are currently 144 stairlifts, 21 track hoists, 4 bath lifts, 1 step lift and 8 through floor lifts. In communal areas there are 11 passenger lifts and 8 stairlifts.

6.6.2 In line with statutory requirements, the Council's Lifts and Lifting Equipment Policy sets out the frequency schedule for lift maintenance and safety inspections. Communal passenger lifts are serviced monthly and undergo a detailed inspection every 6 months. Track hoists, through floor, bath and communal stairlifts are serviced and inspected every 6 months, and domestic stairlifts are serviced and inspected annually.

Compliance currently sits at **92.07%**.

6.7 PLAYGROUNDS AND PLAY EQUIPMENT

6.7.1 The Council has 7 playgrounds which are the responsibility of Housing Services. These are subject to weekly routine visual inspections undertaken by the Council's Stock Condition Surveyors, plus quarterly operational inspections and annual detailed inspections carried out by specialist RoSPA trained contractors.

6.8 OTHER COMPLIANCE MEASURES

6.8.1 The Council has several safety systems designed to detect, give early warning and protection in the event of a fire, or give early warning to the presence of carbon monoxide. These consist of:

- Fire Alarms - 33 Blocks
- Automist and fire suppression systems - 2 Blocks
- Automatic opening vents - 8 Blocks
- Firefighting equipment - 22 Blocks
- Smoke detectors – in every property (inspected annually)
- Carbon monoxide detectors – in every room containing a fuel burning appliance, excluding cookers (inspected annually).

6.8.2 These systems are subject to rolling statutory 6 monthly or annual inspection regimes and are complaint, subject to time lag to receipt of certificates.

6.8.3 The Council also has 117 Blocks with emergency lighting which illuminate in the event of a loss of power. These are tested on a monthly rolling basis by an external contractor and are also subject to a full battery drain down on an annual basis.

Compliance currently sits at **92.44%**

- 6.8.4 In addition to the more conventional gas or electric fuelled heating systems the Council has several alternative fuel source heating systems consisting of:
- 107 air source heat pumps,
 - 16 solid fuel boilers,
 - 31 oil fired boilers,
 - 27 heat recovery systems.

All these are subject to annual inspection and servicing by appointed specialist contractor is underway. ASHPs servicing is slightly behind programme, all outstanding services will be complete by September 2024 with access and certification being monitored through our client portal.

Compliance currently sits at **90.88%**

- 6.8.5 The housing stock has 60 automatic opening doors. These range from individual entrance doors to properties for those tenants with disabilities, communal entrance doors to blocks and automatic roller doors to buggy stores. These are tested and inspected 6 monthly.

Compliance currently sits at **98.09%**

- 6.8.6 The Council has 48 Closomat toilets within domestic dwellings for those tenants with disabilities. These are serviced annually with 12 currently awaiting receipt of servicing certification.

Compliance currently sits at **75.00%**

7. REINFORCED AUTOCLAVED AERATED CONCRETE (RAAC)

- 7.1 RAAC is a reinforced form of lightweight concrete used to form panels or planks. It has no aggregate unlike common concrete. These were mainly used in flat roofs but also in some floor and wall panel construction in the UK from the mid-1950s to the mid-1990s. There is evidence that it has been used in a limited number of buildings through the 1990's and 2000's.
- 7.2 RAAC was used in a range of building types, both public and private sector, but is believed to be more common in schools, hospitals and public buildings. It has been discovered in courts, theatres, sports halls, public toilets, and a range of non-domestic buildings. It's use in residential buildings is thought to be limited to roof top plant rooms, and some wall panels.
- 7.3 RAAC has proven to be not as durable as other concrete building materials and has a variable service life influenced by many factors and an arbitrary time, such as the widely reported '30 years' life span, should not be the deciding factor when decision making as it can last longer if the building is well maintained, and the original design factors haven't changed. There is a risk it can fail, particularly if it has been damaged by water ingress from leaking roofs which causes corrosion of the reinforcement, excessive thermal degradation or poor original construction.
- 7.4 Following an initial desk top study of housing blocks with a higher RAAC risk, the Council commissioned the services of AKS Ward who undertook surveys at 13 housing sites in November 2023. RAAC was not identified at any of the properties surveyed, or the wider sites with adjacent blocks of similar construction.

7.5 Whilst the purpose of the survey was for RAAC identification, the appointed Structural Engineer did observe the presence of Woodwool or Stramit roof slabs. No immediate action is required here but has been noted as susceptible to damage and must be assessed prior to any roof access or maintenance activities: -

- Barfield Court, Lymington – communal lounge (Stramit)
- Archgate, Lymington – (Woodwool)

7.6 Woodwool, when used as a roofing product, is not a harmful material, but it can be susceptible to damage during re-roofing works and depending on thickness and span may be considered 'fragile'. Stramit or Strawboards used in flat roof construction is classed as a ruinous material because they lose their structural integrity after becoming wet.

7.7 A health and safety bulletin was issued to all Housing staff and published on the Corporate Health and Safety SharePoint site on 22 April 2024.

8. CRIME AND DISORDER IMPLICATIONS

8.1 It is important for Housing Providers to ensure that statutory safety work is carried out to a high standard. Poorly performing landlords can be fined or prosecuted for failing to take the necessary measures to protect tenants.

9. EQUALITY AND DIVERSITY IMPLICATIONS

9.1 The Council is required to consider what adjustments it can reasonably make when carrying out work within a tenant's home to deal with disabilities or other issues arising. Such adjustments are considered on a case-by-case basis following consultation and assessment with the Council's Housing Occupational Therapist. As an example, fitting an automatic door opening device when fitting a new fire door.

9.2 The design of fire safety systems and evacuation strategies takes into account the vulnerability and disabilities of residents and each building will receive a different a tailored response to its individual circumstances.

9.3 Implications arising from the capping of gas supplies to ensure safety and compliance are addressed separately in the Gas Safety Policy and Report, but which provide a welfare assessment and practical support to tenants affected by such action.

10. ENVIRONMENTAL IMPLICATIONS

10.1 When carrying out works across its stock, the Council looks to use sustainable materials and processes wherever possible.

11. FINANCIAL IMPLICATIONS

11.1 The Housing Revenue Account Budget and Housing Public Sector Capital Expenditure Programme 2024/25 was approved at Council at its meeting on 26 February 2024.

- 11.2 The cyclical maintenance budget includes resources for the mainstream statutory safety requirements, such as gas, electrical, legionella, and lift inspections etc. Funding of £1.886 million was approved for 2024/25 to deal with these matters.
- 11.3 Further fire safety work was identified across all 3 Extra Care buildings in 2023/24 and circa £900,000 was set aside from the approved Capital Fire Safety Expenditure budget. During 2022/23 and 2023/24 the Council will have spent £5 million on fire safety and statutory compliance matters. A further £1 million has been allocated for 2024/25 to deal with the necessary ongoing fire safety measures, including compartmentation and new fire doors following fire risk assessments.

12. CONCLUSION

- 12.1 Compliance with statutory safety requirements is a key priority for Housing Services. In recent years, extra resources have been made available to strengthen the Council's approach to statutory compliance work. This work is firmly embedded within the day-to-day work and culture of the Council's Housing Services.

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Background Papers:

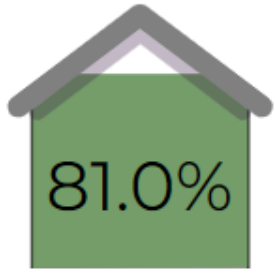
[Housing Revenue Account Budget and Housing Public Sector Capital Expenditure Programme 2024/25](#) - Cabinet
21 February 2024.

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Tenant Satisfaction Measures (TSMs)

July 2024

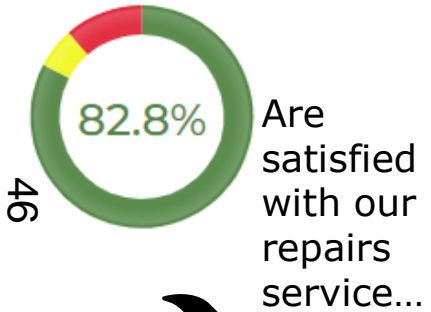




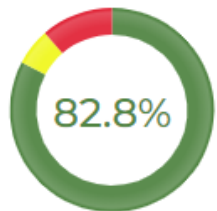
Tenants are satisfied with our Housing Services overall



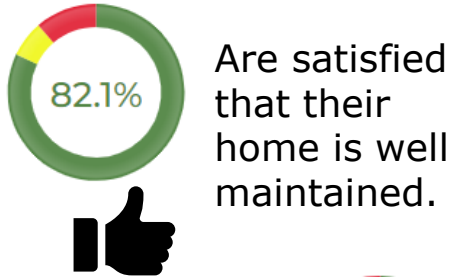
Repairs Services



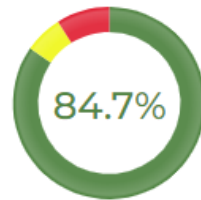
...and are equally happy with the time taken to complete repair



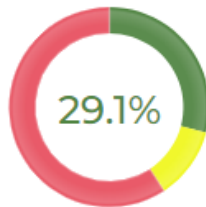
Our buildings



Feel their home is safe



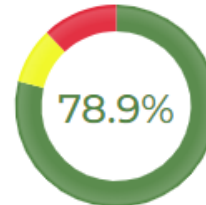
Are happy with our complaint response



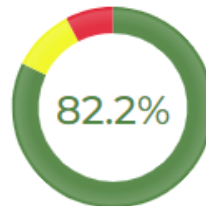
Communication



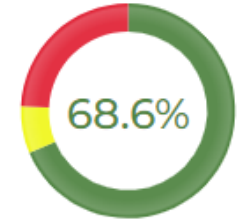
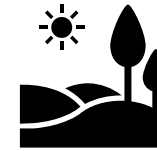
...but we're better at keeping tenants informed



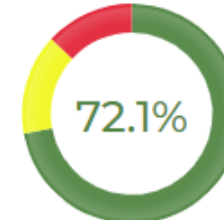
Feel we treat tenants fairly and with respect



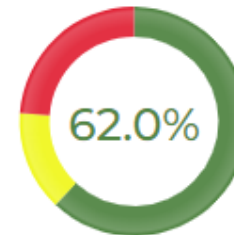
Neighbourhoods



Told us our communal areas are clean and well maintained....



....telling us we make a positive contribution to their neighbourhood.

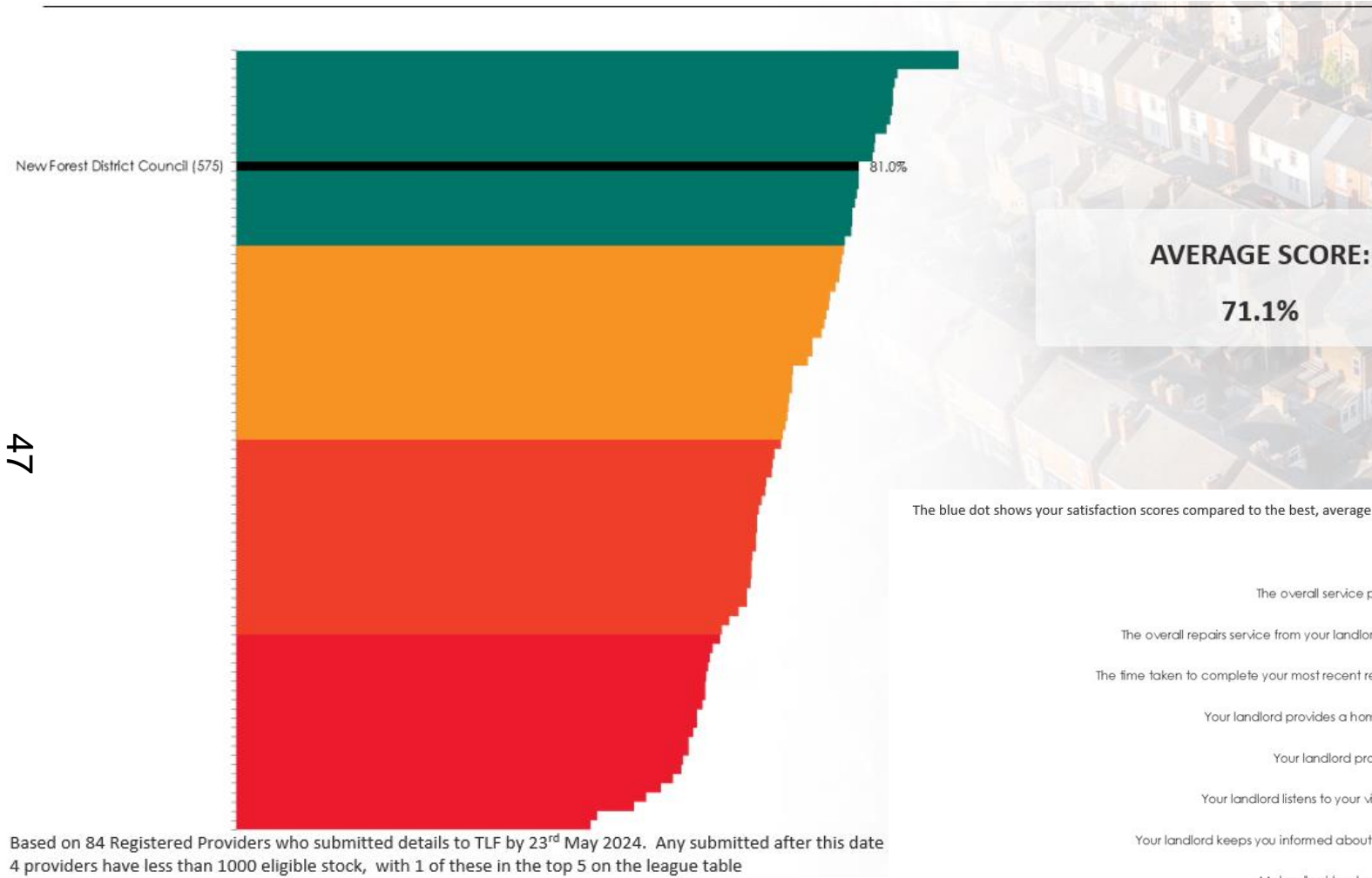


Are satisfied with our approach to ASB

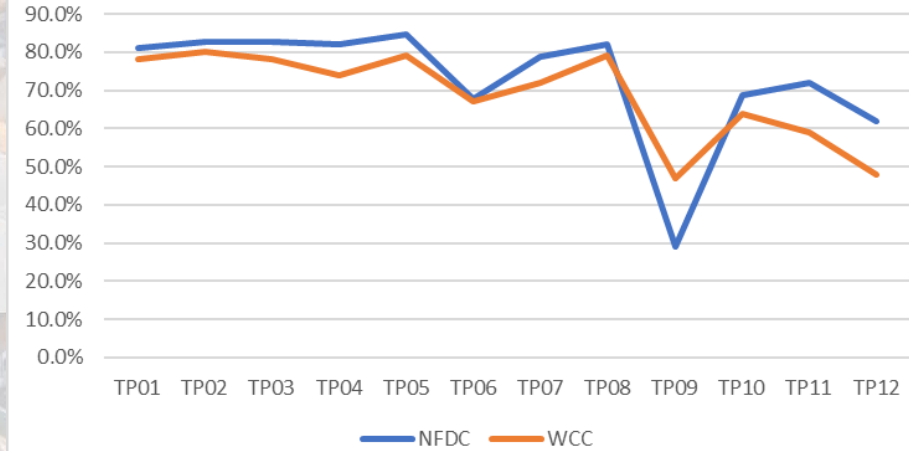


Tenant Perception Survey – comparison

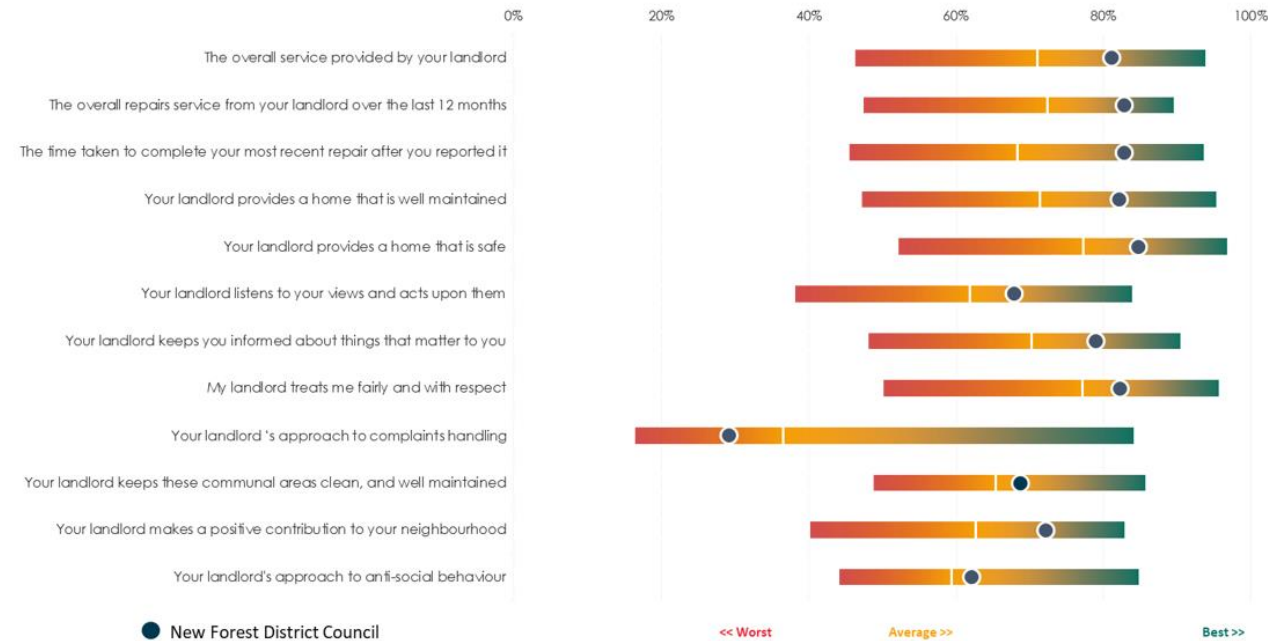
47

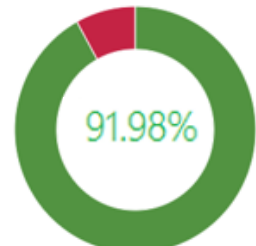
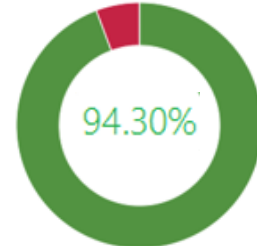
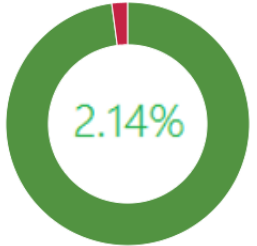


Comparison with Winchester City Council



The blue dot shows your satisfaction scores compared to the best, average and worst on TLF's results database. The chart is sorted in questionnaire order

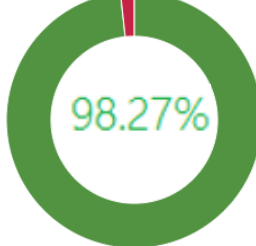
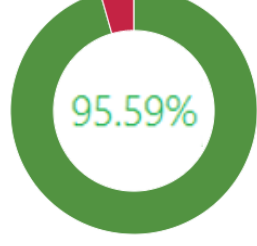
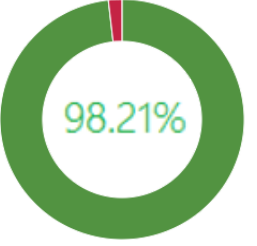




RP01 Decent Homes Standard

RP02 Emergency Repairs

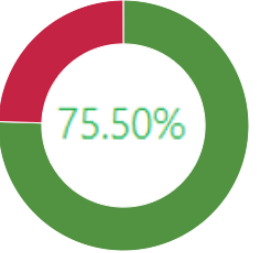
RP02 Non Emergency Repairs



BS01 Gas Safety Checks

BS02 Fire Safety Checks

BS03 Asbestos Safety Checks



BS04 Water Safety Checks

BS05 Lift Safety Checks

CH02 Stage 1 Complaints Response



CH02 Stage 2 Complaints Response

Tenant Satisfaction measures- Management information



NM01 Anti Social Behaviour Cases

NM01 Anti Social Behaviour of Hate Crime Cases

Per thousand dwelling units

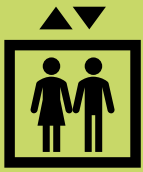


CH01 Stage 1 Received Complaints

CH01 Stage 2 Received Complaints

Per thousand dwelling units

48



100%

of communal passenger lift safety checks completed

98.2%

of gas safety checks completed



98.3%

of asbestos management checks completed

95.6%



of fire risk assessments completed

49

2.1%



of homes do not meet the decent homes standard



75.5%

of legionella risk assessments completed



30.8

ASB cases opened per 1000 homes



92%

of non-emergency repairs completed within target timescale – 20 days

94.3%



of emergency repairs completed within timescale – 3hrs



7.9

Stage 1 complaints received per 1000 homes



0.6

ASB cases involving hate incidents opened per 1000 homes

1.5



Stage 2 complaints received per 1000 homes



100%

of stage 1 complaints responded to within the Housing Ombudsman's timescales

100%



of stage 2 complaints responded to within the Housing Ombudsman's timescales

Next steps

- Published externally for tenants and partners
 - Hometalk
 - Press release
 - Comms plan
- Actions for improvements
 - Complaints
 - Listening to tenants and acting on feedback
 - Communal areas
 - ASB
- Collecting next year's data



Working together with tenants





newforest.gov.uk

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Creative and Cultural Development

Kealy Whenray
Creative and Cultural Development Manager

Housing and Communities Scrutiny Panel
Wednesday 17th July 2024



Current areas of work

	Cultural Strategy	SPF Projects	Folio	Culture in Common	External project support	Internal project support
	New Forest Cultural Development Board	Folio development	Regular comms and social media	NFDC consortium member (governance)	Supporting 5+ large scale projects	Eling Tide Mill
54	Community engagement	Rural and outdoor arts development 6 x Focus on Theatre projects	Networking and training events	Project and strategy support	Supporting 10+ small-mid scale projects	Small scale projects e.g. Cedar/Litter
	Data collection and asset mapping	ROAM development	Partnership and network		Solent Cultural Plan	Input to strategy e.g. CIL/Local Plan
	Early scope for funding	5 x small projects Such as Life's a Beach, NF Pride 2024 and BBC Gardener's World project	Folio Futures			MYForest
			New Forest Show			

New Forest Cultural Development Advisory Board

National Park Authority - Hilary Makin, Head of Communication and Fundraising (Chair)

Hampshire Cultural Trust - Jasmine Taylor, Cultural Development Manager (Vice-chair)

New Forest District Council - Richard Knott, Strategic Director Housing and Communities & Kealy Whenray, Creative and Cultural Development Manager

Culture in Common – Jacqui Ibbotson, Programme Director

Arts Council England - Simon Jutton, Senior Relationship Manager South West

Hampshire County Council - Emma Noyce, Assistant Head of Regeneration (Communities and Culture)

Folio - represented by Forest Arts Centre and New Forest Heritage Centre

NHS - Helen Clarke, Lead Social Prescriber, New Forest Primary Care Network

Creative freelance representative – Linn O’Carroll and Pete Doherty

Education – to be recruited

Cultural Strategy update

Community Engagement

Culture in Common to lead

£30,000 of budget

Citizen assembly style approach

Paid engagement

Location and demographic targets

Data collection and asset mapping

Tender planned to be live by end of March/early April

£10,000 - £15,000 of budget

Pulling together of existing data

Identifying new data required

To assist in measuring outcomes

Early scope for delivery funding

Early conversations with ACE on funding streams

Considering viability of Place Partnership funding for delivery

NPO funding for Folio to be considered

Community Engagement Sessions

1 x District, Town and Parish Councillors (16)

2 x Folio – Creative and Cultural sector (52)

2 x Young people under 18 (30)

5 x Residents by location (60)



COMMUNITY SESSIONS



Cultural Strategy update

58

Task	2023						2024						2025										
	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M
Develop a strategy and delivery plan	Asset mapping	█	█									█											
	Baseline data (possible tender to consider)			█	█	█							█	█									
	Scope stakeholders				█																		
	Build cultural compact					█	█																
	Consultation and engagement						█	█	█	█	█	█	█										
	Review engagement data										█												
	Develop priorities and themes										█												
	Strategy write up											█	█										
	Delivery plan write up												█	█	█								
	Delivery and measure impact	Application process for delivery funds																	█	█			
Establish measurement tools																			█				
Establish review process																				█			
Publication and promotion																					█	█	█

Creative Clubs: Elevate: MS Dance

Creative Clubs: Dancing on Wheels



An opportunity to explore dance, movement and creativity in a safe and supported setting.



Welcoming and social and are an opportunity to improve your



CULTURE IN COMMON

Join us as we expand our team with two exciting new roles!

EDITOR

GRAPHIC DESIGNER

Send Your Expression of Interest & Portfolio to donna.ferrand@energise.org



EVERY MONDAY FROM 5:45 TO 7:00 PM
Forest Arts Centre, Old Milton Road, New Milton Hampshire, BH25 6DS
To secure your tickets, visit <https://cultureincommon.co.uk/whats-on/>

MONTHLY 1 HOUR FROM 3:30 TO 4:30 PM
Osborne Road, New Milton BH25 6EA
To secure your tickets, visit <https://cultureincommon.co.uk/whats-on/>



CULTURE IN COMMON IN PARTNERSHIP WITH **Artsreach**

NEW FOREST ACTING UP! SEASON 2



THE LAKE MONSTER of Gang Warily

Emily Jester Ethan

New Forest DISTRICT COUNCIL



A welcoming space for writers of poetry and prose
with words to share and for audiences with minds to listen.

Artful Scribe

OPEN MIC



TUES 23 JAN | 20 FEB | 26 MAR | 7.30 PM

ARTS COUNCIL ENGLAND Supported using public funding by ARTS COUNCIL ENGLAND

forest arts




2024 – 2026

- Continue to take a leading role in Cultural Development across the district, energising and enabling partners to deliver on our community priorities.
- Deliver a Cultural Strategy showing cultural maturity and inspired partnership working.
- Lead in aligning resources, securing strategic funding and managing delivery plan.
- Further support the delivery of the Culture in Common programme in extension year 2025-26.
- Make decisions on Folio governance, and develop project and position at the centre of our Creative and Cultural industries, sharing resources, information and opportunities.
- Design and deliver the Public Art/Creative Spaces programme to deliver artistic interventions in public places for pride in place outcomes, working with other NFDC teams. (CIL funding dependant)
- Design, secure funding and delivery of new district wide festival, ROAM (Rural and Outdoor Arts Month).

Questions?



Housing and Homelessness Services Portfolio Performance Dashboard

Quarter 4: 1st January - 31st March 2024

Portfolio Holder - Cllr Steve Davies

Key Performance Indicators

KPIs (Annual Targets)	Unit	Freq.	Last Quarter	2023/24 Target	2023/24	Desired DOT	Actual DOT	Status
Additional council homes	Num (Cumulative)	Q	32	55	54 (cumulative)	Up	Up	
Additional affordable homes delivered by others (monitoring)	Num (Cumulative)	Q	29	79	79 (cumulative)	Up	Up	
KPIs (Quarterly Targets)	Unit	Freq.	Last Quarter	Target	This Quarter	Desired DOT	Actual DOT	Status
Prevention duty cases successfully prevented	%	Q	56%	50%	51%	Up	Down	
Private sector property inspections resulting in Category 1 hazards	%	Q	26.4%	<40%	27%	Down	Up	
Rough sleepers entering accommodation pathway	%	Q	85%	>32%	71%	Up	Down	
Households in external emergency B&B accommodation	Num	Q	48	<70	45	Down	Down	

Community, Safety and Wellbeing Portfolio Performance Dashboard

Quarter 4: 1st January - 31st March 2024

Portfolio Holder - Cllr Dan Poole

Key Performance Indicators

KPIs - Annual Targets	Unit	Freq.	2022/23	Target	2023/24	Desired DOT	Actual DOT	Status
Participation in Community Safety engagement events and completion of annual crime and disorder survey	Surveys (cumulative)	Annual	529	400	412*	Up	-	
Residents' satisfaction on the low level of reported crime and anti-social behaviour within the district	%	Annual	96%	95%	98%*	Maintain	-	
Inactivity levels	%	Annual	18.4%	Monitor	22.6%**	Down	Up	
Support Communities through programmes to improve the mental wellbeing of residents (cumulative)	Num of Programmes	Q	4	3	4	Up	-	
Increase the engagement with lower socio-economic communities (cumulative)	Num of Programmes	Q	4	3	4	Up	-	
KPIs - Quarterly Targets	Unit	Freq.	Last Quarter	Target	This Quarter	Desired DOT	Actual DOT	Status
Inspections of higher risk and non-compliant food businesses to improve public safety	%	Q	87%	98%	100%	Up	Up	

* Community Safety team has completed community engagement events for 2023/24, therefore the data reported in Q2 has not changed in Q3 or Q4.

**The report is based on the annual Active Lives survey carried out by Sport England with the figures released in April. Data suggests a 4.2% rise inactivity levels, this is not significant from base line trend figures. 2022/23 figures represented a significant increase, and it is likely that this was due to higher levels of activity in the years following the Covid pandemic.