



GREAT YARMOUTH
BOROUGH COUNCIL

Housing and Neighbourhoods Committee

Date: Thursday, 23 January 2020

Time: 18:30

Venue: Supper Room

Address: Town Hall, Hall Plain, Great Yarmouth, NR30 2QF

AGENDA

Open to Public and Press

1 APOLOGIES FOR ABSENCE

To receive any apologies for absence.

2 DECLARATIONS OF INTEREST

You have a Disclosable Pecuniary Interest in a matter to be discussed if it relates to something on your Register of Interests form. You must declare the interest and leave the room while the matter is dealt with.

You have a Personal Interest in a matter to be discussed if it affects

- your well being or financial position
- that of your family or close friends
- that of a club or society in which you have a management role
- that of another public body of which you are a member to a greater extent than others in your ward.

You must declare a personal interest but can speak and vote on the matter.

Whenever you declare an interest you must say why the interest arises, so that it can be included in the minutes.

3 MATTERS ARISING

To consider any matters arising from the above minutes.

4 MINUTES

4 - 8

To confirm the minutes of the meeting held on the 16th December 2019.

5 FORWARD PLAN

9 - 9

The Committee is asked to receive and consider the Forward Plan.

6 SURVEY OF TENANTS AND RESIDENTS

10 - 14

Report attached.

7 ACTIVITY FRAMEWORK AND STRATEGY REFRESH

15 - 37

Report attached.

8 HRA BUDGET REPORT

38 - 60

Report attached.

9 EMPTY HOMES UPDATE

61 - 72

Report attached.

10 HOMELESSNESS FUNDING

73 - 75

Report attached.

11 ANY OTHER BUSINESS

To consider any other business as may be determined by the Chairman of the meeting as being of sufficient urgency to warrant consideration.

12 EXCLUSION OF PUBLIC

In the event of the Committee wishing to exclude the public from the meeting, the following resolution will be moved:-

"That under Section 100(A)(4) of the Local Government Act 1972, the public be excluded from the meeting for the following item of business on the grounds that it involved the likely disclosure of exempt information as defined in paragraph 1 of Part I of Schedule 12(A) of the said Act."

13 CONFIDENTIAL MINUTES

Details

Housing and Neighbourhoods Committee

Minutes

Monday, 16 December 2019 at 18:30

PRESENT:

Councillor Grant (in the Chair); Councillors Candon, Flaxman-Taylor, D Hammond, Hacon, Martin, Talbot, Smith-Clare and Wainwright.

Councillor Wells attended as a substitute for Councillor Cameron.

Councillor P Hammond attended as a substitute for Councillor Galer.

Councillor Waters-Bunn attended as a substitute for Councillor Williamson.

Councillors Jeal & Robinson-Payne attended as observers.

Mrs N Turner (Director of Housing), Mr A Moore (Housing Growth Manager), Ms H Notcutt (Community Development Manager) & Mrs C Webb (Executive Services Officer).

Ms A Ellis (Head of Strategic Property Services, GYN).

1 APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors Cameron, Galer & Williamson.

2 DECLARATIONS OF INTEREST

There were no declarations of interest declared at the meeting.

3 MINUTES

The minutes of the meeting held on 14 November were confirmed.

4 MATTERS ARISING

Councillor Talbot asked whether the times of the out of hours service operated by the CCG had been confirmed.

5 FORWARD PLAN

The Committee received and considered the Forward Plan.

The Chairman reported that item no. 14 referred to the Traveller's Site at Gapton Hall.

RESOLVED:-

That the Committee note the Forward Plan.

6 HOUSING ALLOCATIONS SCHEME

The Committee received and considered the report from the Housing Director.

The Housing Director gave a presentation to the Committee which highlighted the salient points contained within her report. A new proposed Housing Allocations Scheme had been produced to replace the current scheme which was no longer meeting the requirements of the Council. The new scheme had a number of differences to the existing scheme which were designed to improve the allocation process and address current issues of low demand properties. To maximise the effective use of the affordable housing stock, the scheme included a transfer quota to increase the number of tenants who were able to move through the scheme.

Councillor Wainwright asked for clarification regarding tenants who had previously bought their Council property through the Right to Buy scheme and how the new Housing Allocations Policy would encompass them.

Councillor Wells asked for clarification of the Right to Acquire scheme.

Councillor Waters-Bunn requested that perspective tenants were made aware of the reality of the social housing situation in the Borough as there was far, far more demand than supply of properties available. Councillor Jeal reported that the Government must allow Council's to build social housing properties as a matter of urgency.

Councillor Smith-Clare welcomed the flexibility allotted to tenants who had been in rent arrears in the part as this could be as a result of many causes, for example, relationship breakdown or mental health issues.

Councillor Candon proposed an amendment (which was seconded by Councillor P Hammond) that in regard to page 49, the paragraph to read as follows:-

- Applicants who live in the borough of Great Yarmouth and have done so for a period of 3 out of the last 5 years.

The Chairman requested that Housing Department staff assist the public to complete the online Housing Register application form either face to face or over the telephone if they were experiencing difficulties or had special need for support. Therefore, Councillor Wainwright referred to page 37 of the report and asked that the wording be changed to as follows:-

- Whilst all applicants will be expected to apply online to join the Housing Register, for applicants for which there is a special need for support, the Council will assist the applicant to apply and provide information in different formats.

Councillor Waters-Bunn reported that she felt that a 24 hour window to accept a tenancy was too short. The Chairman asked the Housing Director to keep a watching brief on this point.

Councillor Wainwright highlighted that the policy made no reference to the Housing Appeals Committee. The Housing Director agreed to check the terms of reference for the Housing Appeals Committee and to circulate the document to Committee members.

RESOLVED:-

That the Committee recommends that Full Council approves and adopts the Housing Allocations Scheme with the amendments approved at the meeting.

7 VOLUNTARY, COMMUNITY AND SOCIAL ENTERPRISE GRANT PROCESS 2020/21

The Committee received and considered the report from the Community Development Manager.

The Community Development Manager reported that in 2019-20, the Council had provided annual funding of £99,500 for voluntary, community & social enterprise grants (£54k of this fund was allocated through the GYBC General Fund with the remaining £45.5k allocated from the Housing Revenue Account). In 2019-20, the Council awarded a one year grant which started in April 2019 and will cease at the end of March 2020. The Council now needed to agree the process for commissioning the grants from April 2020 and the Community Development Manager outlined two possible options to the Committee to achieve this aim.

The Community Development Manager reported that there was a risk in consideration of the current time frame available for Option 2, if a commissioning process commenced in January 2020, this would impact on potential continuity of staff and delivery currently funded through these grants. This could mean a disruption in service delivery and undermining the continuity of support to local residents.

Councillor Wainwright reported that Option 1 should be chosen on the proviso that a new commissioning process (i.e. Option 2) was put in place starting in June 2020 as the Council had left this too late in the day once again and this was unacceptable.

Councillor Waters-Bunn reported that she was infuriated by this report as last year, at Full Council, Councillors had been assured that a new commissioning process would be undertaken during 2019. The application process in 2019 had been flawed as the portal had only operated for 8 days out of the 10 day application window and several smaller charities had missed out on the opportunity of applying for this grant funding.

Councillor Hacon reported that she had found the whole commissioning process to be wrong and was also unhappy with the interim six monthly monitoring process. Councillor Hacon requested that the Council reconsider the re-introduction of the Councillor Ward Budget scheme which enabled Councillor's to help smaller charities in their wards.

Councillor Wainwright proposed that Option 1 be implemented on the proviso that Option 2 be undertaken starting June 2020. This motion was seconded by Councillor Smith-Clare but was lost at the vote.

The Chairman proposed that Option 2 be implemented but that a paper application process be implemented and/or assistance offered in completing the application form on the portal. This motion was seconded by Councillor Candon.

The Housing Director reported that a special Committee could be held in March 2020 to ratify the outcome of the commissioning process and that all current grant recipients would be notified before Christmas of the Committee's decision.

RESOLVED:-

That the Committee agree that Option 2 be implemented for delivering community and voluntary sector grants in 2020-21 with the amendment approved at the meeting and that the Committee forward the names of four Committee Members to the Community Development Manager to sit on the Grants Panel.

8 QUARTER 2 PERFORMANCE REPORT

The Committee received and considered the Housing Quarter 2 Performance Report 2019-20 from the Housing Transformation Manager.

The Housing Director reported the salient areas of the report to the Committee.

RESOLVED:-

That the Committee note the Housing Quarter 2 Performance Report 2019-20.

9 ANY OTHER BUSINESS

The Chairman reported that there was no other business being of sufficient urgency to warrant consideration.

Forward Plan for Housing & Neighbourhoods Committee

	Matter for Decision	Report by	Pre Agenda Meeting (PAM)	Housing & Neighbourhoods	Policy & Resources	Council
1	GYN Board Minutes	Strategic Director (PB)				
2	Survey of Tenants and Residents	Housing Director	15/01/20	23/01/20		
3	Activity Framework and Strategy Refresh	Project Manager	15/01/20	23/01/20		
4	HRA Budget Report	Finance Director	15/01/20	23/01/20		
5	Empty Homes Update	Housing Director	15/01/20	23/01/20		
6	Homelessness Funding	Housing Director	15/01/20	23/01/20		
7	Period 10 Budget Monitoring - HRA	Finance Director	19/02/20	27/02/20		
8	Middlegate Estate Update	Strategic Director	19/02/20	27/02/20		
9	Community Housing Fund Update	Housing Director	01/04/20	09/04/20		
10	Gapton Hall	Housing Director	??/05/20	??/05/20		
11	Council Home programme	Housing Director	??/06/20	??/06/20		
12	Quarter 3 Performance Report	Housing Transformation Manager	TBC	TBC		

Subject: **SURVEY OF GYBC TENANTS & RESIDENTS**

Report to: ELT 13th January 2020
Housing & Neighbourhoods Committee 23rd January 2020

Report by: Trevor Chaplin, Housing Transformation Manager

SUBJECT MATTER/RECOMMENDATIONS

This report details the survey undertaken of GYBC tenants and leaseholders and the resulting outcomes.

It is recommended that the Housing & Neighbourhoods Committee note the findings of the STAR survey and agree that the results are used to develop service improvement.

1. INTRODUCTION/BACKGROUND

- 1.1 As part of Great Yarmouth Borough Council's (GYBC) ongoing commitment to resident involvement and the improvement of services for all our customers, the Council commissioned a survey of the Council's tenants and leaseholders. To ensure that the survey could be benchmarked with other landlords, the HouseMark STAR (Survey of Tenants and Residents) was used to capture views on the Council's service.
- 1.2 Following a procurement exercise, MEL Research were successful in gaining the contract to conduct the survey. Fieldwork was undertaken during October and November 2019. Draft reports were completed during December 2019.

2.0 SURVEY FINDINGS

- 2.1 MEL Research will provide a presentation to all members at this committee meeting which will detail the main findings. The results of the survey were benchmarked against other the results of other providers to show relative performance.
- 2.2 Infographics of the main findings are attached to this report as Appendix 1 & Appendix 2.

- 2.3 Overall the survey showed good levels of satisfaction in relation to value for money in relation to rents and service charges, but areas of concern in relation to lower than median performance in relation to how complaints and ASB complaints are dealt with and listening to tenants. Satisfaction levels overall where higher for older tenants and for tenants of sheltered housing. Leaseholders overall were less satisfied with the Council's service than tenants across all areas.

3.0 NEXT STEPS

- 3.1 The results of the STAR survey will be used to support our work in how we can improve services with a focus on those areas where there is less satisfaction with the Council's service. The Resident Engagement Officer post, which was recruited in October 2019 will be integral to this and ensuring we are accountable to tenants.
- 3.2 Another survey will be carried out in the next 12 months to establish whether there has been a change in the levels of satisfaction.

4.0 FINANCIAL IMPLICATIONS

None

5.0 RISK IMPLICATIONS

None

6.0 CONCLUSIONS

- 6.1 The STAR Survey has provided valuable data on the views of GYBC tenants and leaseholders which will be used to develop service improvement.

7.0 RECOMMENDATIONS

That the Housing & Neighbourhoods Committee note the findings of the STAR survey and agree that the results are used to develop service improvement.

8.0 BACKGROUND PAPERS

None

Areas of consideration: e.g. does this report raise any of the following issues and if so how have these been considered/mitigated against?

Area for consideration	Comment
Monitoring Officer Consultation:	N/A
Section 151 Officer Consultation:	N/A
Existing Council Policies:	N/A
Financial Implications:	N/A
Legal Implications (including human rights):	N/A
Risk Implications:	N/A
Equality Issues/EQIA assessment:	Survey results will support meeting the needs of vulnerable groups
Crime & Disorder:	N/A
Every Child Matters:	N/A



Survey of Tenants and Residents 2019

General needs and sheltered tenant results

Great Yarmouth Borough Council commissioned M·E·L Research to carry out a survey of tenants and residents (STAR), to gain an understanding of tenants' satisfaction with their homes and the associated services you provide.

83% satisfied with the **overall service provided**



84%

satisfied with the
overall quality of home



77%

satisfied with way **repairs and maintenance** are dealt with

Satisfaction that rent and service charge provides value for money

Rent



89%

Service charge



78%



85%

satisfied with
neighbourhood
as a place
to live

65%

satisfied that **views are listened to and acted upon**



Survey of Tenants and Residents 2019

Leaseholder results

Great Yarmouth Borough Council commissioned M·E·L Research to carry out a survey of tenants and residents (STAR), to gain an understanding of leaseholders' satisfaction with their homes and the associated services you provide.

53% satisfied with the overall service provided



67%

satisfied with the overall quality of home

Satisfaction that service charge provides value for money



37%

66%
satisfied with
neighbourhood
as a place
to live

25%

satisfied that views are
listened to and acted
upon

Subject: Great Yarmouth Borough Sports and Activity Framework

Report to: Housing and Neighbourhood Committee – 23rd January 2020

Report by: Shelley Ames/Ben Jones – Active Norfolk

SUBJECT MATTER/RECOMMENDATION:

Housing and Neighbourhood Committee are asked to approve the draft **Active Great Yarmouth Framework** that has been developed by Active Norfolk/GYBC in partnership with a wide range of stakeholders.

Housing and Neighbourhood Committee are asked to approve the proposed governance structure for oversight of the implementation of the Framework.

Housing and Neighbourhood Committee are also asked to approve the scoping of a planned shared post between Active Norfolk, GYBC and potentially GY&WCCG to lead on the strategic implementation of the Framework.

1.0 Background

- 1.1 The Borough Council produced a Sports and Leisure Strategy in 2014, however it was agreed that this strategy was not fit for purpose and resources directed at implementation have been limited.
- 1.2 In March 2019 it was agreed that Active Norfolk would lead on the development of a 'Framework for Action' that supports and further develops the initial vision and objectives set out in the Sport and Leisure Strategy.
- 1.3 The development of the Framework supports the locality approach being undertaken by Active Norfolk across the Districts/Boroughs in order to land national and local policy and strategy, as well as the pursuit of new objective outlined in GYBC Corporate Plan, particularly those related to health and wellbeing.
- 1.4 As part of the Council's vision to secure and invest significant funding into improving key sport/physical activity facilities, including the Marina Centre, the development of the Framework has supported funding applications to Sport England who have been keen to see impact of the new facility on local strategic priorities.
- 1.5 The development of the Framework has been underpinned by a robust process that included scrutiny of multiple data sets to identify priorities to which physical activity can contribute and extensive stakeholder consultation.
- 1.6 The resulting Framework has been codeveloped with input from over 20 Borough specific partner organisations and agencies.

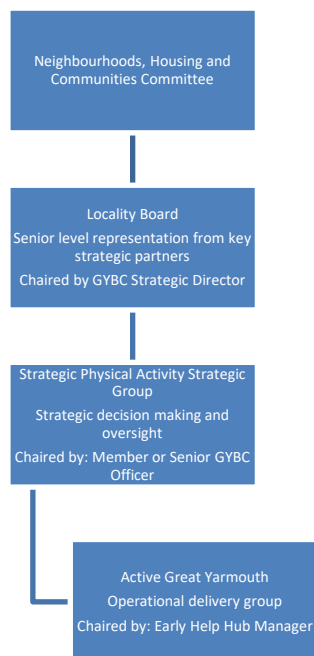
2.0 The Active Great Yarmouth Framework

- 2.1 The Framework has been developed through undertaking a strategic planning process, which has included:
 - Developing and responding to the specific issues and **priorities** within the Borough to create the key themes of the Framework
 - Ensuring strategic alignment to key national and local strategies, including the government sport & physical activity strategy, NHS long term plan, GYBC

- The development of key **principles** that will underpin the implementation of the Framework
 - **Public consultation** to understand key barriers, motivators and potential enablers
 - Extensive **stakeholder consultation** to ensure buy-in, a commitment to supporting implementation and strategic alignment.
 - **Co-development** through numerous workshops, meetings and development sessions with the resulting Framework reflecting the potential for partnership working, resource alignment and specific outcomes and commitments identified for the Borough.
- 2.2 A new vision for physical activity has been suggested – ***Inspiring active lives in Great Yarmouth – supporting every person to be active in a way that suits their lifestyle and contributes to a happier, healthier community***
- 2.3 The emerging Framework highlights commitments to support the achievement of 6 high level outcomes:
- 1 Reducing physical inactivity
 - 2 Improving early years development
 - 3 Raising aspirations
 - 4 Improving the lives of people living with long term conditions
 - 5 Improving the mental health of the population
 - 6 Reducing social isolation
- 2.4 The Framework explores 6 key areas of action for each of the strategic priorities:
- 1 Strategy and policy
 - 2 Marketing and promotion
 - 3 Insight and evaluation
 - 4 Workforce
 - 5 Communities, environment and infrastructure
 - 6 Provision and engagement

3.0 Implementation of the Framework

- 3.1 The Framework needs to be further developed into a suite of action plans to achieve each of the outlined commitments. These will include:
- KPIs/measures for each of the commitments
 - Clarity over partner contributions to commitments and the development of 'Commitment Statements' that outline their roles and responsibilities
 - Alignment with future Marina Centre plans/programming
- 3.2 In pursuance of the commitments outlined in the Framework it will be vital that alignment to other GYBC corporate projects, including Marina Centre, Winter Gardens, Waterways, Wellesley is achieved
- 3.3 It is suggested that oversight of the implementation of the Framework is the responsibility of the Great Yarmouth Locality Board, and that a separate strategic steering group is established as a sub-committee/working group of the Locality Board, as per the below:



4.0 Financial Implications

- 4.1 It is suggested that the £25,000 currently is aligned with other partner investment streams (Active Norfolk and N&WCCG) to create a shared strategic level post that takes responsibility for the implementation of the Framework.

5.0 Risks

- 5.1 Identification of investment streams to support capacity and implementation/delivery of Framework
- 5.2 Continuing momentum whilst financial decisions are undertaken with view to put post in place April 2020 – will require some continued capacity from Active Norfolk to develop implementation plan and gain solid partner commitment.

7.0 Recommendations

- 7.1 ELT are asked to approve the draft **Active Great Yarmouth Framework** that has been developed by Active Norfolk/GYBC in partnership with a wide range of stakeholders.
- 7.2 ELT are asked to approve the proposed governance structure for oversight of the implementation of the Framework.
- 7.3 ELT are also asked to approve the scoping of a planned shared post between Active Norfolk, GYBC and potentially GY&WCCG to lead on the strategic implementation of the Framework.
- 7.4 It is recommended that the Active Great Yarmouth Framework and planned approach to provide capacity for implementation are presented to the Housing and Neighbourhood Committee.

ACTIVE GREAT YARMOUTH FRAMEWORK TIMELINE

- 17th December**
Send final draft to Great Yarmouth Borough Council for design.
- 19th December**
Scoping paper for capacity
- 20th December**
Draft ELT / Committee / LDG papers / Presentations

JANUARY

- 6th January**
Submit ELT papers
- 12th January**
Design draft
- 13th January**
ELT / Submit committee papers
- 16th January**
Locality Board update
- 23rd January**
Committee presentation
- 27th January**
Circulate draft to partners
- 30th January**
Close for comment

FEBRUARY

- Finalise financials for capacity**
- Partnership agreement between funding partners**
- Start Recruitment**
- Partner commitment and prioritisation workshop**

MARCH

- 1st - 29th April**
Gather Commitment Agreements
- 30th April**
Formal launch of framework

APRIL

ACTIVE

2020



ACTIVE

2020

Introduction

In 2019 it was agreed that Active Norfolk would support the Borough Council to review the current Sport, Play and Leisure Strategy 2015-2019. Through consultation with Officers and Members it was decided that a rewrite was unnecessary, but that the current strategy needed operationalising and a renewed focus on the population of the Borough, particularly those that are inactive, and how active behaviour might be better encouraged. The development of an 'action framework' was decided upon.

It was clear that much needed to be done to gain partner buy-in to ensure effective delivery of the Framework. Many partners were unfamiliar with the current strategy and did not understand their role in supporting its implementation.

Utilising Active Norfolk's locality planning methodology, and Sport England's Strategic Planning Guidance and approach was undertaken that ensured the development of shared local outcomes and a cross-sector approach to development and implementation.

The end result is a co-produced Active Great Yarmouth Framework that recognises the wider role that sport and physical activity can take in achieving a range of local outcomes and has the commitment and endorsement of a wide range of partners from across the Borough.

Physical activity in Great Yarmouth
The government recommends 150 minutes per week of moderate intensity physical

activity for good health, amongst the adult population. Inactivity rates in the Borough are significantly higher than the national average with 30% of the population doing less than 30 minutes physical activity per week. Whilst the number of people classified as active has increased by 3.8% in the last 12 months according to the 2019 Active Lives Survey data, the significant proportion of the population fall far short of the recommendations.

Less Active

Less than 30 Minutes a week

24.8%

In Great Yarmouth, 29.7% of adults (24k) do less than 30 minutes a week

Fairly Active

30 - 149 Minutes a week

12%

In Great Yarmouth, 11.3% (9k) are fairly active but don't reach 150 minutes a week

Active

150+ Minutes a week

63.2%

In Great Yarmouth, 59% (48k) do 150 Minutes or more a week

Active Great Yarmouth Framework

*Inspiring active lives in Great Yarmouth - supporting every person to
be active in a way that suits their lifestyle and contributes to a
healthier, happier community*

Published: 2020

Active Great Yarmouth Framework

Introduction

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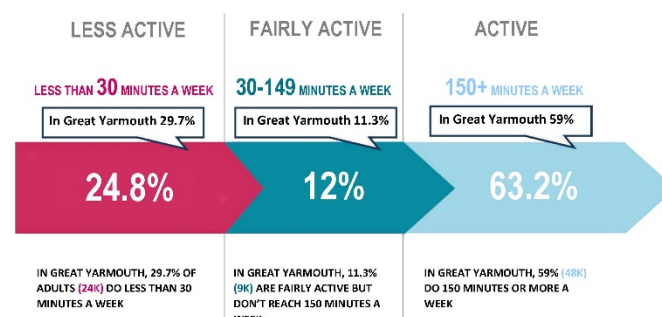
Utilising Active Norfolk's [locality planning methodology](#), and Sport England's Strategic Planning Guidance and approach was undertaken that ensured the development of shared local outcomes and a cross-sector approach to development and implementation.

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Adults



In comparison to the rest of Norfolk:

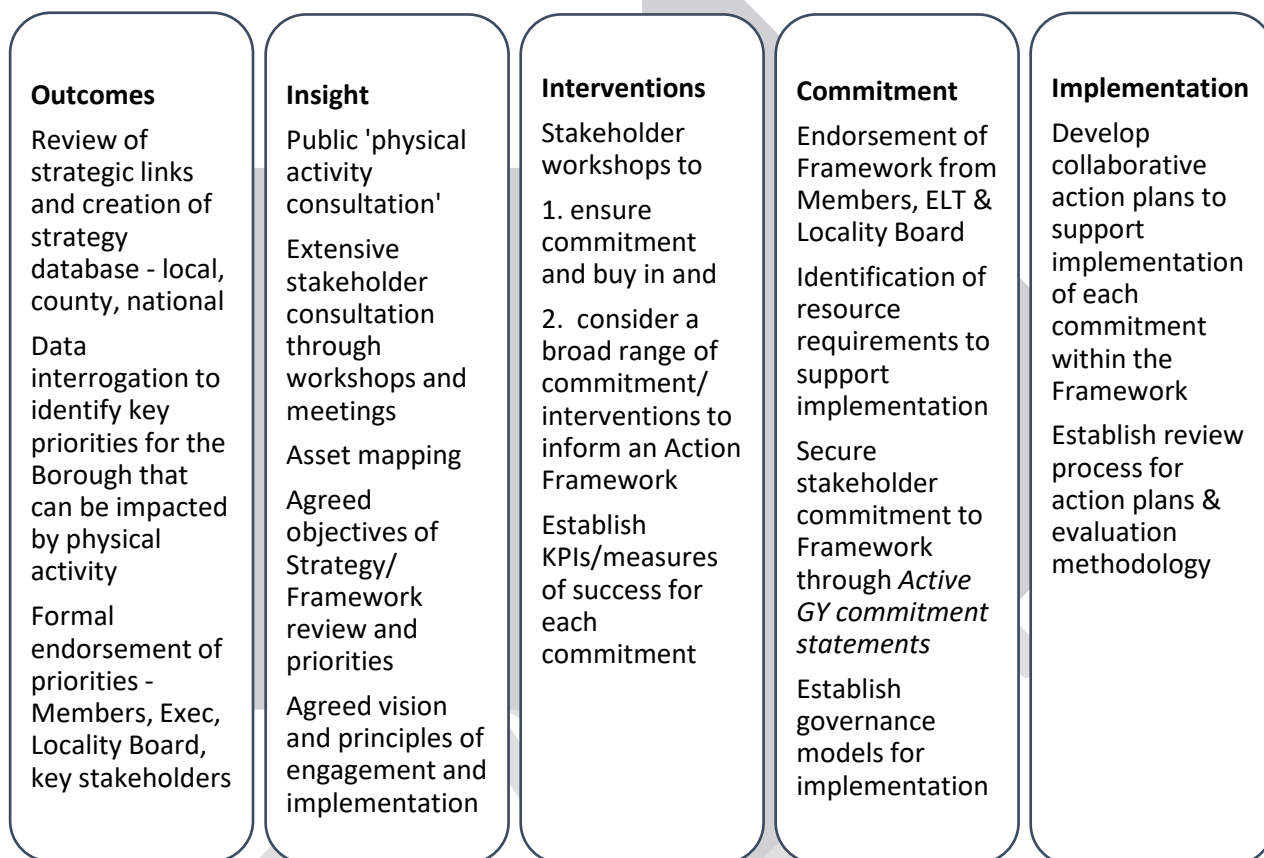
- GY is 3rd from bottom in numbers of Active residents (59%), above KLWN (56.6%) and Breckland (56.3%). The highest in 2019 is Broadland at 65.6%, followed by Norwich at 65.3%
- GY has the highest number of 'Inactives' at 29.7%, followed by KLWN at 29%
- The number of Inactives has gone up in GY since the last figures were released in April (which measured Nov 17/18) – which was 26.9% of residents Inactive
-

Background/context

Great Yarmouth Borough Council have an existing Sport, Play and Leisure Strategy 2015-2029. A review of this strategy has been undertaken in 2019 to consider:

- A change in [national policy and strategy](#) in relation to physical activity that reflects its contribution to a broader range of outcomes
- [Sport England's strategy](#) and recommendations to local government through their [Strategic Planning Outcomes Guidance](#)
- The impact of the first 4 years of the strategy, partner input and engagement and the current priorities within the Borough
- The local strategic landscape of the Borough in relation to the Council and other key stakeholders
- Changes in the landscape in relation to facilities and assets, in particular the potential rebuilding of the Marina Centre which has significant potential to impact on local strategic outcomes
- A need to be more people and behaviour change focused in relation to the current strategy, which focuses heavily on facilities and assets
- The development of a robust implementation plan that engages local partners and ensures local adoption and activation of the Strategy in the future

In order to review the strategy a robust methodology was established and implemented to ensure that principles of strategic planning were adhered to, following the process below. The traffic=



Detailed actions include:

- Developing a granular understanding of the local Place in relation to health, socio-economic and demographic factors and physical activity rates to identify the key priorities that might be addressed by the creation of a more active Borough
- The development of shared local strategic outcomes that will underpin physical activity development in Great Yarmouth
- Stakeholder mapping to identify those organisations with a shared interest in outcomes and build understanding of strategic synergy.
- Raising awareness of the role of physical activity and securing 'buy in' and commitment across the Council departments and members, as well as external stakeholders, through appropriate Committee channels, the Locality Board and the STP Local Delivery Group.
- An extensive consultation process that engaged the public and numerous external stakeholders (Appendix 2) to explore objectives, barriers and enablers, current perceptions, potential resources, commonality and potential for collaborative working.
- Co-development of an Action Framework for Great Yarmouth that reflects the potential for partnership working, resource alignment and the specific priority outcomes identified for the Borough.
- Internal resource identification to build capacity and embed it into existing community development infrastructure to implement and monitor the impact of the Action Framework.

- Establishing a new governance model for the implementation of the Strategy and Framework, which includes reporting to the Locality Board and the identification of a Member Champion to Chair the established Steering Group and develop a new Terms of Reference.
- The intention to develop a robust evaluation methodology/framework to monitor the impact of the Framework moving forwards.

Strategic Alignment

Since the initial publication of the GYBC Sport, Play and Leisure Strategy 2015-29 the national and local strategic landscape has changed, and with it the need to review how physical activity can better contribute to local priorities and outcomes.

Nationally, the governments Sporting Future and Sport England's Active Nation strategies outline a commitment to the utilisation of sport and physical activity (in its broadest sense) to contributing to a broadened range of outcomes, summarised as:

- Physical wellbeing
- Mental wellbeing
- Individual development
- Social development
- Economic development

This national shift in strategy has led to a new primary role for Active Norfolk and a locality planning approach/methodology being established that seeks to increase the contribution that physical activity makes to local outcomes. This approach has been adopted in Great Yarmouth, with Active Norfolk and GYBC establishing a new way of working to embed physical activity locally.

Other national strategies support the need to increase physical activity rates across the nation. Public Health England's Everybody Active, Every Day document outlines an evidence-based approach that focuses on four domains for action – Active Society (creating a social movement), Moving professionals (activating networks of expertise), Active environments (creating the right spaces) and Moving at scale (interventions that make us active). There are clear links between the commitments in the NHS Long Term Plan and the role that physical activity can play in supporting an increased focus on prevention activity within the health system. These include; providing support to older people to promote independence and reduce social isolation and falls, promoting self-care and a shared responsibility for health, reducing air pollution, reducing health inequalities and improving the health and wellbeing of people with a wide range of long term conditions and disabilities, including poor mental health.

The **GYBC Corporate Plan 2020-2025** commits the Council to driving and facilitating change in 4 strategic areas:

- A strong and growing economy
- Improved housing and cohesive communities
- High quality and sustainable environments
- An efficient and effective council

The development of physical activity in the Borough will, according to research and evidence, support the implementation and achievement of outcomes. These include; supporting an improvement in the health and wellbeing of residents through better access to facilities and an

inclusive approach to addressing physical and mental wellbeing, contributing to the feeling of safety in communities and civic pride, providing access to a range activities through the Borough Council facilities, supporting the development of preventative services, supporting the economic and tourism agendas through events and activities, providing opportunities to develop employability skills, and supporting a reduction in carbon through the promotion of sustainable transport.

In addition, there is clear alignment to a number of additional relevant local strategies:

- Joint Health and Wellbeing Strategy developed by Norfolk's Health and Wellbeing Board – significant focus on prevention and tackling inequalities in communities
- Norfolk & Waveney Primary Care Strategy – committed to empowering people to understand and manage their own health and wellbeing, supporting better relationships between primary care and the local community, and embedding prevention
- Norfolk & Waveney STP Workforce Strategy (under development) – commitment to improve health and wellbeing of health and social care workforce and encourage greater advocacy and role modelling for healthy lifestyles
- Norfolk Frailty Strategy – Focus on identification and proactive intervention for those at risk of frailty such as falls prevention services
- Norfolk & Waveney Diabetes Strategy – Focus on prevention, self-care and better management of the condition
- Norfolk & Waveney Mental Health Strategy – Preventing poor mental health and better supporting the wellbeing of those with existing poor mental health

Objectives

The objectives of the Framework build on the objectives highlighted in the Sport, Play and Leisure Strategy, to place more of a focus on developing partnerships and a collaborative approach to reducing inactivity in the Borough. These objectives now include:

- To reduce inactivity rates across the Borough of Great Yarmouth
- To change the culture around physical activity in Great Yarmouth, to make it the social norm
- To increase local ownership over facilities and assets that can support a more active lifestyle
- To increase opportunities to be active across the Borough
- To implement a co-developed Action Framework through greater collaboration and partnership
- To understand the impact of the Framework and the contribution that sport and physical activity has on local priorities

Priorities

Whilst there are many outcomes that physical activity can contribute to, it is important to recognise that resources are finite, and we need to ensure that we are directing them where the need is greatest and where we know we can have the greatest impact. A robust analysis of local data sets, along with stakeholder consultation, has led to the identification of local priorities where physical activity can be used as a tool to improve outcomes. The identified and approved priorities are:

- Improve outcomes in Early Years development
- Raising aspirations – including access to skills and training and reducing antisocial behaviour
- Improving the lives of people with long term conditions
- Supporting people with mental health needs
- Reducing social isolation

Vision

Inspiring active lives in Great Yarmouth - supporting every person to be active in a way that suits their lifestyle and contributes to a healthier, happier community.

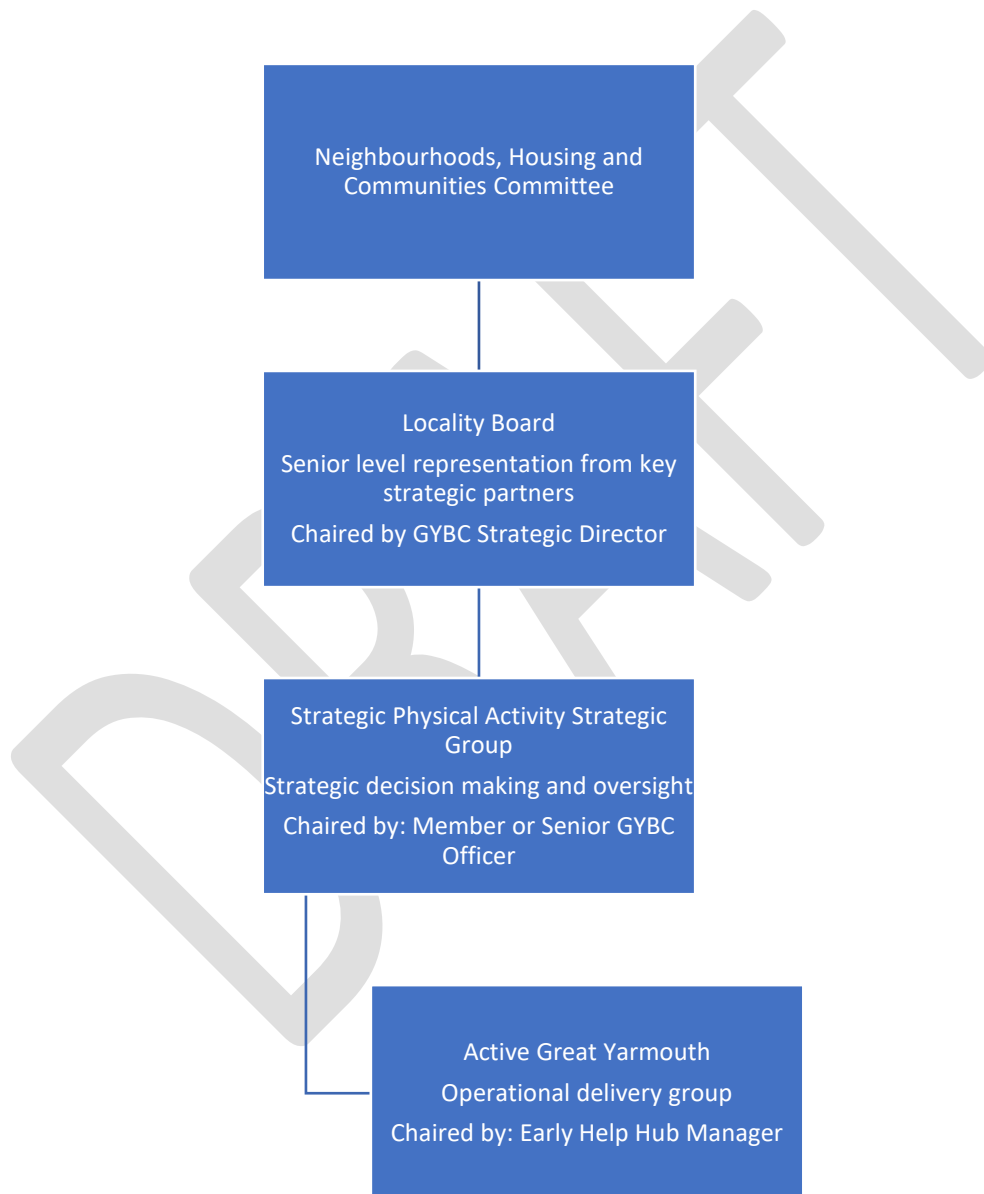
Principles

Through stakeholder consultation (see Appendix 2) the following principles have been identified that underpin the development and future implementation of the Framework:

- We need to focus our efforts on changing the **Culture** around physical activity and sedentary lifestyles
- The emphasis needs to be on **moving more** rather than specifically taking part in sport or exercise – it's the doing that's important, not the how
- **Changing the narrative** is critical - we need the people of the Borough to value and take ownership of the assets, facilities & services we have and to feel empowered to access them more
- We must **work alongside** and integrate with existing community development services and infrastructure
- A **collaborative, partnership approach** is essential where resources are aligned and a wide range of organisations, departments & sectors are brought into the principles and actions identified by the Framework
- We should adopt a **COM-B behaviour change** approach to ensure everyone has the **Capability, Opportunity, Motivation** to change their **Behaviour** around physical activity
- We need to take an approach that focuses on all parts of the **life-course** from early years to later life
- We need to make it as **easy as possible** for people to embed being active into their everyday lives
- We need to work across partnerships to **engage our target populations**, but we also need to put effort into supporting those that aren't engaging with the system and are therefore isolated

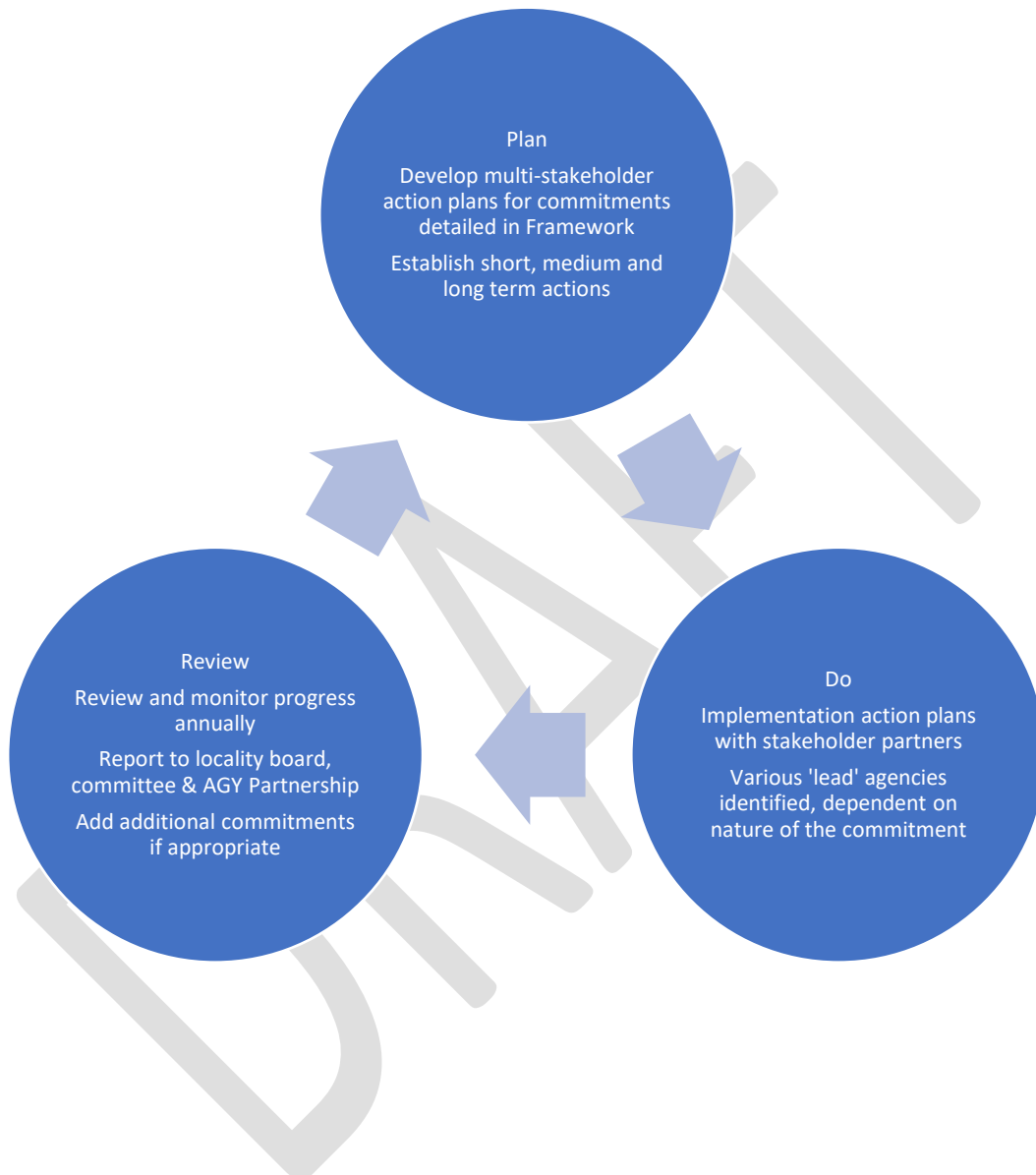
- An approach that embraces the **cultural diversity** of Great Yarmouth is essential
- It is important that whilst focusing on physical activity we also consider the role of **Healthy Lifestyles** more generally and ensure this is reflected in our thinking
- We **commit to ensuring** everyone can enjoy all opportunities safe from harm, abuse, violence, exploitation and neglect. This will be reflected in our practice, our offer, our decision making, our workforce and all areas of this framework

Governance



Implementation plan and review process

The below cycle demonstrates the proposed implementation process that will be overseen by the Physical Activity Strategic Group. It is suggested that this process is undertaken on annual cycles.



	Reducing inactivity (cross-cutting)	Improving Early Years Development	Raising Aspirations	Improving the lives of people living with LTC	Improving the mental health of the population	Reducing Social Isolation
Strategy and Policy	<p>Organisational commitment from key partners to achieving the relevant commitments made in the Active Great Yarmouth Framework</p> <p>Ensure physical activity is considered and embedded into Borough Council and partner strategies and corporate projects</p> <p>Realise the commitments made in the Sport, Play and Leisure Strategy 2015-2029</p> <p>Embed Active Design principles in local planning and infrastructure policy</p> <p>Develop a Local Cycling and Walking Infrastructure Plan and link with the local plan development</p> <p>Work with local employers to embed physical activity into workplace policy and practice</p>	<p>Build an understanding of opportunities to embed physical activity into the implementation of early years services</p>	<p>Advocate the education leaders to embed PE, physical activity and sport into strategies to achieve school improvement priorities</p> <p>Embed physical activity into strategies to prevent young people offending</p> <p>Work with Department of Work & Pensions to embed physical activity into organizational policy and practice</p>	<p>Embed physical activity into the strategies, commissioning processes and service/pathway design in relation to health and social care services</p> <p>Embed physical activity into the strategy for supporting the development of Primary Care Networks</p>	<p>Embed physical activity into the strategies, commissioning processes and service/pathway design in relation to health and social care services</p> <p>Ensure that physical activity and sport are integrated into locality working around health and social care transformation</p>	<p>Embed physical activity into strategy and services that support those at risk of social isolation e.g. older people, adolescents, people living with an LTC, lone parents, carers, ethnic minority groups and vulnerable households.</p>

	Reducing inactivity (cross-cutting)	Improving Early Years Development	Raising Aspirations	Improving the lives of people living with LTC	Improving the mental health of the population	Reducing Social Isolation
Marketing and Promotion	<p>Create a network of physical activity champions that support the promotion physical activity and the Active Great Yarmouth commitments</p> <p>Support the development of an annual Active Great Yarmouth campaign to positively promote physical activity and local opportunities</p> <p>Support the development of an up to date activity finder that gives information about appropriate opportunities to be active for different groups</p> <p>Support a calendar of existing national and local campaigns to promote local physical activity messages and opportunities e.g. World Mental Health day</p> <p>Develop a consistent narrative for physical activity and sport that helps workforce and the general public to be clear about: > What is meant by 'physical activity' > The core messages of how much > The wide-ranging benefits of physical activity > what is available locally</p>	<p>Work with early years settings to promote the Chief Medical Officer recommendations for physical activity, opportunities to be active and active travel to families</p> <p>Collaborate with early years services to promote physical activity across a wide range of settings and target the whole family e.g. through childminders, children's centres, nurseries, pre-schools</p>	<p>Develop a campaign that promotes local opportunities for local people to be active and encourages greater ownership of assets, particularly in the lead up to Marina Centre re-launch</p> <p>Work with schools to promote the Chief Medical Officer recommendations for physical activity, opportunities to be active and active travel</p> <p>Raise awareness of the benefits of physical activity and sport in reducing offending to the youth offending, justice sector and local communities</p>	<p>Work with the health system to promote the Chief Medical Officer recommendations for physical activity, opportunities to be active and active travel to those at risk of developing and with existing long term conditions</p> <p>Work with the health system to develop key messages around physical activity, self-care and prevention</p> <p>Support all GP practices, James Paget and other clinical services to actively promote physical activity opportunities to their patients through appropriate resources</p>	<p>Work with partners to advocate the benefits of physical activity in relation to mental health outcomes across the life-course</p> <p>Support all GP practices, James Paget and other clinical services to actively promote physical activity opportunities to their patients through appropriate resources</p>	<p>Advocate physical activity as a tool to reduce social isolation in its broadest sense</p> <p>Campaign to support the most isolated members of GY community to engage in local positive activities</p>

	Reducing inactivity (cross-cutting)	Improving Early Years Development	Raising Aspirations	Improving the lives of people living with LTC	Improving the mental health of the population	Reducing Social Isolation
Insight and Evaluation	<p>Identify resources from across partners to support the development of GY specific insight across multiple populations – develop a GY insight report that supports future decision making.</p> <p>Conduct an assessment of all potential physical activity spaces to understand how accessible, engaging and well utilised they are – to include parks, green spaces, beaches, purpose built facilities, walking/cycling infrastructure</p> <p>Develop an understanding of engagement with physical activity amongst tourists to Great Yarmouth</p>	<p>Undertake consultation to understand what might change the behaviour of young, particularly vulnerable families, in relation to physical activity</p>	<p>Consult with target communities to understand opportunities to engage them with positive activities, skills and training</p> <p>Map opportunities for young people at risk of ASB across the Borough to engage in physical activities and related skills and training</p> <p>Conduct a training needs analysis of the skill requirements to support local tourism/physical activity workforce e.g. lifeguards, apprenticeships, holiday camps</p> <p>Develop a police pathway that directs young people engaging in risky behaviours into physical activity</p>	<p>Work with the health system, particularly Primary Care Networks, to understand local need in relation to long term conditions</p> <p>Build on existing consultation with people with LTCs to ensure that future provision meets need</p> <p>Develop an understanding of workforce needs to support the development of training and promotion of physical activity to patients</p> <p>Embed physical activity, where appropriate, into performance management/evaluation expectations when commissioning services</p>	<p>Work with partners to engage with people with poor levels of mental health and develop understanding of barriers and enablers and opportunities to promote physical activity</p>	<p>Develop an engagement plan, working across partners, to consult with those at risk of isolation to identify need and opportunities to engage</p> <p>Consultation to build insight and understanding of BAME needs, interests and opportunities to use physical activity as a tool to support integration</p>
Workforce	<p>Training of physical activity champions/advocates from across the Borough to promote physical activity, support behaviour change and create a culture of activity in GY</p> <p>Develop an employer incentive scheme that encourages active employees through discounted provisions, time for volunteering and participation, rewarded behaviour.</p>	<p>Ensure that those working with young people and parents/guardians are supported to embrace the role that physical activity can play to support school readiness, physical and mental health and wellbeing</p>	<p>Train those with a responsibility for raising aspirations in the promotion of physical activity and supporting behaviour change i.e. schools, DWP, criminal justice system, VCSE sector</p> <p>Work with partners to create an annual workforce development plan for GY that responds to local employer needs in relation to physical activity and tackles unemployment</p> <p>Train community champions/advocates to channel challenging behaviours into positive actions that pay back into communities</p>	<p>Roll out a programme of physical activity awareness training across the frontline health and social care workforce, including social prescribers</p> <p>Support the training of commissioners/service providers/system advocates to build confidence in embedding physical activity into service design</p> <p>Develop a workforce plan that supports the existing physical activity delivery workforce (paid and unpaid) to confidently work with those with LTCs</p>	<p>Roll out a programme of physical activity awareness training across the mental health workforce and appropriate VCSE partners, that includes opportunities to promote physical activity in addition to traditional treatment</p> <p>Develop a workforce plan that supports the existing physical activity delivery workforce (paid and unpaid) to confidently work with those with mental health conditions, including dementia</p>	<p>Provide cultural sensitivities training to physical activity providers (paid and unpaid)</p> <p>Support the growth of physical activity providers that are equipped to work with underrepresented groups – including those with disabilities, pregnant women and older adults</p>

	Reducing inactivity (cross-cutting)	Improving Early Years Development	Raising Aspirations	Improving the lives of people living with LTC	Improving the mental health of the population	Reducing Social Isolation
Communities, Environment and Infrastructure	<p>Respond to insight to develop a plan for increasing engagement with local facilities, including the development of local activity programmes</p> <p>Work with parish councils to understand the potential for CIL investment to support local communities to be more active</p> <p>Embed physical activity into plans for new developments, Healthy High Streets initiative and the development of new road infrastructure</p>	<p>Create traffic exclusion zones and promote active travel to early years and school settings</p> <p>Develop a Play Festival that encourages families to explore their local community through non-traditional activity</p>	<p>Increase use of school facilities to engage in physical activity out of school hours</p> <p>Support schools to have effective pathways into local community activities</p> <p>Identify resources to support ABCD approaches to create additional opportunities to be active in local communities</p>	<p>Support the health system to develop effective pathways into local community activities</p> <p>Develop a plan to utilise the existing assets (gyms) within doctors' surgeries</p>	<p>Develop a programme to engage local residents with their natural/outdoor environment to support mental health outcomes</p>	<p>Identify and audit the potential dementia, disability and older people friendly facilities, walking routes and other infrastructure and promote through appropriate channels.</p> <p>Work with care home/care providers to create active communities and embed physical activity into service delivery to address social isolation of residents</p> <p>Utilise the new Marina Centre assets to create social activities for potentially isolated residents</p>

	Reducing inactivity (cross-cutting)	Improving Early Years Development	Raising Aspirations	Improving the lives of people living with LTC	Improving the mental health of the population	Reducing Social Isolation
Provision & Engagement	<p>Develop a programme at the new Marina Centre that engages underrepresented groups and reflects priorities identified within Framework</p> <p>Develop a concession scheme for the Borough that allows reduced rate access to facilities and services that promote physical activity</p> <p>Pursue opportunities to scale up provision that works – e.g. All to Play For, GOYA, Get Set To Go</p> <p>Develop Great Yarmouth wide plans to further engage people in walking, running and cycling as priorities to support a social movement</p> <p>Develop a programme of activity to encourage off-season use of facilities and assets that promote physical activity e.g. leisure centre, Waterways, Winter Gardens</p>	<p>Support and develop a programme of parent-led activity sessions in communities</p> <p>Engage with a tech company to create a digital platform for GY that encourages greater walking and engagement with local community amongst families e.g. develop a Parks/Seafront app</p> <p>Work with leisure operator to develop a programme of holiday based activities that utilise existing assets in the Borough</p> <p>Work with leisure operator and partners to develop a programme of early years provision in purpose-built and community based facilities</p>	<p>Work with schools to ensure PE and School Sport Premium is targeted towards those young people that need it most</p> <p>Work with schools and colleges to develop a Borough wide programme of extra-curricular activities that engage young people</p> <p>Develop a safer street games initiative in residential areas to make activities and games accessible and decriminalized.</p> <p>Work with young people to develop a programme of activity that engages those displaying early risk-taking behaviour and offers positive distractions.</p> <p>Develop a coordinated approach to volunteering to increase and retain those engaged, and ensure the volunteering workforce is more diverse and representative of Great Yarmouth communities</p> <p>Roll out a time-credits initiative that works with partner organisations to provide volunteering opportunities and reward engagement</p> <p>Create links between physical activity providers and youth justice system to encourage greater engagement with existing positive activities</p>	<p>Develop a robust exercise referral/long term condition specific programme with the health system that supports local need and reflects national guidelines</p> <p>Develop a programme of preventative activity that supports Population Health Management approaches within Primary Care Networks and ensure those at risk of LTCs are identified a proactively engaged in appropriate activity</p> <p>Work with health system to embed physical activity provision, where appropriate, into clinical services such as physiotherapy, diabetes treatment, cardiac/pulmonary rehab</p>	<p>Work with partners to build physical activity provision into services that's support people with poor mental health</p> <p>Engage secondary schools and colleges to secure a commitment to develop physical activity as a tool to support mental health needs in young people.</p>	<p>Develop a programme of activity that supports greater engagement in rural communities of the Borough</p> <p>Support the development of activities that engage older populations and seek to address social isolation, utilising existing assets such as Marina Centre, libraries, Acorn Centre, Venetian Waterways etc</p> <p>Explore a programme of intergenerational activity that links care homes, older populations, schools and early years settings</p> <p>Embed physical activity at the heart of broad approaches to social prescribing across Great Yarmouth</p>

Appendix 1 – Process for development

Date	Action undertaken
May-July 2018	Initial engagement Active Norfolk/GYBC – relationship development, scoping locality approach Data interrogation to establish key issues and potential priorities
Aug 2018	Development of community consultation
Sept-Oct 2018	Community consultation process and analysis
Nov 2018	Presentation to Executive Leadership Team to introduce locality process, suggest priorities and gain steer on Strategy refresh
Dec 2018	Presentation to Housing & Neighbourhood Committee to endorse priorities and give mandate to refresh strategy Newsletter circulated to partners introducing locality planning and suggesting priorities
Feb 2019	Presentation to locality board to endorse priorities and gain oversight commitment for locality process and strategy review Development of Strategy refresh timeline
March – Jul 2019	Asset and stakeholder mapping Relationship development Development of stakeholder consultation plan
Jul 2019	Corporate Project Board presentation and sign off
Aug 2019	Presentation to Locality Board – update on progress
Aug -Nov 2019	Stakeholder consultation: <ul style="list-style-type: none"> • Internal GYBC colleague workshop • External stakeholder workshop • Active Great Yarmouth group consultation • Follow up consultation with individual organisations Public consultation <ul style="list-style-type: none"> • Consultation with people living with long term conditions
Dec 2019	Draft framework finalised

Appendix 2 – Consultees (stakeholder engagement)

With thanks to those organisations that took part in the consultation exercise:

- Norfolk & Waveney CCG
- Sentinel Leisure Trust
- Norfolk County Council – Social Services, Children’s Services, Public Health
- Norfolk Police
- Department of Work & Pensions
- East Coast College
- East Norfolk Sixth Form College
- Acorn Centre
- Norfolk & Waveney Mind
- Early Childhood & Family Service
- Norfolk Healthy Child Programme
- East Coast Community Healthcare
- Norfolk Youth Offending Team
- MAP
- GYROS
- DIAL
- Norfolk FA
- Great Yarmouth Sport & Leisure Trust
- Community Sports Foundation
- Go Geronimo

Subject: **Housing Revenue Account Budget setting 2020/21**

Report to: Housing and Neighbourhoods Committee
Full Council

Report by: HRA Service Accountant

SUBJECT MATTER

This report sets out the Housing Revenue Account (HRA) budget 2020/21 to 2024/25, HRA Capital Programme 2020/21 to 2024/25, HRA Rent and Service Charge proposal 2020/21 and the revised HRA revenue and capital forecasts for 2019/20.

RECOMMENDATIONS

It is recommended that Housing and Neighbourhoods Committee agree and recommend to Full Council:

1. The increase in rents of CPI + 1%, as set out in the new Rents for Social Housing policy for 2020/21. For 2020/21 this equates to 3%
2. The Revenue budget for 2020/21 along with the forecast projects for the period up until 2024/2025 including the extended borrowing to support the provision of additional HRA homes
3. The Capital budget for the period 2020/21 to 2024/25
4. The HRA Service charges for 2020/21
5. The revised HRA Capital and Revenue forecasts for 2019/20.

1 Introduction

1.1 The Housing Revenue Account (HRA) is the ring-fenced rent account that funds the Council's activity as a landlord. The HRA records all the income and expenditure associated with the provision and management of Council owned homes in the borough. This account funds a significant range of services to 5783 homes for Great Yarmouth Borough tenants and their families and to 369 homes for leaseholders. This includes housing management, repairs and improvements, sheltered housing services, caretaking and capital investment on housing.

1.2 The Council is required by law to avoid budgeting for a deficit on the HRA (Local

Government & Housing Act 1989, section 76). This means that the budget must not be based on total HRA revenue reserves falling below zero. In practice the Council is expected to maintain a reasonable balance of reserves and this provides a contingency against unforeseen events and known risks. Great Yarmouth Borough Council's HRA currently maintains a minimum balance of £2 million.

- 1.3 In April 2012 the HRA moved to a Self-financing model which accompanied a limit on the amount of housing debt that an authority could hold within an HRA. The limit was based on a calculation of the level of debt that a landlord/council could support, based primarily on the valuation of each authority's current housing stock, along with income and expenditure assumptions. A total borrowing limit was set for each landlord, which for Great Yarmouth Borough Council was £89 million.
- 1.4 A key feature of the self-financing was that Council's would be able to borrow within their HRA's in order to invest in the housing stock. This borrowing must be financed from HRA income and so introduces risks and opportunities for managing resources in this area. As local authority borrowing is included in the national Public Sector Borrowing Requirement, it must remain affordable both nationally and locally.
- 1.5 From October, the Government removed the debt cap limitations on how much councils can borrow against their HRA Assets.
- 1.6 Authorities are now able to borrow above their original debt cap, to meet their spending requirements and take advantage of interest rates while they remain low. Although additional borrowing is now available beyond the debt cap, borrowing plans must still display affordability within the HRA business plan.
- 1.7 Following the above changes the self-financing arrangements have led to the development of a 30-year business plan supporting the delivery of the HRA under the new arrangements. The 30-year business plan makes assumptions regarding the level of income available based on the expected levels of rent, along with the key risks facing housing service delivery within this timeframe. The main areas of this are the management and timing of debt use, affordability and the impact of changes as Government policies are enacted.
- 1.8 The HRA capital and revenue 2020/21 estimates and the Great Yarmouth

Borough Council 30 year Business Plan, have been prepared using the self-financing arrangements for the HRA, which include a requirement to prepare and publish a rolling 30 year HRA Business Plan covering both capital and revenue expenditure projections.

- 1.9 The budget process for 2020/21 onwards has taken due consideration of the HRA's 2017/18 stock condition survey results. Implications highlighted by the stock condition survey have been reflected within the capital programme going forward.
- 1.10 The budget and forecasts presented do assume additional borrowing in the medium term to support the continued improvement in the stock. Due to reductions in day to day revenue repairs, in 2020/21 and the following three financial years additional borrowing has been forecast to provide additional Affordable housing in excess of the requirement of the retained receipts. An additional £1.5 million of funding will be used to support further borrowing to deliver additional homes within the HRA, through acquisitions or new build programmes.

2. Rent setting policy changes – Increase of CPI + 1%

- 2.1 Each year local housing landlords must set rents and budgets for the forthcoming financial year and provide each individual tenant's with statutory notice of any proposed rent change. This report sets out proposals regarding the budget, rents, service charges and other charges to tenants for the 2020/21 rental year.
- 2.2 The self-financing HRA remains governed by guidelines on rent setting for tenants. The council no longer had flexibility on the approach to rent setting due to the policy announced as part of the Welfare Reform and Work Act 2016. Rents have reduced annually by 1% over the four year period 2016/17 – 2019/20.
- 2.3 Rent setting following the end of the 1% reduction to all social rents in 2019/20, will be based on increases of CPI + 1%. For 2020/21 this equates to 3%, on both social and affordable rent in line with the new Rents for Social Housing policy for 2020/21.
- 2.4 The average rent for 2020/21 will be £76.44 per week over a 50 week period. Future rent increases have been factored into budgets within Appendix B.

2.5 Estimated rent charges for 2020/21 on average:

Property Type	Average weekly Rent 19/20 £ (50 wk.)	Average weekly Rent 20/21 £ (50 wk.)
Bedsit	58.63	60.46
1 Bedroom	67.39	69.51
2 Bedroom	74.50	76.77
3 Bedroom	80.54	83.02
4 Bedroom	89.10	91.84
5 Bedroom	96.71	99.61
Average for all properties	74.18	76.44

3. Proposed Rent Service Charges 2020/21

- 3.1 The proposals in relation to service and agreement charges are set out in Appendix A. The increases proposed and applied are in line with the corporate formula adopted by the Council, being set at least at RPI + 2%. For 2020/21 this equates to 4.8%, to close the gap in terms of recovery of costs.
- 3.2 Service charges for 2020/21 (excluding caretaking charges) have been reviewed to ensure that each individual service charge element is recharged on a cost basis, whereas previously the income and expenditure for service charges as a whole was on a cost basis.

4. Housing Revenue Account Budget 2020/21 – 2024/25 and Revised Forecast 2019/20

- 4.1 The approach to HRA budget setting focuses on three separate areas for 2020/21:
- Expected income and proposals on rent and service charge levels;
 - Expenditure plans that reflect local priorities and the impact of the self-financing business model on service delivery; and,
 - The reserves and provisions needed to ensure that the HRA is delivering strong financial performance over a longer period of time.
- 4.2 The HRA receives income from tenant rents and service charges levied on tenants and leaseholders. The self-financing HRA remains governed by guidelines on rent setting for tenants. Income from rents is a key driver of the total income available to the HRA, making up approximately 90% of the total income. The approach and policy for rent therefore affects the resources available to re-invest in expenditure plans across the HRA to deliver the outcomes outlined in the HRA business plan for all tenants.
- 4.3 Expectations for income, and therefore the rent budget, are driven by three key elements:
- Expected stock levels for 2020/21;
 - The CPI + 1% increase on the 2019/20 actual rents charged. For 2020/21 this equates to 3%; and,
 - The resourcing needs outlined in the HRA Business Plan.
- 4.4 For 2020/21, the average stock level across Great Yarmouth Borough Council is expected to be 5,750 properties. This is based on known changes to the current stock profile of 5,783 (as at 1 April 2019) including adjustments for projected Right to Buy sales, disposals and acquisitions.
- 4.5 The repairs and maintenance programme includes the planned cyclical upkeep to the specific areas of heating, lighting, lifts, smoke alarms, garden maintenance and minor neighborhood planned works. It also relates to day to day repairs for tenants and refurbishment of empty properties in between tenant occupancy. The Council also has an adaptations team, adjusting tenant's homes for their specific needs. In 2020/21 and 2021/22, the revenue

adaptations budget has been increased by £150,000 per annum to address an existing backlog in adaptations work.

- 4.6 Leasehold service charges are required to be transparent and reflect the actual cost of the services incurred. It is recommended to set leaseholder service charges in line with actual expenditure plans as per the approach in previous years. Service charges will be based on 2018/19 expenditure levels and final charges for 2019/20.
- 4.7 The HRA currently holds a 2019/20 opening reserve balance of £11.3 million. This is due to prior year savings and underspends of estimated budgets, specific planned budgets being carried forward to future years and programmes not being completed at the original time anticipated.
- 4.8 The HRA 30 year business plan demonstrates how reserves are reduced and managed over the next five years within the housing major works capital programme. Capital works were significantly increased from 2018/19 to ensure that both homes identified as part of the 2017/18 Stock Condition Survey as non decent and future homes, which become non decent are addressed over a five year period. It has been recommended that a further survey is undertaken following the initial five year period. This additional survey has been included within the 2022/23 and 2023/24 budget forecasts.

4.9 Revised 2019/20 position

4.10 The original 2019/20 budget reported a forecast deficit of £3.935 million. Quarter 3 monitoring has identified that this needs to be revised, resulting in a decrease to the original 2019/20 deficit by £485k, to an estimated £3.450m deficit at year end.

	Revised budget 2019/20	Variance	Reason	Financed from
	£000	£000		
Charges for services and facilities	(1,418)	(24)	Inflationary increase	N/A
Repairs & Maintenance	8,970	(553)	Increased capital investment works to the stock in prior years has reduced the demand and requirement of revenue responsive repairs by £500k. Savings also reflect the revision of the GYBS cesspool contract.	N/A
Capital Grants & Contribution receivable	0	50	Leasehold income received reduced due to no rechargeable Leasehold capital works being completed in year.	N/A
Capital Expenditure financed from revenue	5,636	50	Increase in revenue required to finance capital following the reduction in leasehold contributions.	Revenue Reserve
Total Variance		(477)		

4.11 **Proposed growth/savings in HRA Revenue 2020/21 budget**

4.12 The following table summaries the more significant movements compared to the previous business plan as approved in February 2019.

Income/ Expenditure	2020/21 Revised Budgets	2020/21 Growth (Saving)	Details	Financed from
	£000	£000		
Dwelling Rent	(21,817)	115	Rent forecasts amended following increased Right to Buy sales in 2018/19 and reduction in sales to quarter three 2019/20.	N/A
Non-Dwelling Rents	(275)	(4)	Inflationary increase	N/A
Charges for services and Facilities	(1,442)	(12)	Inflationary increase	N/A
Revenue contribution to capital	3,268	281	Capital programmes have been reprofiled and brought forward in line with the works highlighted as part of the stock condition survey, reducing revenue contributions to fund capital in 2020/21 for Housing improvements. £415k One off budget allocation for projects which will transform the efficiency and effectiveness of the management of the Council's housing stock has led to increased need for revenue contribution in year.	Revenue Income
Depreciation	3,780	264	Estimated budget revised as previous underestimated.	Revenue Income
Interest and Investment Income	(15)	(9)	Original Budget under estimated.	N/A
Repairs & Maintenance	8,984	(588)	Increase in capital investment in the stock in prior years has reduced the	N/A

Income/ Expenditure	2020/21 Revised Budgets	2020/21 Growth (Saving)	Details	Financed from
			demand and requirement of revenue responsive repairs by £526k. Increased investment has also resulted in further savings within areas such as revenue electrical remedial works (£75k), heating repairs (£158k) and gas servicing (£82k). Major adaptations works have increased by £150k in order to complete increase demand and reduce waiting times.	
Supervision & Management (Direct Employee)	2,439	178	Increase following housing restructure and as a result of job evaluation of existing posts. Also includes additional fixed term posts to support delivery of timely adaptations to Council properties.	Revenue Reserves
Supervision, Management, internal recharges	2,908	224	Increased budget for the purchase of additional and upgraded Yarecare alarms (£10k). Recharges are higher than originally budgeted partly due to a review of the allocation methodology. Support services recharge variances are driven by the variances in direct costs and income identified under those services recharged across the Council.	Revenue Reserves
Interest Payable and Similar Charges	2,874	281	Increased Interest Payable due to additional borrowing for the Affordable Housing programme, including the £250k provision for additional housing beyond the requirement of the Retained Receipts.	Revenue Reserves
Rents, rates & Other Charges	249	(18)	Reduced insurance costs partly due to reduced stock	N/A

Income/ Expenditure	2020/21 Revised Budgets	2020/21 Growth (Saving)	Details	Financed from
			numbers following high levels of RTB sales in prior years (£14k). Revised utility budgets to reflect spende in prior years (£3k).	
Capital Grants & Contribution receivable	(50)	50	Leasehold income	N/A
Employer's Pension Adjustment	394	(17)	Revised budget based on pension estimates supplied.	N/A
Total Variance		745		

4.13 The next table summarises the revised forecast for 2019/20 and the draft 2020/21 budget for the Housing Revenue Account. Further detail is shown in appendix B.

	2019/20 Original Budget	2019/20 Revised Budget	Variance	2020/21 Draft Budget
	£000	£000	£000	£000
Dwellings Rents	(21,279)	(21,279)	0	(21,817)
Non Dwelling rents	(263)	(263)	0	(275)
Interest & Investment income	(5)	(5)	0	(15)
Charges for services and facilities	(1,394)	(1,418)	(24)	(1,442)
Total Income	(22,941)	(22,965)	(24)	(23,549)
Repairs & Maintenance	9,523	8,970	(553)	8,984
Supervision and Management (Direct Employee)	2,201	2,201	0	2,439
Supervision and Management	2,684	2,676	(8)	2,908
Rents, Rates & Taxes	261	261	0	249
Depreciation	3,482	3,482	0	3,780
Capital Expenditure funded by the HRA	5,586	5,636	50	3,268
HRA Interest Payable	2,751	2,751	0	2,874
Provision for bad and doubtful debts	150	150	0	150
Employer's Pension Adjustment	392	392	0	394
Total Expenditure	27,030	26,519	(511)	25,046
Transfers (from)/to Earmarked Reserve	(104)	(104)	0	0
Capital Grants & Contribution receivable	(50)	(0)	50	(50)
Net (surplus)/Deficit for the year	3,935	3,450	(485)	1,447
HRA Reserves Balance B/Fwd.	11,399	11,399	0	7,949
Deficit/(Surplus) in year	3,935	3,450	485	1,447
HRA Reserves Balance C/Fwd.	7,464	7,949	(485)	6,502

5 Housing Major Works Capital Programme (HMWCP) 2019/20 to 2024/25

- 5.1 This section of the report sets out the new housing capital investment requests for the five year period covering 2019/20 to 2024/25.
- 5.2 The HMWCP is subject to ongoing review and continues to take into account the priorities and objectives which have been derived from our understanding of the stock; the needs of current and future tenants; the opportunities presented by funding streams and options for procurement and delivery of our investment plans.
- 5.3 There are two key strands to the investment plans:
- Maintaining and improving the Council's housing stock;
 - New Affordable Council housing, including new housing to replace sales under RTB in line with Government guidance.
- 5.4 The plans are prepared over the medium term and are reviewed and updated annually. Future investment decisions will be based on local decision making and local knowledge of the condition of the stock and the components.
- 5.5 The housing major works capital programme has been adapted to meet the needs of the housing stock identified within the 2017/18 stock condition survey, as well as maintaining the newly arising to ensure that all stock meets Decent home standards.
- 5.6 The programme includes the continuation of the kitchen and bathroom programme, an enhancement to the boiler and heating replacement schemes, investment into empty homes, delivery of external wall insulation along with roofing and insulation works.
- 5.7 These schemes offer both the opportunity to modernise properties, sustain them for the future and increase the thermal comfort of tenants. They also continue to bring potential savings from future revenue repairs budgets.
- 5.8 New affordable housing budgets included within the programme are estimated in line with the 1-4-1 receipt restrictions following the Right to Buy sales of council dwellings in previous years. These estimates reflect the minimum expenditure required to avoid any repayments of receipts, along with looking at options for new build sites and the completion of new build developments.

- 5.9 The HRA is still part of a retention agreement, meaning the HRA can retain receipts to support up to 30% of the cost of replacement homes if incurred in a 3 year period. If retained receipts are not used, the Council is required to pay any unused retained receipts plus interest to Central Government.
- 5.10 The HRA will continue to borrow specifically for the new affordable housing programme, so the HRA reserves balances can be used on investment on the current stock. Affordable housing budget estimates are based on the requirement of a contribution of 70% of costs to invest and develop new housing opportunities within the council, alongside 30% retained receipts contributions from Right to Buy sales to ensure the council can fully commit all Right to Buy retained receipts.
- 5.11 The HRA proposes to increase the availability of affordable housing with a combination of direct new build, grant contributions to Housing Association developments and purchasing the appropriate empty and suitable homes on the open market, to maintain the level of spending required to meet the retained receipt demand.
- 5.12 The Right to Buy discounts have increased since the introduction of Self Financing. The maximum discount increases each year based on the consumer price index (CPI). The business model has been amended to incorporate this change which is currently estimated at 2.0% CPI, forecasting a maximum discount of £84,200 for 2020/21.
- 5.13 Year to date Right to Buy sales for 2019/20 have reflected a decline in comparison to prior years. The Council has completed 19 sales year to date to Quarter 3, in comparison to 34 completions in 2018/19 for the same period.
- 5.14 The level of Right to Buy sales will continue to be monitored in 2019/20 and revised projections produced to accurately project future RTB sales and RTB receipts in order to plan for their appropriate use. A total of 37 sales have predicted as part of the 2020/21 budget.
- 5.15 As discussed at paragraph 1.10 above, borrowing to support the increase of HRA assets through acquisitions and new build programmes will be increased using revenue funding totaling £1.5 million released in 2020/21 and the following three financial years from spend on revenue day to day repairs as a

result of reductions in demand. This funding will support prudential borrowing to support an increased capital programme on affordable housing delivery.

5.16 Revised 2019/20 position for HRA Major works Capital Programme.

5.17 The following table summaries the in-year 2019/20 virements within the capital budget.

	2019/20 Revised Budget	Variance to original budget	Reason	Financed from
	£000	£000		
Kitchens & Bathrooms	3,366	470	Void kitchen programme accelerated due to increased demand in year.	N/A
Windows & Door Improvements	650	(270)	Windows and door programme reduced due to delays sourcing fire door replacements to meet the relevant standards required. Programmed works within communal areas and blocks is currently delayed pending formal fire door specification.	N/A
Specific Planned projects	1,061	(200)	Reduced Whole house and Long Term void works in year. Programme scheduled to continue in 2020/21 to reduce the number of Long Term voids held.	N/A
Total		0		

5.17 Proposed growth/savings in HRA Capital Programme 2020/21

5.18 The following table summaries the more significant movements compared to the previous business plan as approved in February 2019.

	2020/21 Revised Budgets	2020/21 Growth/ (Saving)	Details	Financed from
	£000	£000		£000
Kitchen & Bathroom	3,050	350	Void kitchen budget increased following increased demand in prior years.	Revenue income
Energy &	1,185	235	Budget increased to complete	

	2020/21 Revised Budgets	2020/21 Growth/ (Saving)	Details	Financed from
	£000	£000		£000
Efficiency			works identified as part of the stock condition survey. Continual capital improvements have resulted in a decline in revenue repairs required.	Revenue income
New Affordable Housing – Right to Buy receipts	3,280	1,159	Affordable budget revised due to the original budget underestimating RTB sale numbers in prior years.	Borrowing/ RTB Receipts
New Affordable Housing – Additional Provision	250	250	Additional Capital budget for new Affordable Housing. This budget is separate from the Retained Receipts budget and is additional following the reduction in Revenue Responsive Repair costs.	Borrowing
Planned Maintenance	665	130	Capital adaptations works have increased by £50k in order to complete increased demand, along with reducing waiting times for completions. Capital rewiring budgets increase by £80k to accelerate the programme ensure its in line with the stock condition survey requirements and to complete properties previously restricted by access refusals.	Revenue income
Neighborhood Plans	2,090	150	Roofing, Finlock & Loft Insulation programmes increase to retain programme schedules and remain in line with stock demand.	Revenue Income
Housing Transformation Budget	415	415	One off budget allocation for projects which will transform the efficiency and effectiveness of the management of the Council's housing stock.	Revenue Income
Total Expenditure		2,689		

5.19 The table below summarises the revised forecast for 2019/20 along with the draft 2020/21 Capital programme for the Housing Revenue Account. Further detail is shown in Appendix C & Appendix D.

HRA Capital programme	Original Budget 2019/20	Revised Forecast 2019/20	Variance	Revised Draft Budget 2020/21
Expenditure:	£000	£000	£000	£000
Kitchens & Bathrooms	2,896	3,366	470	3,050
Windows & Doors	920	650	(270)	650
Planned Maintenance	782	782	0	665
Energy Efficiency Improvements	1,015	1,015	0	1,185
Specific Planned Projects	1,261	1,061	(200)	620
Estate Improvements	80	80	0	0
Empty Properties	1,160	1,160	0	700
New Affordable Housing - Right to Buy receipts	2,139	2,139	0	3,280
New Affordable Housing – Additional Provision	0	0	0	250
Neighbourhood Plans	2,465	2,465	0	2,090
Housing Transformation Budget	0	0	0	415
Total Expenditure	12,718	12,718	0	12,905
Financing:				
Borrowing	2,139	2,139	0	3,530
Capital Receipts	1,471	1,471	0	2,288
Revenue	5,587	5,637	50	3,268
Depreciation	3,471	3,471	0	3,769
Leasehold Contribution	50	0	(50)	50
Total Financing	12,718	12,718	0	12,905

6. Other implications to the Housing Revenue Account.

- 6.1 Since the introduction of self-financing in 2012, the 30 year HRA business plan has continued to be challenged by a number of changes, such as increased Right to buy discounts and sales and the 1% rent reduction policy.
- 6.2 In response to these changes the Council has, in the short term, previously kept the HRA reserves levels high in order to mitigate this loss of revenue. The Council still needs to prepare for further reductions in resources available to manage, maintain, improve and add to its housing stock and manage the implications from the stock condition survey.
- 6.3 The HRA is continually reviewed to ensure the budgets accurately reflect service demands and to challenge where savings could be achieved. The capital programme, which is funded in large part by contributions from revenue, is monitored regularly during the year and has been reviewed in detail to inform the 2019/20 budget reflecting the outcomes of the 2017/18 stock condition survey. The overall capital programmes in prior years have significantly increased due to additional works needed, careful consideration has been taken to the deliver these works over the 5 year period and to manage the financial impact.

7. FINANCIAL IMPLICATIONS

- 7.1 The detail within the report highlights the significant variances for the current year to date, including a full year impact to the HRA revenue and Capital budgets for future years.
- 7.2 The income and expenditure will continue to be monitored in detail during the current year, including additional reviews of the HRA 30 year business plan.
- 7.3 The HRA is dependent mainly on the rental income stream of the social housing rents, and the Council have a dedicated team monitoring tenant arrears on a regular basis.
- 7.4 The HRA has a 2019/20 opening reserves balance of £11.40 million. The 2020/21 opening reserve balance is forecast at £7.95 million, reflecting a 2019/20 forecast deficit of £3.45 million.
- 7.5 The removal of the debt cap has allowed the Council to increase the amount it can borrow on a prudential basis, to extend the affordable housing programme beyond the requirements of spending retained Right to Buy receipts as set out

in the report. Commitments, value for money and spend will be closely monitored and subject to regular budget monitoring and reporting.

8. RISK IMPLICATIONS

- 8.1 It is recognised that since the results of the 2017/18 stock condition survey, a significantly increased Major Works Capital programme has been maintained following the 2018/19 budget setting process. Continual programmed works have been maintained to ensure that both the homes identified as non Decent as a result of the Stock Condition Survey and future homes, which become non Decent are addressed over a five year period. Overall ensuring that all homes within the dwelling stock are Decent.
- 8.2 Where service delivery plans have changed, the budget setting process must reflect the subsequent impact on resources and also recognise known risks for the HRA and ensure there are adequate balances in place to these as they materialise.
- 8.3 Further review of the detail of the HRA budget for both capital and revenue spend will be carried out during 2020/21, in preparation for the longer term investment requirements in the stock, new affordable housing programme and to inform future budget setting decisions to identify efficiencies within the program of works.
- 8.4 There continues to be an ongoing risk to the HRA of non-collection of tenant rental arrears and maintaining budgeted collection rates. This continues to be monitored and managed along with any further implications arising following the final migration of housing benefit to universal credit.

9. RECOMMENDATIONS

- 9.1 The increase in rents of CPI + 1%, as set out in the new Rents for Social Housing policy for 2020/21. For 2020/21 this equates to 3%
- 9.2 The Revenue budget for 2020/21 along with the forecast projects for the period up until 2024/2025 including the extended borrowing to support the provision of additional HRA homes
- 9.3 To review the Capital budget for the period 2020/21 to 2024/25

9.4 To review the service charges for 2020/21

9.5 To review the revised Revenue and Capital forecasts for 2019/20.

10. BACKGROUND PAPERS

In year budget monitoring reports

Stock Condition Survey

Service Charge fees

Areas of consideration: e.g. does this report raise any of the following issues and if so, how have these been considered/mitigated against?

Area for consideration	Comment
Monitoring Officer Consultation:	
Section 151 Officer Consultation:	Sent for Review
Existing Council Policies:	
Financial Implications:	Considered
Legal Implications (including human rights):	
Risk Implications:	Considered
Equality Issues/EQIA assessment:	n/a
Crime & Disorder:	n/a
Every Child Matters:	n/a

Appendix A – Fees and charge proposals 2020/21

2020/21 Rent increase and Service Charges (Exclusive of VAT where applicable)	2019/20	2020/21	2020/21
	Average Charge 50 Wks	Average Charge 50 Wks	Increase/ decrease per wk
Tenant Rent	£74.18	£76.44	£2.26
Garages Basic – Tenants	£10.87	£11.39	£0.52
Garages Premium – Tenants plus Town Centre Surcharge	£14.50	£15.20	£0.70
Caretaking charge – Basic	£0.97	£1.02	£0.05
Caretaking charge – Enhanced	£0.97	£1.02	£0.05
Maintenance of Aged Persons gardens			
Up to 30 minutes maintenance	£5.27	£4.25	-£1.02
Over 30 minutes maintenance	£8.42	£7.50	-£0.92
Communal Heating	£10.48	£5.38	-£5.10
Communal Water	£4.31	£4.51	£0.20
Digital Communal TV Aerials	£0.76	£0.96	£0.20
Sewerage charge	£6.73	£7.05	£0.32

Sheltered Housing Support Charges 2020/21	2020/21 Average charge 50 wk	2020/21 Average Charge 50 wk
Standard tenancies plus Alarm Charge	11.00	9.38

YARE CARE CHARGES	Weekly Charge	
	2020/21 Exc VAT	2020/21 Inc VAT
<i>52 week Calculation for Private users</i>		
Private – Rental + Monitoring	£3.15	£3.94
Private – Monitoring	£1.38	£1.72
<i>50 week calculation for Community Housing Tenants</i>		
Council – Rental + Monitoring	£3.41	£4.09
Council – Monitoring	£1.48	£1.78
Yarecare Installation Charge	2019/20	2020/21
	Average Charge	Average Charge
		% Average Increase
Yarecare Installation Charge (Plus VAT)		
Charge within Borough	£44.40	£46.53
Charge outside of Borough	£50.40	£52.82
Alarm Unit – Purchase (Plus VAT) – One Off	£163.57	£171.42

Appendix B – Revenue Income and Expenditure 2019/20 – 2024/25

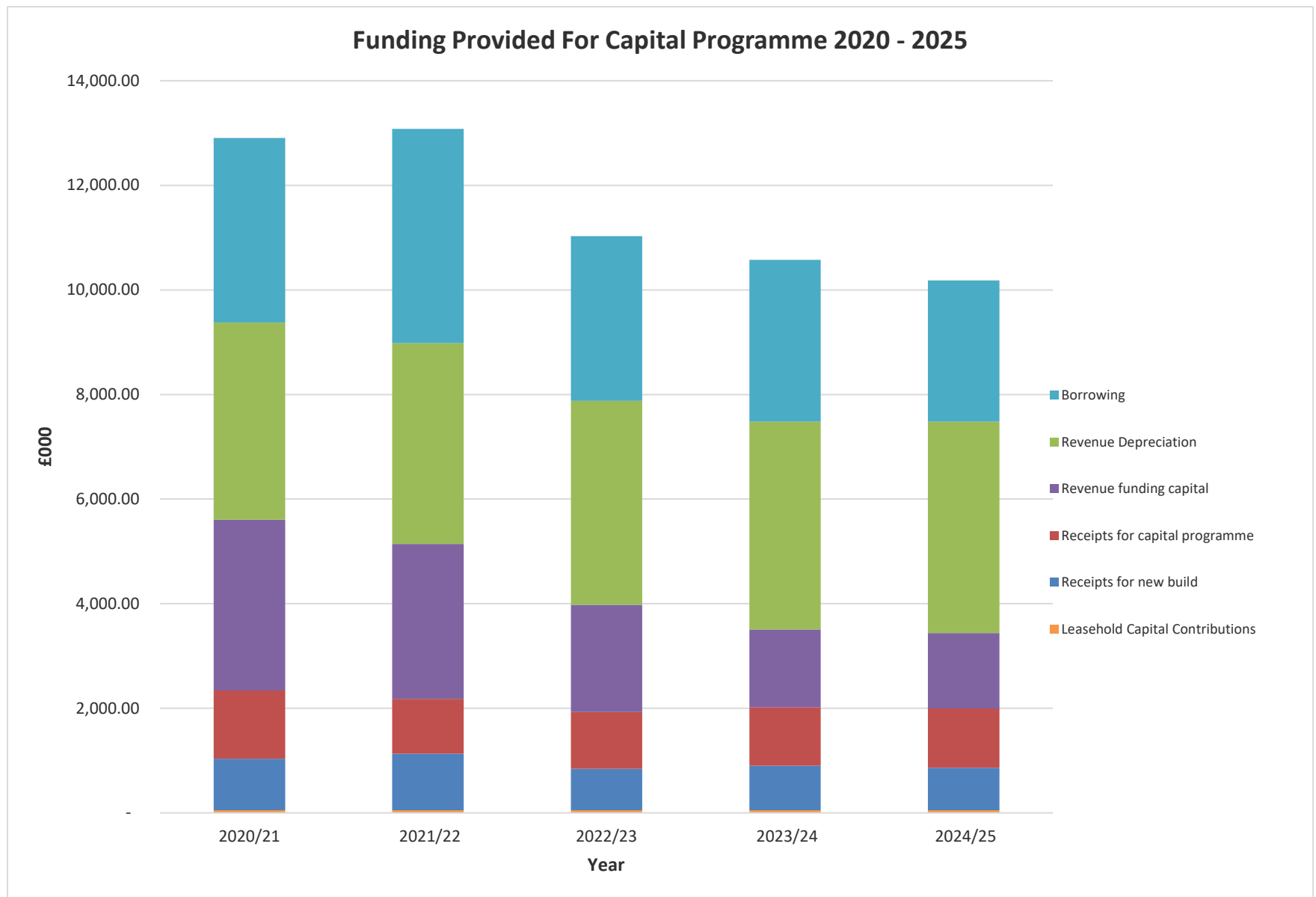
Income/ Expenditure		Forecast Projections						
		Budget 2019-20	Revised 2019-20	Budget 2020-21	Budget 2021-22	Budget 2022-23	Budget 2023-24	Budget 2024-25
Income	Charges for Services and Facilities	-1,393,926	-1,417,844	-1,441,750	-1,477,166	-1,513,606	-1,551,099	-987,014
	Dwelling Rents	-21,279,162	-21,279,162	-21,816,687	-22,345,553	-22,998,268	-23,667,935	-24,357,047
	Interest and Investment Income	-5,453	-5,453	-15,000	-15,420	-15,852	-16,296	-16,752
	Non Dwelling Rents	-262,562	-262,562	-274,715	-282,404	-290,308	-298,434	-306,788
	Income Total	-22,941,103	-22,965,021	-23,548,152	-24,120,543	-24,818,034	-25,533,764	-25,667,600
Expenditure	Capital Expenditure funded by Revenue	5,586,419	5,636,419	3,267,459	2,961,518	2,049,866	1,491,648	1,444,982
	Depreciation and Impairment of Fixed Assets: Dwellings	3,343,648	3,343,648	3,612,910	3,676,046	3,737,782	3,800,516	3,864,265
	Depreciation and Impairment of Fixed Assets: Non - Dwellings	138,080	138,080	166,889	171,272	175,778	180,410	185,172
	Interest Payable and Similar Charges	2,750,644	2,750,644	2,873,627	2,931,194	3,045,324	3,125,114	3,043,467
	Provision for bad and doubtful debts	150,000	150,000	150,000	150,000	150,000	150,000	150,000
	Rents, Rates, Taxes and Other Charges	261,487	261,487	248,941	252,347	255,813	259,338	262,923
	Repairs & Maintenance	9,507,861	8,969,824	8,984,154	9,146,067	9,226,766	9,413,812	9,657,382
	Supervision and Management	2,684,141	2,675,515	2,908,290	2,865,017	2,918,246	2,973,944	3,004,331
	Supervision and Management (Staff Pay)	2,201,242	2,201,242	2,439,276	2,509,523	2,534,337	2,577,187	2,643,419
	Expenditure Total	26,623,522	26,126,859	24,651,545	24,662,985	24,093,912	23,971,969	24,255,942
Below The Line	Employer's Contributions Payable to or from Norfolk County.	552,356	552,356	584,225	595,530	607,060	618,821	630,818
	HRA Earmarked reserves	-104,018	-104,018	0	0	0	0	0
	Impairment of Fixed Assets	0	0	0	0	0	0	0
	Net Charges made for Retirement Benefits in accordance with IAS 19	-533,356	-533,356	-622,531	-634,981	-647,681	-660,635	-673,847
	(Gain) / Loss on Sale of HRA non-current	0	0	0	0	0	0	0
	Capital Grants & Contributions receivable (Leasehold income)	-50,000	0	-50,000	-50,000	-50,000	-50,000	-50,000
	Pension Backfunding	372,668	372,668	432,645	463,644	496,365	531,690	546,577
	Below The Line Total	237,650	287,650	344,339	374,192	405,744	439,876	453,547
	Net (surplus)/Deficit for the year	3,920,069	3,449,488	1,447,733	916,634	-318,378	-1,121,920	-958,111

Housing Revenue Account Reserves	Year	2019-20	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25
	B/Fwd	11,399,612	11,399,612	7,950,124	6,502,391	5,585,757	5,904,135	7,026,055
	In Year	3,920,069	3,449,488	1,447,733	916,634	-318,378	-1,121,920	-958,111
	C/Fwd	7,479,543	7,950,124	6,502,391	5,585,757	5,904,135	7,026,055	7,984,166

Appendix C – HRA Major Works Capital Programme 2019/20 – 2024/25

	Original budget 2019/20	Revised budget 2019/20	Forecast Projections				
			Budget 2020/21	Budget 2021/22	Budget 2022/23	Budget 2023/24	Budget 2024/25
Kitchen & Bathrooms Improvements							
Kitchens planned	1,630,000	1,630,000	1,630,000	1,630,000	1,630,000	1,630,000	1,630,000
Bathrooms planned	881,000	881,000	780,000	780,000	800,000	600,000	600,000
Kitchen Voids	345,000	815,000	450,000	450,000	250,000	250,000	250,000
Bathroom Voids	40,000	40,000	190,000	190,000	40,000	40,000	40,000
Windows & Doors Improvements							
Windows & Doors Improvements	920,000	650,000	650,000	650,000	500,000	500,000	500,000
Planned Maintenance							
Major R&M	133,000	133,000	75,000	75,000	75,000	75,000	75,000
Rewiring Dwellings	499,000	499,000	390,000	390,000	390,000	390,000	390,000
Major Adaptations	150,000	150,000	200,000	200,000	150,000	150,000	150,000
Neighbourhood Planned works							
Neighbourhood Plans	579,000	579,000	370,000	370,000	370,000	370,000	370,000
Roofing	1,119,000	1,119,000	1,120,000	1,040,000	970,000	970,000	970,000
Concrete improvement works	100,000	100,000	100,000	100,000	100,000	100,000	100,000
External Wall Insulation	400,000	400,000	400,000	400,000	400,000	400,000	400,000
Upgrade Stair Enclosures	266,500	266,500	100,000	100,000	100,000	-	-
Off Street Parking - MCE		-	-	-	-	-	-
Energy & Efficiency Improvements							
Heating and Boiler replacments	1,015,000	1,015,000	1,185,000	1,185,000	1,185,000	1,185,000	1,185,000
Specific Planned Projects							
Stock Condition Survey	-	-	-	100,000	100,000	-	-
GYN Management	20,000	20,000	20,000	20,000	20,000	20,000	20,000
Whole House Inc Long Term Voids	1,241,000	1,041,000	600,000	600,000	600,000	600,000	600,000
Estate Improvements							
First Time Installation Sewerage Schemes	80,000	80,000	-	-	-	-	-
Empty Properties							
Major Voids	1,160,000	1,160,000	700,000	700,000	200,000	200,000	200,000
New Affordable Housing							
Affordable Housing (Retained Receipts)	2,138,772	2,138,772	3,280,288	3,599,691	3,469,549	3,624,492	3,394,171
Additonal Housing	-	-	250,000	500,000	500,000	250,000	-
Housing Transformation Budget							
Housing Transformation Budget	-	-	415,000	-	-	-	-
Total	12,717,272	12,717,272	12,905,288	13,079,691	11,849,549	11,354,492	10,874,171

Appendix D – Funding Provided for the Capital Programme 2020/21 – 2024/25



Subject: Empty Homes Project

Report to: ELT

Housing & Neighbourhoods Committee – 23rd January 2020

**Report by: Stuart Brabben – Revenues Manager
Sue Bolan - Enabling & Empty Homes Officer**

SUBJECT MATTER

This report is to update Housing and Neighbourhoods Committee and Policy and Resources Committee on the work undertaken across the Council to reduce the number of empty homes across the borough.

It recommends that members note the report.

1. INTRODUCTION

The Council Tax Base Return (October 2019) stated that there were 586 long term empty properties in the borough (empty for longer than 6 months). Of these 170 had been empty for 2 years or more. In 2018/19 the total number of long term empty homes was 585 (167 over 2 years) and 2017/18 it was 550 (170 over 2 years).

A House of Commons Briefing paper that was published in May 2019 stated that in England between 2017/18 and 2018/19:

- there had been a 5.3% increase in long-term empty property nationally.
 - Great Yarmouth's increase during this period is broadly in line with the national increase
- The national average of long-term empty properties compared to total stock ranges from 0.6% to 1.4% with the average being 0.9%.
 - Great Yarmouth is currently 1.2%
- The national average of all vacant dwellings compared to local stock ranged from 1.9% to 3.6%, with the average being 2.6%.
 - Great Yarmouth is currently 2.3%

2. NEW HOMES BONUS

The New Homes Bonus (NHB) was introduced as a grant paid by central government to local councils to reflect and incentivise housing growth in their areas. Under the scheme, the Government initially matched the Council Tax raised on each new home built, converted or brought back into use for a period of 6 years. The aim of the introduction of the New Homes Bonus was to provide an additional 140,000 homes over a ten-year period. There is also an extra payment for providing affordable homes.

The scheme was amended from 2017, which made it more challenging to achieve New Homes Bonus payments. From 2017 a national baseline for housing growth was introduced of 0.4% and NHB payments would be made for five, rather than six years, and that the payment period would be reduced again to four years from 2018-19 onwards.

There are two key criteria for a Council to maximise its New Homes Bonus

- Increase the number of new build homes within its area; and
- Decrease the number of long-term empty properties within its area

Any increase in long-term empty properties will offset any increase in new-build homes and therefore the reduction in the number of long-term empty properties is a key aspect in maximising New Homes Bonus payments.

Following the completion of the Council Tax Base government return the Council will receive £166,266 New Homes Bonus revenue for this year.

3 SURVEY OF ALL LONG-TERM EMPTY PROPERTIES

During August 2019 a survey of owners of long-term empty properties was carried out by the Revenues Team. In total 594 properties were surveyed, and 212 owners replied (36%).

The analysis of the responses to the survey are contained in Appendix 1. In table 1, from the responses received, it would suggest that there are a significant number of owners who either want to sell the property, rent it out, renovate and sell the property or move into it.

However, as demonstrated in Table 2 there also seems to be a variety of barriers to owners being able to do this, such as lack of funds and a depressed housing market. However, from the responses there is not an overriding reason as to why properties are left empty.

In Table 3 there are a significant number of people who would like the council to contact them to provide help and assistance. These owners have been written to with the purchase and loan options available from the Council, along with directing the owners to the website for additional help and guidance. These owners are included in the figures under section 4 of this report.

In table 4 it is also encouraging to note that a significant number of owners who were asked for a timeframe before they thought they would either sell, rent out the property or move into it, responded that their aims would be to action within a range of 6 months.

Also, there are a significant number of empty homes which were either already on the market to rent or sell or had very recently sold or been let.

4 WORK TO DATE

In April 2019, Management Team considered a report which provided an analysis of age, status and reasons why properties remain empty.

Following the report, a list of properties, empty for over 10 years, was passed to the Operation Property Enforcement Group (OPEG) for action. The OPEG is a joint enforcement action group identifying problem properties / areas throughout the borough and addresses the issues through enforcement action.

Appendix 2 shows the current work being carried out by OPEG on the properties that have been empty for more than 10 years.

In December 2018 Housing and Neighbourhoods Committee approved the Empty Homes Project which identified approaches to assist empty home owners to bring their properties back into use the following paragraphs detail the progress of this project.

WEBSITE

The empty homes webpages previously lacked information to assist owners with their properties.

These pages have been renewed to include information on ways to bring properties back into use. Links to other helpful pages on the website have been included (such as planning, building control and private landlords) and to externally hosted information (such as auction houses, guardian services and the Housing, Health and Safety Rating System). Information, tips and advice on renovating properties have also been included.

The website has been created to reflect information from the Kent 'No Use Empty' initiative web pages (winners of UK Housing Award 2018) and with their permission some of the details from those pages has been included.

Since it's launch the pages of the website have been visited approximately 400 times by different users with the Empty Home Owner pages being the most popular with approximately 160 visits.

INVESTORS

Following the introduction of GDPR, lists of empty properties can no longer be sent to investors however, as this is another route to bring properties back into use it was important to retain this as an option. Therefore, working with the Data Protection Officer a registration document has been created which enables investors to detail the areas and types of properties they are interested in and, through signing this document, gives permission for their contact details to be shared with empty property owners and where agreed placed on the website. Investor contact details are held for 6 months after which they are deleted unless further authorisation is received for them to be retained.

The registration form has been in use since April 2019, despite 9 investors making contact to date, only 3 have returned the signed registration form, which allows the Council to share their details, this option continues to be offered to investors making contact. To ensure that this service is promoted as much as possible, other departments have been notified of the registration form option.

COUNCIL PURCHASE OF EMPTY HOMES

In some cases, the Council will actively purchase empty properties. Empty property purchases can come through many routes.

- Empty home owners can make contact via the new webpages.
- Enquiries through customer services from owners asking for help.
- The operational enforcement group identifies properties suitable for purchase.

There are different funding streams available to the council to purchase an empty home. To make it easier for the owner, there is one point of contact to begin with. Properties are initially considered for purchase by the HRA using Right to Buy retained receipts but are also considered under other purchase options as appropriate;

- Temporary accommodation
- HMO & Guesthouse purchase and repair

Individual criteria exists for each option which must be met to allow a purchase to progress. 12 owners have made contact through the website or through direct contact with the Enabling and Empty Homes Officer, of these requests:

7 properties are being purchased.

4 properties did not meet the criteria for a Council purchase but have subsequently

sold privately.

1 property is currently being assessed.

Complimenting the work on the specific properties identified in Appendix 2, the OPEG group continues to address problem properties and land across the Borough and from this work 6 properties have been identified through the OPEG group as potential purchase possibilities. Of the 6 properties:

2 properties have been sold to private individuals

1 property has an offer on the table and is being considered

2 properties will need enforcement action, either enforced sale or compulsorily purchased.

1 property needs further assessment

EMPTY HOME LOANS

The provision of loans to support owners to bring their empty homes back into use was launched on 22nd November 2019. Through the loan scheme, the Council will provide a loan of £5K - £25K to owners of properties empty for 6 months or more providing there is at least 35% free equity in their property. The loan is secured on the property on an equity share basis and can only be used to carry out the works required to allow the property to be occupied again, these works will be identified by a technical officer and their completion checked.

In the first instance owners who have previously expressed an interest in an empty home loan have been written to; At 6th January 2020.

Total letters sent	70
Further discussions held	5
Application pack sent	1
Progressing loan application	0

5.0 NEXT STEPS

CONTINUING INITIATIVES BY REVENUES TEAM

Additional resource is employed through the summer to ensure inspections of properties that have been empty for more than 12 months are completed, this timeframe ensures that at the time of the CTB return (where the New Homes Bonus calculation is based) the information held is current.

An enclosure will continue to be inserted into all Empty Property charge Council Tax bills highlighting the fact that the Council needs to be informed if and when the property is reoccupied and to direct empty home owners to the website for guidance.

A rolling canvass review by area in the late spring and summer months of all Empty Properties between the ranges of 6 and 12 months to review its current status.

There is currently a Council Tax Levy of 100% for all properties that have been empty for more than two years. In April 2020, a Council Tax Levy of 200% will be introduced for all properties that have been empty for more than five years. This will be followed by a Council Tax Levy of 300% for properties empty for more than 10 years that will be introduced in April 2021.

The owners who specifically requested to be contacted have been written to as identified in section 4. However, the results of the survey will be used further to identify those who can be targeted for the loan option (and the lease option when it is launched) but also any other areas where the Council may be able to offer assistance.

EMPTY HOME LOANS

The next steps will be to proactively target information more widely to owners of empty homes which have been empty for at least six months, targeting properties which have been empty the longest or which have a negative impact on adjoining properties or the local area. Once a property has been identified, the owners will be written to advise them of the help available.

INVEST AND LEASE SCHEME

The Invest and Lease scheme will make use of the property management arm of Equinox Enterprises. The Council will take a 7 year lease with the empty property owner, carry out repair works to the property, then let and manage the property for the remaining period. At the end of the lease the owner can choose to continue letting the property through the Council or take the property back to let themselves or sell

Work is underway to develop the required processes and documents to allow the Invest and Lease Scheme to be launched. The learning from the development of the Empty Loans scheme will be used to support this work. It is expected that the Invest and Lease scheme will be launched in 2020.

6.0 FINANCIAL IMPLICATIONS

Financial implications were considered in creation of the Empty Homes Policy. A minimum of

12 loans are available, the total available fund is £300,000.

The financial implications of not attempting to maximise the New Homes Bonus would be a missed opportunity to obtain extra revenue during the current difficult financial climate for councils.

7.0 RISK IMPLICATIONS

Risk implications were considered during the creation of the Empty Homes Policy. The highest risk is an owner defaulting on the repayment of their loan, this has been mitigated by securing the loan as an equity share of the property, ensuring there is at least 35% free equity and being able to enforce the sale of the property as a last resort.

8.0 LEGAL IMPLICATIONS

Legal implications were considered during the creation of the Empty Homes Policy and NP Law have been consulted on the agreement and all paperwork associated with the project.

9.0 CONCLUSION

Great Yarmouth empty homes figures remain stable both for properties empty over 6 months and 2 years as show in section 1 of this report.

The recently released CTB1 figures show that all but 1 Norfolk authority saw an increase in their empty properties this year. Great Yarmouth's was the smallest.

Authority	2018/19	2019/20	%
Breckland	419	481	15% ↑
Broadland	222	347	56% ↑
Great Yarmouth	585	586	0.1% ↑
Kings Lynn & West Norfolk	825	966	17% ↑
North Norfolk	482	572	18% ↑
Norwich	462	560	21% ↑
South Norfolk	356	285	15% ↓

Work continues to ensure properties are brought back into use through either assistance from the council or through enforcement where necessary. The increased council tax premium will

act as both a deterrent for leaving a property empty for a longer period of time and an incentive to bring empty properties back into use.

Along with the targeted approach detailed in section 5, the enclosure with council tax bills will direct owners to the empty property webpages which details the different options available from the Council and gives general guidance to bringing properties back into use.

Customer Services and members of the OPEG have been informed of the available options to assist with enquiries from empty home owners.

10.0 RECOMMENDATION

That Committee note the report.

11.0 BACKGROUND DOCUMENTS

Empty Homes Policy

Use of Retained Right to Buy Receipts Policy

HMO & Guesthouse Purchase and Repair Scheme

Area for consideration	Comment
Monitoring Officer Consultation:	Yes – ELT
Section 151 Officer Consultation:	Yes – ELT
Existing Council Policies:	Empty Homes Policy Town Centre Masterplan
Financial Implications (including VAT and tax):	As above
Legal Implications (including human rights):	As above
Risk Implications:	As above
Equality Issues/EQIA assessment:	No
Crime & Disorder:	No
Every Child Matters:	No

Table 1**Analysis of Responses from Survey of Long-term Empty Property Owners**

What are you planning to do with the property?	Number of replies	% of replies
Number of cases want to sell	69	32.5
Number of cases want to rent	13	6.1
Number of cases want to Renovate to sell	13	6.1
Number of cases want to Renovate to rent	21	9.9
Number of cases want to Renovate to sell or rent	9	4.2
Number of cases want to Renovate to move in	22	10.4
Number of cases want to demolish and rebuild	2	0.9
Number of cases want to Renovate	7	3.3
Not know	26	12.3
Recently occupied	16	7.5
Second home	6	2.8
Recently sold - not known if still empty	4	1.9
Now a holiday let	3	1.4
Awaiting probate to be finalised	1	0.5
Total	212	100.0

Table 2

Is there anything preventing you from selling, renting, renovating or moving into the property?"	Number of Replies	% of replies
State of neighbouring property makes it difficult to sell	3	1.4
Planning permissions to be granted	5	2.4
Market is not good	12	5.7
Amount to clear out of property	1	0.5
No or lack of funds	16	7.5
Currently renovating	16	7.5
Awaiting sale of property currently living in so can move in	6	2.8
Disabled and not well enough to do work	1	0.5
Finding good tradesman	3	1.4
Insurance claim pending after burst pipe	8	3.8
Property currently on the market	2	0.9
Central Heating type (Night Storage) is putting off buyers	1	0.5
Not answered or nothing preventing it from being sold, rented out or moved into	123	58.0
Acquired by NCC for third river crossing	1	0.5
The amount of work to do to make it rentable or saleable	5	2.4
Probate to be finalised	3	1.4
Await HMO Licence	1	0.5
Decide what to do	2	0.9
Legal Process	1	0.5
Only access from Pub	2	0.9
Total	212	100.0

Table 3

Number of cases where tax payer would be happy for the Council to contact them to give help and advice on getting the empty home back into use	65
Number of cases that would like to receive more information and advice from the council to help them get property back into use	53
Number who didn't want advice sent or for the council to contact them	94

Table 4

Number who replied to the question of how long it would take to sell, rent or move into the property and gave a date	
Number who replied and gave a date	76
Number who replied and said already on market to rent or sell	29
Number who replied and said sold, sold subject to contract or rented out recently	16
Number who didn't reply to the question of how long it would take to sell, rent or move into the property and gave a date	91

Long Term Empty Properties Notified by Revenue – April 2019

Background information for 11 properties is known but work is yet to progress on these. Loss of resource has led to a delay in this work.

Property 1 - Occupied

Property 2 - No separate staircase to the property above therefore it can not be let out separately to the unit below.

Property 3 - Property should be listed a second home but the owner lives out of this country so can not be charged as such.

Property 4 - Expressed an interest in receiving information about what help is available from the Council. Written to 9th December 2019

Property 5 - Is transferring to business rates to create community heritage centre and tea room.

Property 6 - Sold subject to contract

Property 7 – Renovating to move into.

Property 8 – Property tidied, owner will be approached regarding potential sale to the council

Property 9 – Recently purchased and being renovated, timeframe for completion unknown at present

Property 10 – Specific heritage property being monitored by Conservation.

Property 11 – Owner being prosecuted for non-compliance, options for the property being considered.

Property 12 – Under offer from the Council

Subject: Homelessness Funding

Report to: ELT, 13 January 2020

Housing and Neighbourhoods Committee, 23 January 2020

Report by: Housing Director

SUBJECT MATTER / RECOMMENDATIONS

This report provides details of the additional government funding for 2020/21 to support work on reducing homelessness and sets out how the funding will be used.

It is recommended that Committee note the report.

1. INTRODUCTION

- 1.1. On 23 December 2019, the Ministry of Housing, Communities and Local Government released details of additional homelessness funding for authorities across England and Wales in 2020/21. This funding has been made available to further support and aid Councils in reducing homelessness.
- 1.2. Homelessness funding was first received in 2017/18 and constitutes two separate funding streams:
 - Flexible Homelessness Support Grant – this replaced previous funding to support temporary accommodation costs/
 - Homelessness Reduction Grant – also known as New Burdens funding. This funding was introduced reflecting the additional costs on local authorities as a result of the introduction of the Homelessness Reduction Act 2017.
- 1.3. In 2020/21, the Council will receive an allocation of:
 - £107,037 Flexible Homelessness Support Grant
 - £178,346 Homelessness Reduction Grant
- 1.4. The Flexible Homelessness Support Grant funding allocation for 2020/21 has been held at the level of funding awarded in 2019/20, whilst there has been a significant increase in the Homelessness Reductions Grant from the £76,511 received in 2019/20.

2. Use of the funding

2.1. Historically the Flexible Homelessness Support Grant and Homelessness Reduction Grant monies has been used to:

- Pay for additional posts reflecting the increased workload following the implementation of the Homelessness Reduction Act 2017 from 1 April 2018
- Fund the purchase and ongoing support costs for a bespoke IT system to support work in relation to the Homelessness Reduction Act 2017 requirements and the new housing application system.
- Pay for training
- Meet unrecoverable costs associated with Bed and Breakfast expenditure
- Fund the provision of damage deposits
- Pay the cost of a Private Property Officer to support homeless clients to access private rented properties.

2.2 With the additional funding available in 2020/21 the following options will be explored in addition to continuing to fund the above areas:

- Funding provision of transitional housing – for homeless applicants or those who are at risk of homelessness, who need a period of housing with support to be able to successfully maintain a long-term tenancy.
- Extend the Private Property Officer post until March 2022.
- Funding the provision of training on how to successfully maintain a tenancy and live independently for vulnerable clients and those who have never held a tenancy before
- Re-introduction of a second Homeless Link Worker post (12-month fixed term post) to support applicants at risk of or who are homelessness including applicants in temporary accommodation. The post will build strong links with the Herring House Trust Pathway workers, who engage with rough sleepers to identify and resolve barriers to mainstream accommodation.
- Develop a scheme/fund to provide furniture and furnishings for those homeless households who have none.

3 FINANCIAL IMPLICATIONS

3.1 The Council has not fully spent previous allocations of homelessness funding, reflecting the requirement to keep a reserve to fund the cost of fixed term

posts which have run over more than one financial year. The funding allocation for 2020/21 provides an opportunity to extend the use of the homelessness monies, to provide a more preventative approach which supports tenancy sustainment for those homeless clients who are at risk of repeated homelessness or who may otherwise become rough sleepers.

4 RISK IMPLICATIONS

- 4.1 The funding received supports the Council to meet its statutory duties in relation to homelessness and allows for more innovative and flexible approaches along with ensuring initiatives are delivered without impacting on core services.

5 CONCLUSIONS

- 5.1 In 2020/21, the Council will receive a significant increase to the funding available to it to reduce homelessness across the borough. This will allow the Council to introduce a number of new initiatives to address and prevent repeat homelessness, whilst also continuing to fund staff and other resources which have proven to support the Council to prevent and relieve homelessness.

Areas of consideration: e.g. does this report raise any of the following issues and if so, how have these been considered/mitigated against?

Area for consideration	Comment
Monitoring Officer Consultation:	Management Team/ELT
Section 151 Officer Consultation:	Management Team/ELT
Existing Council Policies:	Preventing Homelessness and Rough Sleepers Strategy
Financial Implications:	Covered in report
Legal Implications (including human rights):	N/A
Risk Implications:	Covered in report
Equality Issues / EQIA assessment:	N/A
Crime & Disorder:	N/A
Every Child Matters:	N/A