



GREAT YARMOUTH BOROUGH COUNCIL

Housing and Neighbourhoods Committee

Date: Thursday, 16 March 2023

Time: 18:30

Venue: Council Chamber

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.

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|-----------|---|----------------|
| 3 | <u>MINUTES</u> | 4 - 8 |
| | To confirm the minutes of the meeting held on the 26 January 2023. | |
| 4 | <u>MATTERS ARISING</u> | |
| | To consider any matters arising from the above minutes. | |
| 5 | <u>FORWARD PLAN</u> | 9 - 9 |
| | Report attached. | |
| 6 | <u>SELECTIVE LICENSING SCHEME UPDATE</u> | 10 - 17 |
| | Report attached. | |
| 7 | <u>HRA BUDGET MONITORING REPORT PERIOD 10</u> | 18 - 27 |
| | Report attached. | |
| 8 | <u>COUNCIL HOME PROGRAMME UPDATE</u> | 28 - 36 |
| | Report attached. | |
| | **Please note there is a CONIFDNTIAL Appendix attached to this report, Members will be required to log in to view this appendix ** | |
| 9 | <u>SUSTAINABLE WARMTH UPDATE</u> | 37 - 43 |
| | Report attached. | |
| 10 | <u>FIRE SAFETY POLICY AND MOBILITY SCOOTER POLICY</u> | 44 - 61 |
| | 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."



GREAT YARMOUTH
BOROUGH COUNCIL

Housing and Neighbourhoods Committee

Minutes

Thursday, 26 January 2023 at 18:30

PRESENT:

Councillor Flaxman-Taylor (in the Chair); Councillors Candon, Cameron, Galer, D Hammond, Jeal, Martin, Talbot, Smith-Clare, Wainwright and Williamson.
Councillor P Hammond attended as a substitute for Councillor Grant and;
Councillor Wells attended as a substitute for Councillor Price.

Also in attendance were:

Karen Sly (Finance Director), Nicola Turner (Housing Director), Chris Furlong (Director of Housing Assets), Justin Gibbs (Tenancy Services Manager), Jane Bowgen (Senior Accountant), Dave Zimmerling (IT Services), Christina Webb (Executive Services Officer), Rebekah Downie (Democratic Services Officer) and Terhi Koomson (Senior Democratic Services Officer).

01 APOLOGIES FOR ABSENCE

Apologies for absence were received from Cllr Grant and Cllr Price.

02 DECLARATIONS OF INTEREST

There were no declarations of interests.

03 MINUTES 10.11.22

The minutes of the meeting held on 10th November 2022 were confirmed.

04 MATTERS ARISING

None.

05 FORWARD PLAN

The Chair confirmed that the Members Briefing to update on Housing Compliance Report has been provisionally scheduled for 8th March and further details will be forwarded to Members in due course.

06 HOUSING REVENUE ACCOUNT BUDGET REPORT 2023-24

The Committee received and considered Housing Revenue Account Budget 2023/24 report attached to the agenda pack. The report was presented by Senior Accountant Ms J Bowgen and sought approval for the 2023/24 Housing Revenue Account Budget, the Rent and Service Charge proposals for the 2023/24, along with the HRA Capital Programme 2023/24 to 2027/28. At the same time, it presented the latest revenue and capital forecasts for the current financial year and projections for the HRA covering the period 2023/24 to 2027/28. The budget and forecasts had been informed by a number of workstreams.

Cllrs Wainwright and Williamson advised the Chair that the Labour Councillors would abstain from debating the HRA budget as they had not yet had a budget briefing.

Following a vote it was RESOLVED:-

That the Committee agree and recommend to Council:

1. A capped increase to rents of 7%, as set out in the New Direction on the Rent Standard and Policy Statement for 2023/24;
2. The revenue budget for 2023/24, along with the forecast projections for the period up until 2027/28, including the extended borrowing to support the provision of additional HRA homes;
3. The Capital budget for the period 2023/24 to 2027/28;
4. The HRA Service charges for 2023/24;
5. An increase to the Repairs and maintenance budget of £584,000 for immediate Fire Risk Assessment and remedial works in 2022/23.

07 HOUSING TENANT INSIGHT UPDATE

The Committee received and considered a report providing a 6-month update on Tenant Insight surveys presented by Tenancy Services Manager Mr J Gibbs.

Transactional surveys are currently undertaken on Anti-Social Behaviour (ASB), New Home, Tenancy Support, Tenancy Review Visits and Caretaking and Gardening. A total of 460 surveys were received during the first two quarters of 2022/23. A total satisfaction rate across all surveys was 83.15% compared to 85.80% in 2021/22. The report also gave more detailed 'spotlight' to survey results on ASB, New Home and Caretaking and Gardening. In total, 87.5% were satisfied with the way their ASB case was handled, 94% were satisfied with the experience of starting a tenancy with the Council and 74% of the respondents were satisfied with Caretaking and Gardening.

The Tenancy Services Manger confirmed that in the next quarter, two further surveys will be introduced. One on the Income Team to better understand the approach to visits and support provided by the team and the other on Asset Team, to understand the satisfaction levels on capital works including kitchen and bathroom upgrades, windows, doors and heating systems.

Cllr Williamson thanked for the report and found the survey results interesting but noted that overall response rate is low.

Cllr Candon agreed that response rate is low but was pleased to see that generally satisfaction rates were above target and up from the previous year.

Cllr Wells further noted that when only those that have used the service are being surveyed, the once with the positive interaction are more likely to respond to the survey than those that had a bad experience. To counter that, he further asked if any random contact is made with those service users who have not responded.

Tenancy Services Manager Mr J Gibbs confirmed that these are transactional surveys given to those who have actually used a particular service. Only difference is the Caretaking and Gardening survey which is selective, and different streets and schemes are surveyed each month. The surveys are reviewed monthly, and any negative feedback is considered with the aim to improve service delivery. He thanked the Members for the feedback and agreed to take the points made into further consideration.

Cllr Martin asked clarity on New Homes survey and who qualifies for the decoration voucher adding it was important that individual need and vulnerabilities are considered and that every new tenant should be offered at least a 'clean blank canvas' especially as tenants often have a very short notice to move-in. Tenant Services Manager confirmed that voucher is given if the existing decor is considered to need updating and Tenancy Support Officer also provides further assistance to those most vulnerable. Director of Housing, Mr C Furlong added that for Sheltered units additional support is offered and affordability is taken into consideration.

RESOLVED:-

That the Committee note the Tenancy Insight report that provides an overview of the insight surveys Housing Services has undertaken for the period 1st April to 30

September 2022 (Quarter 1 & 2).

08 TENANT - LEASEHOLDER ENGAGEMENT UPDATE

The members received and considered the Tenancy Services Manager Mr J Gibbs's report which provided an update on Tenant and Leaseholder engagement strategy. The Engagement Strategy and associated action plan was adopted by the Housing and Neighbourhood Committee in Nov 2021. Good progress has been made delivering on targeted areas across four objectives: Increasing Number of Conversations, Expanding Opportunities, Develop and Use Insight and Embedding the Engagement Approach.

In the last quarter, 36 new tenants/leaseholders have volunteered, and a total of 326 Area Voices are now engaged with the Council. There have been further engagement events, latest held in Bradwell which also gave an opportunity to provide advice and promote the use of the Love Clean Streets (LCS) Application to report service issues. Together with other partners, the team has also participated in the Anti-Social Behaviour Week and worked with residents to develop resolutions. Estate Newsletters have now been introduced to provide feedback on key issues and local improvements. Opportunities for engagement continue to be promoted and participation is encouraged in different ways. This includes small community consultations through a 'Let's Talk' approach. So far 28 of these approaches have been completed in the first two quarters compared to total of 17 in a whole year of 2021/22.

Participation with Insight surveys has increased with 460 surveys completed in the first two quarters compared to 133 in the same period last year. All survey data is regularly reviewed with Operational Management Team to embed improvements identified into service delivery. Housing Service is also currently undertaking a STAR survey to understand current perception of service delivery and to benchmark against other providers. The outcome results are due to be presented to the Committee towards end of March 2023. The work has also been done to increase website content to improve information and increase self-service options. Induction chats with new staff members have also been introduced and regular updates are also provided to staff on engagement activities.

The Tenancy Services Manager further confirmed that the future activities will include a Service Charge Review to consult with tenants and leaseholders on delivering a fairer and transparent charging system for gardening and caretaking, Sheltered Housing Review, Estate Walkabouts and Area Focus Groups to increase accountability and transparency about service delivered in local areas.

Cllr Wainwright asked if ward Councillors will be invited to the Estate Walkabouts and Area Focus Groups. The Tenancy Services Manager Justin Gibbs confirmed that Members will be invited and information on any local events will be circulated in good time. The aim is to get high engagement both from residents and the Councillors.

RESOLVED: -

The Committee note the report that provides an update on tenant/leaseholder engagement and progress towards delivering the Tenant/Leaseholder Engagement Strategy.

09 ANY OTHER BUSINESS

Cllr Jeal noted that the new Allocations Policy is not on the forward plan and asked if it would be possible to get an update / briefing on the implementation of the policy.

Housing Director Mrs N Turner confirmed that the new allocations policy will go live on the 6th March. Current applicants who wish to retain their original application date need to submit their online application by 3rd March. All current applicants have been sent initial information letter followed by two reminder letters.

Cllrs Jeal, Talbot, Williamson and Wells asked clarity on what support is offered to applicants including IT access and how to ensure relevant medical information is obtained if old files are not transferred over to the new system. Housing Director assured the Members that extra support is provided to vulnerable applicants and IT access is made available in the Housing Office. Clear guidance has also been provided to all applicants in relation to submitting relevant and up-to-date medical information including guidance not to pay for any G.P. / medical letters.

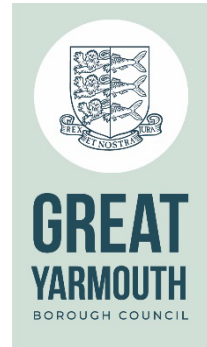
Cllr Wainwright requested that an Allocations Policy update would be provided as soon as possible.

The Chair confirmed this would be arranged.

ACTION: Provide an Allocations Policy Briefing to all Members. (NT)

The meeting ended at: 19:20

Housing and Neighbourhoods			Pre Meet Date	Agenda Published	Committee Date
22-238	Period 10 Budget Monitoring Report - HRA	Finance Director	7/3/2023	9/3/2023	16/03/23
22-297	Council Home Programme Update	Housing Delivery Manager	7/3/2023	9/3/2023	16/03/23
22-253	Sustainable Warmth Competition Update	Housing Director	7/3/2023	9/3/2023	16/03/23
22-204	Selective Licensing Scheme update	Head of Environment and Sustainability	7/3/2023	9/3/2023	16/03/23
23-031	Fire Safety Policy and Mobility Scooter Policy		7/3/2023	9/3/2023	16/03/23



URN: 22-204

Subject: Selective Licensing Scheme Update

Report to: Housing and Neighbourhoods Committee 14th March 2023

Report by: James Wilson - Head of Environment and Sustainability
Ray Haslam – Interim Housing Manager

SUBJECT MATTER

This report seeks to update the committee on the existing selective licensing scheme for the Nelson ward and identifies an opportunity to consider a wider, selective licensing designation area to help enable this Authority to continue to tackle poor housing conditions and associated landlord non-compliant behaviours in the private sector.

RECOMMENDATION

That Committee:

- Note the success of the scheme and the improvements that have been made to housing conditions within the Nelson Ward.
- Commit to the development of a feasibility proposal for a wider Selective Licensing scheme within the Borough to enable the Council to continue to tackle poor property conditions and suspected non-compliant landlord activities within areas of greatest need
- Receive updates at Housing and neighbourhood Committee as this feasibility work for this proposal is progressed

1. Background

1.1 The Selective Licensing scheme in Nelson Ward of Great Yarmouth commenced in January 2019 for a five-year term. During the scheme duration, it was anticipated that there will be three planned inspections of licensed properties. The scheme aims to tackle significant and persistent levels of Anti-Social Behaviour (ASB), crime and poor housing conditions related to the private rented housing sector. The scheme will end on 6th January 2024. Whilst the scheme has delivered some significant outcomes and improvements for the residents within this area the Nelson Ward continues to be in the 10% most deprived ward areas in England according to the Office of National Statistics 2019.

1.2 The Home Safe Scheme (THSS) is the Councils' delivery agent for the scheme, enabling landlords to pay a small monthly fee to licence their property. Landlords can also register

directly with the Council for a licence to be issued but are then required to pay a one-off fee as opposed to paying the same fee over a five-year period.

2. Current Scheme Delivery

- 2.1 There are currently 1518 properties that are licenced within the Council's selective licensing area. Each property will be inspected 3 times during the 5-year licensing period. The delivering of this scheme will aim to be cost neutral to the Council.
- 2.2 The compliance inspection process rates the non-compliance and property conditions on 3 levels (high, medium, and low in accordance with risk). Identified risks and breaches are reported to the landlord who has a time limited requirement to submit a plan of action (POA) to remediate the breach. Continued non-compliance will result in the Council taking enforcement action against the landlord.
- 2.3 During the first inspection round, there were a total of 4,362 issues identified with 2115 of these being high priority. 73% of the properties inspected had at least 1 high priority concern. 95% of these high priority issues were resolved within three months. 2010 medium priority issues were identified and of those 94% were resolved within four months. 237 low priority issues were identified, and most were resolved with the landlords informally. Outstanding issues are managed through an escalation system which could result in enforcement action being taken if noncompliance continues. The top 3 hazards identified during this round of inspections were:
- Windows in poor working order – decayed – do not have working latches and safety or opening restrictors – can't be opened and latched shut – damaged glazing.
 - Damp and mould.
 - Insufficient number of working carbon monoxide detectors in appropriate places.
- 2.4 The second round of programmed inspections have revealed a large drop in the number of high and medium issues and resolution action plans are completed more effectively. The second inspection process saw a reduction in the high-risk issues by 50% and a reduction in in medium risks by 42%. The top 3 hazards for the second round of inspections were:
- Damp and mould.
 - Windows in poor working order – decayed – do not have working latches and safety catches or opening restrictors – can't be opened and latched shut – damaged glazing.
 - There are indications (such as the lack of RCD) that the electricity installation may not comply with the electrical regulations. Please note, this question was amended following the 1st round inspections to consider compliance to the electrical regulations.
- 2.5 Resolutions for the first inspections were on average delivered within 69 days, currently the resolution action plans for the second round of inspections are delivered within 43 days. This

information illustrates that both property conditions are improving, and Landlords are becoming more compliant in their responsibilities and addressing issues quicker.

- 2.6 As can be seen damp and mould is still in the top 3 hazards being found in properties although some of this is associated with structure and heating, there was a significant proportion that could be attributed to tenant behaviour and lifestyle. We are continuing to work with THSS and providing more information to all tenants and landlords around how to prevent, manage and remove damp and mould in properties.
- 2.7 The Council has recently held its first landlord forum, inviting all landlords and letting agents across the selective licensing area to come and engage with us on a number of topics, we had a good turnout for the first event and there was an appetite from all who attended for these to continue and deliver updates and training on current issues, as well as being an opportunity to feedback on the scheme's success and future work of the Council.
- 2.8 Along with the licensing scheme, the Police have developed their safer neighbourhood action plan for the Nelson ward which supports the licensing scheme in its efforts to reduce anti-social behaviour in the area. Furthermore, additional CCTV is due to be installed into the Nelson ward (via successful bid to safer street funding) to assist further with tackling these issues. The licensing and Police action planning for Nelson ward have resulted in tangible improvements to properties and reduction in localised anti-social behaviour.
- 2.9 Initial proposals for this licensing scheme included the opportunity to engage with tenants by linking them up with Community Connectors as appropriate to enable these tenants to have better support and be sign posted to relevant agencies. This was to include reporting crime and ASB, or enabling access to healthcare, and training.
- 3.10 Unfortunately, due to resourcing issues within the team, the pandemic, which virtually paused some aspects of the scheme for 18 months, this area of the proposed work did not get established to the level suggested in the original scheme designation. However, the tenant referral process to other agencies is delivered through liaison with the 'community hub' team and inspecting officers.
- 3.11 Where a tenant was deemed to be in need of additional holistic advice falling out of specific service functions such as ASB or crime, any linked officer would be able to gain consent to make a Community Hub referral. These referrals could be set up specifically to be identified as linked to the selective licencing scheme if required for reporting on volume and case type. Though this referral, residents would be signposted to community level support or be directly supported where appropriate to improve their situation.

3.0 Enforcement

- 3.1 In 2020 a Private Sector Housing Financial Penalties Policy was adopted by the Council, this introduces a framework for the imposition of a financial penalty up to £30,000 as an alternative to prosecution for certain specified offences, including failure to comply with an improvement notice and renting a property without a licence within a selective licensing area. This has enabled the Council to pursue non-compliant selective licensed landlords with civil penalty enforcement.

- 3.2 The monies received from these civil penalties must be ringfenced and reinvested into the team's work related to the private rented sector housing functions delivered by the Council.
- 3.3 The Council has been focussing its initial enforcement efforts on those landlords and lettings agents which have not licensed properties within the selective licencing area.
- 3.4 We currently have a total of 67 cases where landlords or letting agents have not registered their properties within the selective licensing area and as such the Council has moved forward with issuing the intention to issue a civil penalty notification. This action resulted in 30 of these cases being issued late application penalties on receipt of a valid application. 3 cases were withdrawn as the properties were sold and 34 are now subject to the final stage of the civil penalty process.
- 3.5 At present, we have 26 final civil penalty final notices that have passed the appeal period timeframe and the debt is now pursued by the Council Sundry Debtors for recovery. In addition to this if a tenant is in receipt of housing related benefits, then the Council can apply for a rent repayment order, another mechanism of financial penalty hitting the landlord in the pocket, where they must pay the Council the equivalent amount to 12 months' rent. Again, this money will be reinvested back into the housing team.
- 3.6 The issuing of the intention to issue a civil penalty notice to landlords has seen a dramatic increase in the number of direct applications to licence properties in the designation area. The threat of enforcement actions with financial sanctions has brought about the required persuasion for landlords to become compliant.
- 3.7 The scheme has, through its enforcement regime, also identified several local letting agencies that were receiving rent and managing unlicensed properties. Non-compliant letting and managing agencies are also subject to the civil penalties regime and could ultimately be subject to a banning order preventing them from operating as a letting agency.
- 3.8 95% of property condition issues identified have been addressed through the robust compliance management process agreed between THSS and GYBC, this has meant that the Council has not had to undertake any enforcement action under the Housing Act and not had to serve any improvement notices to resolve these issues. This highlights the success of the scheme with the focus of our efforts on compliance management.

4. The Home Safe Scheme (THSS)

- 4.1 Our selective licensing scheme has been delivered using a delivery partner, THSS, who handle online landlord licence applications and inspect the properties. The Council still issue the licences and remains the regulator, undertaking enforcement if required.
- 4.2 This delivery method addressed issues we had in terms of recruiting officer resource to deliver inspections, secondly, the Council did not have the right IT systems to allow for online applications and the ongoing management of these. The scheme also provided a value for money approach, ensuring the Council could keep the cost of the scheme realistic.
- 4.3 If Members agree to undertaking some feasibility work in terms of a future scheme, there will be a need to review of the delivery model of a future scheme to ensure the best model is used going forwards, this will include consideration of in-house delivery as well as continuing with a delivery partner.

5. Evidence base for a wider Licensing designated area.

- 5.1 As part of our legal obligations under the Housing Act 2004 the Council must keep the housing conditions in their area under review with a view to identifying any action that may need to be taken by them, this is normally completed via a private sector housing stock condition survey.
- 5.2 A procurement process is currently underway to engage the service of a stock condition surveyor to complete this work. This work will be completed by spring/summer 2023. The information and data from the report will give indications and evidence of the conditions of properties across the Borough although there will be some focus on the areas of higher deprivation across Great Yarmouth.
- 5.3 Once this survey has been completed there will need to be a review of this data as well as other data from the existing scheme in the Nelson Ward and other agencies to establish if there is sufficient evidence to renew the existing Nelson Ward scheme or consider a new scheme across a wider area. Other wards that have the potential to meet the criteria would include Southtown and Cobholm and Central and Northgate.
- 5.4 Any future Selective designated area will require the approval of the Secretary of State for Housing (SoS) regardless of the geographical and rented property area. The application to the SoS is detailed and requires extensive evidence of both condition of properties and landlord compliance and how the Council have already attempted to achieve improvements in these areas before consideration of a selective licensing.
- 5.5 Action required for additional proposed Selective licence designation
 - a) The stock condition survey report will need to be reviewed to indicate areas for intervention of poor housing and suspected criminal activities of landlords and by what internal and external agencies.
 - b) Several GYBC housing strategies and policies will need review and updating to support a further scheme, especially if such a scheme encompasses a wider area.
 - c) There is a requirement to review the existing THSS delivery model of the scheme. The review should look at current partnership with THSS and establish if any future scheme can be delivered internally whilst mitigating any financial risk of staff resourcing costs against utilising a partnership agency to deliver the application processing and inspection programs.
 - d) There is a need for continued work across all service areas within and beyond the Council who have interactions with landlords, lettings agents and tenants to work collaboratively in seeking resolutions to poor housing conditions, poor or criminal landlord practices and declining standards and behaviours in residential areas in GYBC. At present we have an excellent relationship with Fire and Rescue and the Police, and these relations would need to continue.
 - e) There is a need to deliver on a proposed project plan that reflects the strategic requirements for data analysis and evidence gathering for the selective licensing. This

project plan is included in appendix 1. The feasibility work could take up to 12 months to complete. Any decision on a designation by the SoS could take between 12 – 16 weeks.

6 Financial Implications

- 6.1 The original scheme was based on overall budget of £412,216 which included the use of £40,589 reserves to allow for staff to be recruited and resources to be purchased before income was received from the scheme fees. Members are asked to note that any income from this scheme must be used to deliver the scheme and or ringfenced to broader housing activities if there is a surplus. See table below.
- 6.2 The current Selective Licensing Scheme is forecasted to make a small surplus of £11,543 but essentially the scheme will break even and as such will not be a financial burden to the authority. These figures also include paying back the full amount of £40,589 that was used initially from reserves to establish this scheme.
- 6.3 See the table below for actuals to date. You will note that there have been additional costs incurred for staffing to deliver the inspections work associated with the scheme due to the increased number of direct applications made to the Council, backlog of inspections through covid and also the resources needed to deliver the enforcement related activity associated with the scheme. It is recommended that the small surplus forecasted by this scheme is used to develop a second scheme proposal as outlined in this report.

	Business case budget	Actuals to date	Forecast at end of scheme
Establishment Costs	333,984.00	333,267.80	433,267.80
Other Costs	37,643.00	38,764.08	44,764.08
Fees (including late penalty fees)	- 341,460.00	- 489,575.77	- 489,575.00
Special Projects Reserve Funding	- 40,589.00	- 40,589.00	- 40,589.00
Total	- 10,422.00	- 158,132.89	- 52,132.12
Total after payback of special reserve funding	30,167.00	- 117,543.89	- 11,543.12

- 6.4 As detailed in section 3 above there have been a significant number of civil penalties issued in relation to failure of landlords to licence a property. The estimated income from these penalties totals £157,500 (although this has invoiced not received yet) and can be retained by the local authority provided that it is used to further the local housing authority's statutory functions in relation to their enforcement activities covering the private rented sector. As such these civil penalties have not been included in this overall selective licensing budget as these will be used to fund work in the private rented sector housing team, not just selective licensing.
- 6.5 We have had a contractor covering the private rented sector housing manager post. This has meant due to the increased cost associated with a contractor, this post has been part funded through the Selective Licensing income streams to ensure this does not impact on the establishment budget of the service.
- 6.6 A financial business case to support any recommendations from the feasibility work will need to be presented to Members to support any future decisions that may be made.

7 Risk Implications

- 7.1 The data and report from the stock condition survey may not show the need to either widen or continue with a selective licensing designation, which would mean the Council would have to rethink its strategy around improving property conditions and landlord behaviour.
- 7.2 There is a risk that the application to the SoS is unsuccessful, and the collected data shows the need for intervention, the Council will need to propose and deliver alternative means of tackling poor conditions and non-compliant landlord behaviour without the resources a Selective Licensing scheme will provide, including enforcement measures.
- 7.3 The current scheme ends in January 2024. It is likely that any further Selective licensing approval will be delivered after the end of the current designation and there will be a gap between both schemes. This is due to the statutory time limitations of the scheme application, data and evidence capture and public consultations.

8 Legal Implications

- 8.1 Due to the complexity of undertaking a feasibility study the team will work closely with NP law to ensure that any designation is legal, and we have the appropriate data to provide the need to the SoS.

9 Conclusion

- 9.1 The Council's current selective licensing scheme has improved housing conditions of rented properties within the Nelson ward.
- 9.2 Good landlords have worked well under the licensing scheme to improve the standard of their accommodation. Sadly, there are still a small number of landlords and letting agents that have not engaged with the scheme, this is where the Council has focussed and will continue to focus its enforcement efforts for the remainder of the scheme.
- 9.3 Based on the success of the existing scheme there is an opportunity to explore a further scheme either focussed on the Nelson Ward or the wider Borough (Southtown and Cobholm and Central and Northgate) as detailed in the report, which would further improve the housing conditions of the rented sector in any area designated.

Background Papers

Selective Licensing Conditions Report ELT and HN 28 November 2018

Selective Licensing Designation Report 13 September 2018

Area for consideration	Comment
Monitoring Officer Consultation:	At ELT
Section 151 Officer Consultation:	At ELT
Existing Council Policies:	Private Sector Housing Financial Penalties Policy

Financial Implications (including VAT and tax):	As above
Legal Implications (including human rights):	As above
Risk Implications:	Yes, Risk register will be maintained in within the project delivery
Equality Issues/EQIA assessment:	Will be completed as part of the recommended feasibility work
Crime & Disorder:	Will be considered as part of the recommended feasibility work
Every Child Matters:	Will be considered as part of the recommended feasibility work

URN:

Subject: 2022/23 Period 10 Housing Revenue Account Budget Monitoring Report

Report to: ELT
Housing and Neighbourhoods Committee

Report by: Senior Accountant

SUBJECT MATTER/RECOMMENDATIONS

It is recommended that Members:

Consider the 2022/23 Housing revenue and capital budget monitoring position as at the end of period 10.

1. Introduction

- 1.1. There is a statutory requirement to maintain a Housing Revenue Account (HRA) and that account must not show a deficit. The HRA is a separate (ring fenced) account of the Council covering income and expenditure relating to its role as landlord. Under the self-financing arrangements for local authorities, the HRA records the costs of management and maintenance of the Council's dwellings and the related income from rents and other charges. The Government provides guidance on what should be included in the HRA to protect Council tenants.
- 1.2. Although there is not a requirement for a similar separation of capital expenditure, the capital programme as it relates to the HRA is separately monitored. This report outlines the estimated forecasts for the full financial year 2022/23 as well as showing the position of the HRA as at the end of period 10.
- 1.3. The regular review and monthly monitoring of the HRA budgets provides a sound basis for the preparation of estimates for 2023/24 and of the HRA Business Plan.

2. Budget Monitoring at Period 10 (April – January 2023)

- 2.1. For budget monitoring purposes, the actual expenditure and income to the end of period 10 is reviewed to produce estimated forecasts, compared against original budgets, for the 2022/23 financial year. Key variations are identified and explained within Appendix 1, HRA Income and Expenditure 2022/23 and Appendix 2, HRA Major Capital Programme 2022/23.
- 2.2. To prepare updated forecasts, detailed analysis has been undertaken of actual figures and any further changes identified from the budget monitoring process, completed alongside services via review work. Updated forecasts are set out below; table 1 shows the HRA Income and Expenditure forecast and table 2 shows the HRA Capital Programme and planned resourcing of the programme.

- 2.3. The Housing Revenue Account summary, displayed within table 1, shows a revised 2022/23 forecast Surplus of £2.789m, from a currently budgeted forecast deficit of £3.129m, resulting in a favorable movement of £5.918m.
- 2.4. The forecast changes incorporated within Table 1 and Appendix 1 are overall predictions which continue to capture the continued impact of the COVID-19 pandemic and cost of living pressures, alongside any changes to the current year HRA Capital Programme and funding of the programme from revenue funding.
- 2.5. Charges for services and facilities is forecast to be under budget due to lower numbers currently subscribing to the Yarecare service. There are now only around 900 subscribers compared to the budgeted income figure based on over 1000 subscribers.
- 2.6. Capital Expenditure funded from revenue (which includes grant income) is forecast to be less than originally budgeted, due to an increase in budgeted Right to Buy sales in year, providing more capital receipts to be utilised in year alongside reprofiling of spend on unbudgeted grant income received in year for specific projects, detailed within this report.
- 2.7. The HRA employee turnover for 2022/23, to the end of quarter 3 is currently 5.22%. Employee turnover is the total number of leavers as a percentage of the average head count of employees over the period. In financial terms, turnover will result in underspends against direct employee related budget, for example pay, NI and pension when posts become vacant up to the point of recruitment. Some of the in-year vacancy savings will be offset using agency and interim appointments. Overall, for the period to the end of January 2023, there is a total spend of £2.647m for direct employee costs, with a revised budget forecast increase of £568k to reflect vacancies, the pay rise in year and movement of the Housings Assets Team in year from the repairs and maintenance budget line.
- 2.8. The HRA forecast position is facing increasing pressures of inflationary costs, for example, utility costs and interest rate rises. Whilst some increase in utility costs were allowed for within the budget, increases of the level currently foreseen for the financial year could not have been envisaged. The forecast position for 2022/23 has been partly adjusted for some anticipated increase in utility costs in the main areas. Overall costs will be monitored closely, and forecasts updated as the year progresses.
- 2.9. The pay claim for 2022/23 was confirmed in December which resulted in a payment of £1,925 for all pay bands, this equated in the region of an average increase of 5.28% across all pay bands. The base budget for 2022/23 assumed a 2% pay increase. The impact of the pay award has now been reflected in the forecast for 2022/23, whilst there is an impact within some service areas, overall, for pay costs the impact has largely been offset by vacancies within the year. Some of the vacant posts have been taken as savings withing the 2023/24 base budget
- 2.10. Repairs and maintenance budgets continue to reflect a reduction in demand led revenue void spend, along with gas heating repair spend. Although these services are currently reflecting underspends in year, the Council continue to be impacted by material price increases and are ensuring that cost controls are being utilized to ensure best value for money is achieved. Budgets will continue to be monitored going forward and further forecasts adjusted to reflect market changes.
- 2.11. Great Yarmouth Borough Council has brought in a property compliance team and is working to deliver compliance functions for Great Yarmouth Borough Council residents, with the team funded with budgets deducted from Great Yarmouth Norse. A new budget of £584k was approved in February 2023, within the 2023/24 budget report and is funded from savings in

budgets in 2022/23. This budget will address immediate Fire Risk Assessment Remedial works identified following the completion of new Fire Risk Assessments across the housing stock.

- 2.12. Current revenue underspends within the service will be utilised to accelerate further work maintaining the Councils responsibilities, to include working with GYN, ensuring best practices, to address the Councils compliance requirements and further develop procedures.
- 2.13. As referenced in table 2, capital financing has been revised following the increased number of Right to Buy (RTB) sale completions year to date. As a result of increased completions, increased RTB receipts are available to fund the current years capital programme, reducing the requirement of revenue to finance capital.
- 2.14. Increased rents, rates and taxes spend forecast following increased insurance costs received in year. This is partly due to increased inflationary premiums, along with additional perils being added to the policy.

Table 1 - HRA Income and Expenditure Forecast 2022/23

	Original HRA Budget 2022/23	Revised HRA Budget 2022/23	P10 YTD Actual 2022/23	Full Year Forecast Budget 2022/23	Full Year Forecast Variance
Dwelling Rents	(£22,983,353)	(£22,983,353)	(£19,576,570)	(£23,002,871)	(£19,518)
Non Dwelling Rents	(£276,173)	(£276,173)	(£206,145)	(£276,279)	(£106)
Charges for Services and Facilities	(£1,283,763)	(£1,283,763)	(£388,154)	(£1,245,985)	£37,778
Interest and Investment Income	(£15,852)	(£15,852)	£0	(£39,680)	(£23,828)
Total Income	(£24,559,141)	(£24,559,141)	(£20,170,869)	(£24,564,815)	(£5,674)
Capital Expenditure funded by Revenue (Including grants)	£3,031,056	£8,309,056	£1,816,457	£2,079,348	(£6,229,708)
Depreciation and Impairment of Fixed Assets: Dwellings	£3,674,163	£3,674,163	£3,061,803	£3,674,163	£0
Depreciation and Impairment of Fixed Assets: Non - Dwellings	£174,491	£174,491	£136,789	£174,491	£0
Interest Payable and Similar Charges	£2,845,815	£2,845,816	£1,226,785	£2,895,816	£50,000
Provision for bad and doubtful debts	£150,000	£150,000	£0	£150,000	£0
Rents, Rates, Taxes and Other Charges	£330,049	£330,050	£291,469	£379,086	£49,036
Repairs & Maintenance Planned Cyclical	£840,295	£840,295	£491,543	£801,120	(£39,175)
Repairs & Maintenance Compliance	£1,519,704	£1,519,704	£1,436,305	£1,901,570	£381,866
Repairs & Maintenance RR & voids	£6,092,524	£6,092,525	£4,062,049	£5,239,938	(£852,587)
Repairs & Maintenance Other	£1,164,128	£1,275,127	£803,369	£1,128,735	(£146,392)
Supervision and Management	£3,207,000	£3,204,466	£1,329,861	£3,510,451	£305,985
Supervision and Management (Staff Pay)	£2,717,271	£2,717,272	£2,646,529	£3,285,074	£567,802
Total Expenditure	£25,746,497	£31,132,965	£17,302,957	£25,219,792	(£5,913,173)
HRA Earmarked reserves	(£60,000)	(£60,000)	£0	(£1,054,652)	(£994,652)
Impairment of Fixed Assets	£0	£0	£0	£0	£0
(Gain) / Loss on Sale of HRA non-current Assets	£0	£0	£0	£0	£0
Capital Grants & Contributions receivable	(£20,000)	(£3,184,000)	(£1,841,514)	(£2,189,348)	£994,652
Revenue Grants & Contributions receivable	£0	£0	£0	£0	£0
Employer's Contributions Payable to or from Norfolk County.	£703,975	£703,975	£42,267	£703,975	£0
Net Charges made for Retirement Benefits in accordance with IAS 19	(£642,681)	(£945,000)	£0	(£945,000)	£0
Pension Backfunding	£494,632	£40,632	£348,475	£40,632	£0
In Year Pension Adjustments	£12,266	£0	£0	£0	£0
Below the line movements	£488,191	(£3,444,393)	(£1,450,773)	(£3,444,393)	£0
Grand Total	£1,675,547	£3,129,431	(£4,318,685)	(£2,789,416)	(£5,918,847)

3. Budget Monitoring Forecasts – Major Capital Programme

- 3.1. The Housing Revenue Account originally set a major capital works budget of £8.896m for 2022/23. Following the 2021/22 outturn, the 2022/23 capital budget had been updated to reflect all 2021/22 approved carry forward budgets and additional grant funding received in year, totaling £7m. As the year has progressed, further forecast changes have been applied due to revisions of project spend, budgets have been updated to forecast full year expenditure of £9.714m as at period 10.
- 3.2. Actual capital spend to the end of January 2023 totals £6.861m, as summarised in table two.
- 3.3. Capital programmes are progressing well year to date, with programmes such as Kitchen and Bathroom replacements expected to exceed targets, Major voids continuing to address some of the Council's most demanding vacant properties and capital heating improvements ensuring that the stock remains energy efficient. Where budgets have been predicted to be under spend, these works will be carried forward into 2023/24 to be spent under the new Decent Home programme.
- 3.4. The Council was successful in bidding and securing £1.6m of grant funding under the Social Housing Decarbonisation Fund (SHDF). As a result of this, a wider programme is now being undertaken within 2022/23 & 2023/24. The project has recently been granted an extension to continue to complete works into the first half of 2023/24. The grant, along with a contribution from the council, is being used to support 117 Social Housing dwellings and 10 Privately owned homes, across a number of terraced streets in the Borough. Works aim to provide the needed fabric improvements, improving the energy performance of the buildings, as well as improving the quality of life for the tenants. Budget provisions for works are currently categorised within table two, under Decarbonisation.
- 3.5. The above Decarbonisation work is underway and £500k is anticipated to be spent by 2022/23 financial year end. The remaining grant funding and Council contribution of £3m, will be spent by August 2023, when the project is completed.
- 3.6. Within the 2021/22 financial year, the Council was also successful in receiving £858k, to support estate regeneration. This funding is budgeted to support works to improve leisure and recreation facilities on the Middlegate estate. Works begun within 2021/22, and works were completed in quarter three of the financial year 2022/23. Spend is present within table two, categorised under Non-Dwelling improvements.
- 3.7. Furthermore, the Council also successfully secured both Homes England and Brownfield land release grant funding, to support the development of 18 new one-bedroom affordable homes at Jubilee Court, Great Yarmouth. This project is budgeted at £3.4m and is currently being delivered using both grant and Right to Buy receipts, providing some valuable additions to the Great Yarmouth's affordable housing stock. £2.4m is forecasted to spent by the end of the financial year. Jubilee Court is successfully within its construction phase and is targeted for completion within first half of the financial year 2023/24.
- 3.8. The HRA business plan continues to operate under the assumptions that only affordable and additional housing plans should use further borrowing, with the remaining capital financing being met from Revenue. The Council has continued to take a prudent approach following the removal of the debt cap and with no further guidance being provided around the repayment of debt. To ensure the sustainability of the HRA, future modelling may incorporate a blended approach of both revenue funding capital and further borrowing, aiming to increase the affordability of the HRA over the long term, managing its reserves.

Table 2 - HRA Capital Expenditure and Financing Forecast 2022/23

HRA Capital Programme	2223 Original Budget	2223 Current Budget	P10 Actual YTD	2223 Forecast Full Year Budget	Full Year Forecast Variance
CAPITAL ASSETS PROGRAMME					
Boiler Service and Maintenance	£ 1,173,000	£ 1,173,000	£ 692,336	£ 973,500	-199,500
Estate Improvements	£ 91,000	£ 177,000	£ 2,167	£ 20,000	-157,000
Decarb / Energy Efficiency	£ 791,700	£ 1,806,700	£ 61,787	£ 500,000	-1,306,700
Capital Improvements Works	£ 2,796,200	£ 2,796,200	£ 1,824,002	£ 2,150,000	-646,200
Specific Planned Projects	£ 300,000	£ 300,000	£ -	£ 50,000	-250,000
Voids (Capital works)	£ 1,929,042	£ 2,289,042	£ 1,186,265	£ 1,664,829	-624,213
Energy & Efficiency Improvements	£ -	£ -	£ -	£ -	0
Improvement windows & doors	£ 455,000	£ 922,000	£ 130,150	£ 160,000	-762,000
Planned Maintenance	£ 259,500	£ 259,500	£ 356,637	£ 481,850	222,350
AFFORDABLE HOUSING PROGRAMME					
Additional Housing	£ 500,000	£ 985,000	£ -	£ -	-985,000
New Affordable Housing	£ 600,000	£ 2,725,000	£ 1,470,643	£ 2,406,000	-319,000
OTHER HRA CAPITAL PROGRAMMES					
Non Dwelling	£ -	£ 846,000	£ 833,109	£ 870,489	24,489
Housing Transformation Budget	£ -	£ 563,000	£ 304,238	£ 438,000	-125,000
Capital Programme Total	£ 8,895,442	£ 14,842,442	£ 6,861,335	£ 9,714,668	-£5,127,774

4. Right To Buy (RTB) Summary 2022/23

Table 3 provides the number of the RTB sales made year to date at period 10 against our anticipated budgeted sales.

Table 3 – RTB Sales 2022/23

	Estimated Sales	Actual Sales
Qtr. 1	4	14
Qtr. 2	4	11
Qtr. 3	6	8
Qtr. 4	6	3 (to period 10)
Total	20	36

- 4.1. Right to Buy sales have significantly increased in comparison to previous sales levels, with 34 sale completions year to date, to the end of period 10.
- 4.2. Increased sale completions in year will have a direct impact upon the level of capital receipts available to support the capital programme in 2022/23, as well as the level of Right to Buy Retained Receipts available in future years to support the development of Affordable Housing.

5. Social Housing Rents Consultation conclusion.

- 5.1. The government launched a consultation on limiting rent increases in 2023/24 to help tenants with the cost of living. Without a cap, social landlords would have been permitted to increase rents by CPI + 1%, allowing a maximum increase of 11.1%. The rents consultation concluded with the announcement that rents for 2023/24 are to be capped at 7%.
- 5.2. Full Council in February 2023 agreed the recommended rent increase of 7%, reflecting the level of capital expenditure required to meet regulatory requirements for the housing stock. There will be a reversion to the previous arrangements of CPI + 1% from 2024/25.

6. Conclusion

- 6.1. The Housing Revenue Account currently shows a revised 2022/23 forecast surplus of £2.789m, from an originally budgeted forecast deficit of £3.129m, resulting in a favorable movement of £5.918m. The Income and expenditure position will continue to be monitored going forward.
- 6.2. Major Capital spend to the end of January 2023 totals £6.861m. Spend is expected to increase as the year progresses. A capital budget totaling £9.714m is currently forecast to be delivered within 2022/23.

7. Financial implications and Risks

- 7.1. The detail within the report highlights the significant variances, including estimated forecasts of the full year impact to the HRA revenue and capital budgets. The report has flagged a couple of factors that are continuing to place financial pressure on Local Authorities, in particular the pay award and rising utility costs. The cost-of-living crisis will continue to be monitored to inform the update to the current budget and future financial forecast.
- 7.2. The income and expenditure will continue to be monitored in detail during the year, including additional reviews of the HRA 40-year business plan throughout the year.

7.3. The HRA is dependent mainly on the rental income stream of the social housing rents, and we have a dedicated team monitoring tenant arrears on a regular basis.

8. Background Papers

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:	
Existing Council Policies:	
Financial Implications (including VAT and tax):	
Legal Implications (including human rights):	
Risk Implications:	
Equality Issues/EQIA assessment:	
Crime & Disorder:	
Every Child Matters:	

Appendix 1 - HRA Income and Expenditure 2022/23

	Current Budget 2022/23 £000	Full Year Forecast £000	Full year Forecast Variance £000	Comments
Rents, Rates, Taxes and Other Charges	330	379	49	Increased insurance premiums and energy costs as a result of market conditions and additional perils.
Repairs and Maintenance	9,728	9,071	(656)	(£146k) savings forecast on revenue adaptations major works will be used to fund an overspend on capital spend in 2022/23. (£40k) forecast savings in year on planned works. R&M budgets include movement of teams between GYN and GYBC (£664k). A further (215k) has been forecast as savings on this budget. £28k increase overall forecast for responsive repairs & voids works in year. (£203k) saving forecast on compliance budgets mitigates part of the £584k increase to additional compliance works for Fire Risk Assessments and remedials work in 2223.
Supervision and Management	3,204	3,510	306	Utility charges & increased temporary staff costs of to maintain & improve service operation while the housing structure is reviewed have been forecast to year end. GYN will contribute £39k to the asset service costs in year.
Supervision and Management (Staff Pay)	2,717	3,285	568	Asset team has moved in house from GYN in 2022/23, the staff pay rise has been incorporated into the forecast, but these additional costs have offset by vacancies held in year.
Interest Payable and Similar Charges	2,846	2,896	50	Interest rate increases in year have increased interest payable on current and future borrowing estimates by a forecast £50k.
Capital Expenditure funded by Revenue	8,309	2,079	(6,229)	Reduced revenue required to fund the capital programme for 2022/23 due to increased capital receipts being available & capital programme budgets to be cfwd into 2324.
Expenditure Total	27,134	21,220	(5,912)	

Appendix 2 – Major Capital Programme 2022/23

Capital Programme	Current Budget 2022/23 £000	Full Year Forecast £000	Full year Forecast Variance £000	Comments
Boiler upgrade programme	1,173	973	(200)	Heating budgets have been reduced by £200k. This budget is forecast to be used to cover overspends in year within the capital programme.
Estate Improvements	177	20	(157)	Savings in year to support Capital Improvements works budget below.
Decarb/Energy Efficiency	1,806	500	(1,307)	Project expenditure reprofiled and works to continue into 2023/24. Grant Funding of £1.6m is in addition to the current budget of £1.8m in the capital programme and will contribute to this budget of works.
Capital Improvements works	2,796	2,150	(646)	Underspends will be cfwd to decent homes programme of works in 23/24.
Specific Planned Projects	300	50	(250)	Stock condition Survey delayed due to tender process, starting March 2023 and continuing into 2023/24. Budget to be carried forward.
Voids	2,289	1,665	(624)	Forecast in line with revised current budget.
Improvement windows & doors	922	222	(700)	Carry forward into 23/24 decent homes programme.
Planned Maintenance	259	482	222	Additional works to replace key safes within Housing. Programme continuation from works started in 2020/21.
Additional Housing	3,710	2,406	(1,304)	Cfwd budget to 2023/24 in line with planned spend on additional housing projects in year.
Other Non-Asset Programmes	1,409	1,308	(101)	Cfwd budget to 2023/24 in line with planned spend on non-asset project in year.
Total	14,842	9,714	(5,128)	



CONFIDENTIALITY

The contents of the appendix to this report qualifies as exempt information under section 100(A)(4) and paragraph 3 of Part 1 of Schedule 12A of the Local Government Act 1972 as it is “*information relating to the financial or business affairs of any particular person (including the authority holding that information)*”

and

2) In relation to the “exempt” information, it has been determined that the public interest in maintaining the exemption outweighs the public interest in disclosing the information because disclosure would adversely affect the authority’s ability to manage its commercial financial and business affairs. Accordingly, it is proposed that the appendix shall remain exempt.

URN: 22-297

Subject: Council Homes Programme Update

Report to: ELT	8 March 2023
Housing and Neighbourhoods Committee	16 March 2023
Full Council	23 March 2023

**Report by: Claire Wilkins, Housing Delivery Manager
Chris Furlong, Director of Housing Assets**

SUBJECT MATTER

This report provides an update on the work being undertaken to increase the Council’s portfolio of housing stock held within the Housing Revenue Account. The report and attached confidential appendix detail two further opportunities and seek Committee recommendations to Full Council as detailed below.

RECOMMENDATIONS

That Housing and Neighbours Committee recommend to Full Council to:

- 1. Approve, subject to the Council’s conditional offer set out in the Confidential Appendix being accepted, the drawdown of the expenditure required to acquire the eight new homes at East Wood from Equinox Enterprises Ltd.**
- 2. Approve the increased budget as set out in the confidential appendix to complete the conversion works to the Charter House Boiler House to form one new wheelchair accessible home.**
- 3. Delegate decisions and total expenditure of £1,643,614 in relation to recommendations above and in accordance with the Property Acquisitions and Disposals Policy to an Executive Director and Section 151 Officer.**

1. Introduction

- 1.1 The Council's Housing Strategy 2018-2023 sets out the Council's intentions to take a proactive approach in housing delivery and setting strategic objectives in relation to provisions of new, quality homes of different tenures, improving the quality of the Council's own housing stock and meeting the needs of vulnerable households. In addition to acquisitions of open market properties purchased using Right to Buy receipts and the building of new homes, the Council is open to acquiring affordable homes which are designed and constructed to the Council's requirements through Section 106 Agreements.
- 1.2 Following a report to Housing and Neighbourhoods Committee in November 2019 outlining the intentions to implement a 'Council Homes Programme', Full Council, upon submission of the HRA Budget Report 2021-2022, approved the use of £500,000 from the year on year reduction in spend on responsive day to day repairs and maintenance budget, to support borrowing in 2020/21 and the following two financial years to fund the acquisition and development of new Council homes. This 'Council Homes Programme' was to include the acquisition of Section 106 homes from developers and additional homes where they meet the Council's standards and need. To date this budget has not been utilised and has rolled forwards accordingly.

2. East Wood, Beacon Park, Gorleston

- 2.1 East Wood is a new housing development located at Beacon Park, Gorleston. Phase one comprising 66 homes has been successfully completed by the Council's wholly owned development company Equinox Enterprises Limited. Planning permission for a further 61 homes has been approved, 44 to be delivered in Phase 2A and a further 17 in Phase 2B, of which 7 are allocated as affordable homes under the Section 106 agreement.
- 2.2 A conditional offer has been made to purchase eight homes in total, the affordable housing requirement of six homes for affordable rent, one for shared ownership, plus an additional 'open market' home that will then become an additional home for shared ownership. The properties comprise 6 two bedroomed homes and 2 homes with three bedrooms. The properties are all semi-detached houses.
- 2.3 The offer was made as the design of the scheme and information on the specification of the homes reflected the Council's requirements for new build homes within the HRA. The Council's offer reflects the fact there should be no public grant used to acquire the homes.
- 2.4 Six of the homes are estimated to be completed in Summer 2024 with the remaining two from Phase 2B estimated for completion in Summer 2025. All homes will comply with Nationally Described Space Standards and have a projected energy efficiency rating of A.
- 2.5 Plans and elevation drawings can be found at Appendix A.

3. Charter Close Boiler House, Gorleston

- 3.1 In July 2021, Housing and Neighbourhoods Committee recommended approval of a budget to convert a disused boiler house at Charter Close to a one bedroomed accessible bungalow.
- 3.2 The original plans included incorporating space currently used as a communal laundry facility as part of the new home and provision of a new laundry room adjacent. The approval to proceed was subject to the overall scheme being viable. When taking into account cost rises within the

construction industry and the additional expenditure relating to the new laundry room, an element that could not be funded by Homes England or Right to Buy Retained Receipts, the scheme became unviable to deliver.

- 3.3 A review of Sheltered Housing carried out by Tenancy Services and presented to Committee in May 2022 included consultation with tenants regarding facilities provided and highlighted the under-use of communal laundry rooms. It was considered that the benefit of a new home outweighed the minimal use of the existing laundry room and the costs to provide a new one for such low usage. All affected tenants have been visited and written to regarding the closure of the laundry room.
- 3.4 Amendments to the existing planning permission were required and have now been approved.
- 3.5 The Council have been successful in an application to the Brownfield Land Release Fund to cover costs of demolition of the large redundant chimney stack and asbestos removal. As this funding is time bound, this work will be instructed upon and completed ahead of the main conversion works.
- 3.6 A photo of the building can be found at Appendix B.
- 3.7 Due to industry wide cost increases, the estimated costs to deliver the remainder of the scheme are higher than previous estimates. The expenditure for which recommendation for approval is now sought can be found within the Confidential Appendix.

4 Evidence of Need

- 4.1 On 11 January 2023 there were 262 applicants who required a two bedroomed home in the Borough of which over half (145) had been registered for over a year. For three bedroomed homes there were less at 219 however 70% of these applicants (154) had been waiting for over a year.
- 4.2 Homebuy data on 21 February 2023 shows 160 applicants registered for shared ownership homes within the Borough, 61 of whom meet the local connection criteria. Marketing of shared ownership homes alongside open market homes is likely to generate additional applicants, subject to confirmation of eligibility.
- 4.3 Housing Options data shows that whilst only 10 applicants are waiting for a wheelchair accessible one bedroom home, half have been waiting over one year with one applicant waiting for four years due to the low availability and turnover of accessible homes.

5 Other opportunities

- 5.1 Works to deliver the 18 new homes at Jubilee Court on disused land at Beach Coach Station is progressing well with construction on time and within budget. Completion is expected in June.
- 5.2 Photos of the development can be found at Appendix C.
- 5.3 Work to progress other infill sites is ongoing with a small number ready to progress to more detailed feasibility works. A shared framework of consultants between the Council and Equinox

is in the process of being formed to create added value for money and allow the development of these sites to move forwards.

- 5.4 Further consultation and approvals from members will be sought in the coming months to determine a more structured approach to The Council Homes Programme and avoid the need to return for authority to proceed with each individual opportunity. This work will set out the parameters including agreed levels of expenditure, number and type of homes to be acquired or built and the delegation of authority to allow individual schemes within these agreed parameters to proceed.

6 Financial Implications

- 6.1 The Government lifted the HRA debt cap in October 2018, removing the constraint on borrowing within the HRA to allow local authorities to use their rights under Section 9 of the Housing Act 1985 to provide homes through acquisition, conversion or new build based on a prudential approach to borrowing.
- 6.2 The expenditure required for the acquisition of the new homes and conversion of the Boiler House has been financially modelled using industry standard development appraisal software. This calculates the rental income alongside the projected expenditure, taking into account costs of managing and maintaining the homes, both responsive and programmed repairs, bad debt, void periods and interest accrued from borrowing. The income generated from the new homes can support all projected expenditure and repay the capital expenditure within 40 years.
- 6.3 It is noted that the offer for the seven Section 106 Agreement homes does not include any use of Retained Right to Buy Receipts or Homes England funding as these homes must be delivered with no public subsidy. It is possible to bid for funding or utilise Right to Buy Retained Receipts for the eighth open market home as additionality of provision above the Section 106 Agreement requirements.
- 6.4 The Confidential Appendix sets out the expected costs as well as the value of the Council's proposed conditional offer for the new homes.
- 6.5 The level of expenditure for Charter Close set out within the Confidential Appendix will be funded from a mixture of borrowing, Brownfield Land Release Funding and Retained Right to Buy receipts or Homes England grant funding. Changes to the use of Right to Buy Receipts in April 2021 will enable the use to fund up to 40% of new development costs, an increase from 30% where this supports scheme viability. It is likely that any Homes England grant, subject to application, would be at a similar level.
- 6.6 Abortive costs for schemes for where external and internal fees and charges have been incurred as part of pre-development investigations will be met from a specific revenue reserve. The project team will use appropriate procurement to ensure all costs in relation to both abortive schemes and schemes which are built are value for money and costs are only incurred when required to progress a development scheme.

7 Risk Implications

- 7.1 The offer to acquire the affordable homes set out above, includes the acquisition of one shared ownership home and an additional 'open market' home that will be offered for shared ownership. Whilst it is possible to hold Shared Ownership homes within the HRA, this is not a

tenure that the Council has previously owned. There would need to be procedures and changes made to accommodate this from an IT system, rent collection, management and resource perspective. The model of Shared Ownership is changing and the Council's conditional offer for the Shared Ownership home reflects the new requirements for repairs and maintenance to ensure that its offer is affordable and does not put a burden on the HRA. As the development is yet to start on site, there will be approximately one year to implement any procedures or changes.

- 7.2 The new model shared ownership homes allow for up to a 50% initial share to be sold however the share could be as low as 10% if it is considered as unaffordable for the buyer to pay more. If this is the case the Council's income from the sale of the share will decrease and the level of borrowing would need to increase. As a comparison, a nearby Gorleston site recently reported selling the shared ownership homes onsite within projected timescales, all at 40% initial share and to applicants who either already lived or worked within Gorleston.
- 7.3 The requirement for adequate staffing remains an ongoing risk and the need for additional staff will be closely monitored to ensure there is appropriate staff resources to deliver the Council Home Programme.

8 Legal Implications

- 8.1 The Council is able to provide homes through acquisition, conversion or new build in accordance with Section 9 of the Housing Act 1985 and the eight properties to be purchased will be acquired in accordance with the requirements of the Property Acquisitions and Disposal Policy.
- 8.2 The Section 106 Agreement sets the purchase conditions of the shared ownership homes and requires the properties be sold only to 'eligible households with a local connection criteria' for the first 24 weeks. Should Homes England funding be sought for the additional unit the local connection criteria cannot apply.
- 8.3 The homes for Shared Ownership will be leasehold therefore suitable lease terms will need to be agreed by the Council's legal advisors. It is possible to adopt the Homes England standard lease, irrespective of whether there is any Homes England funding.

9 Conclusion

- 9.1 This report provides an update to ongoing works to deliver new homes and seeks a recommendation to Full Council to approve drawdown of expenditure totalling £1,643,614 in relation to two further opportunities, the detailed costs of which are contained within the Confidential Appendix;
- to acquire, subject to the Council's conditional offer being accepted, six new homes for affordable rent and two new homes for shared ownership at the East Wood Development, from Equinox Enterprises Ltd.
 - to convert, subject to affordable, viable and within budget tender returns, the disused boiler house at Charter Close to a one bedroomed wheelchair accessible bungalow.

8 Background Papers

- GYBC Housing Strategy 2018 - 2023
- HRA Borrowing report - Housing and Neighbourhoods - November 2019
- HRA Budget Report 2021-2022 – Council – February 2021
- Property Acquisitions and Disposals Policy - Council - February 2021
- Council Homes Programme Update – Housing and Neighbourhoods - July 2021
- Sheltered Housing Review – Housing and Neighbourhoods – May 2022

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

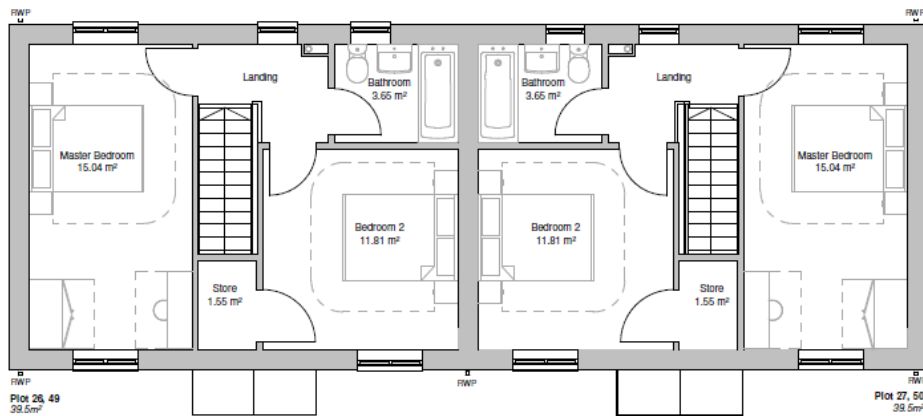
Area for consideration	Comment
Monitoring Officer Consultation:	Through ELT
Section 151 Officer Consultation:	Through ELT
Existing Council Policies:	N/A
Financial Implications (including VAT and tax):	At section 6 and in the Confidential Appendix
Legal Implications (including human rights):	Included in section 8
Risk Implications:	Included in section 7 and the confidential appendix
Equality Issues/EQIA assessment:	The new homes provided will be designed to meet housing need and address particular shortages in supply which may currently have a negative impact on the likelihood of some households with protected characteristics from being able to have their needs met in a timely way. This recognises that households in higher levels of need will have more opportunity to be accommodated in the Council's housing stock (and that of Registered Providers) than those with low needs.
Crime & Disorder:	New housing schemes will be designed and built to minimise properties vulnerability to crime.
Every Child Matters:	The eight homes are either two or three bedroom providing adequate space for families and therefore the needs of children.

APPENDIX A – East Wood



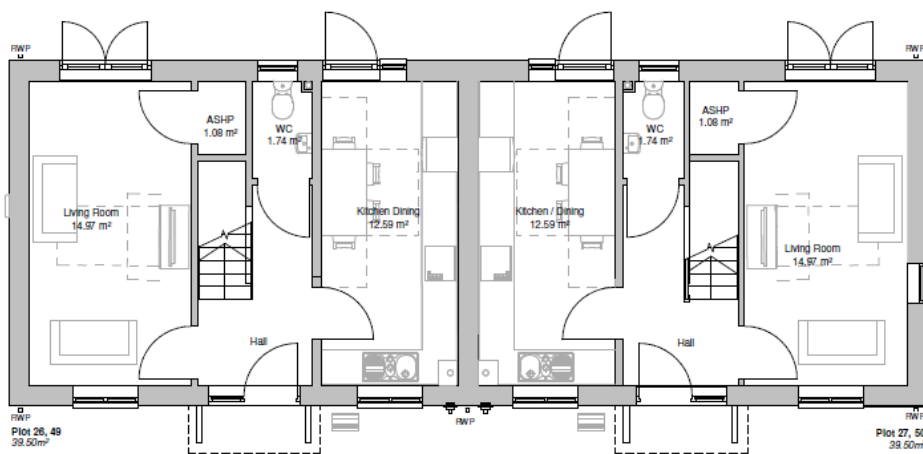
GA Elevation - Front

1 : 50



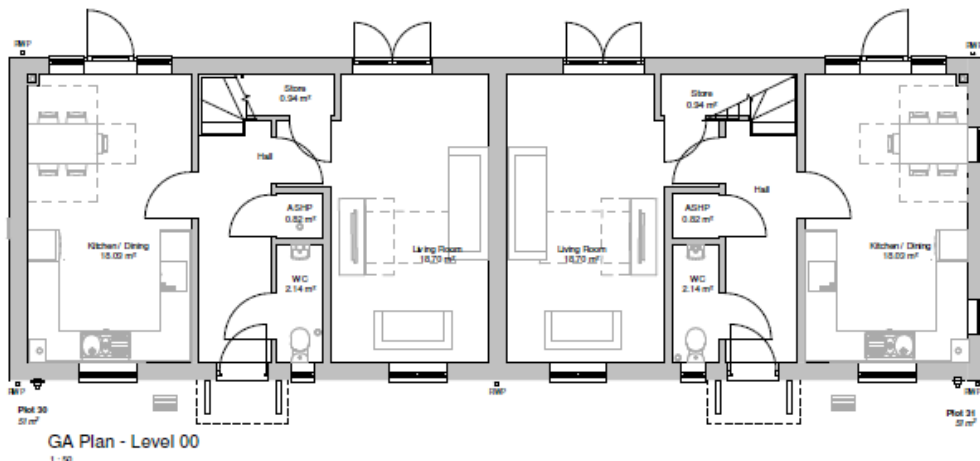
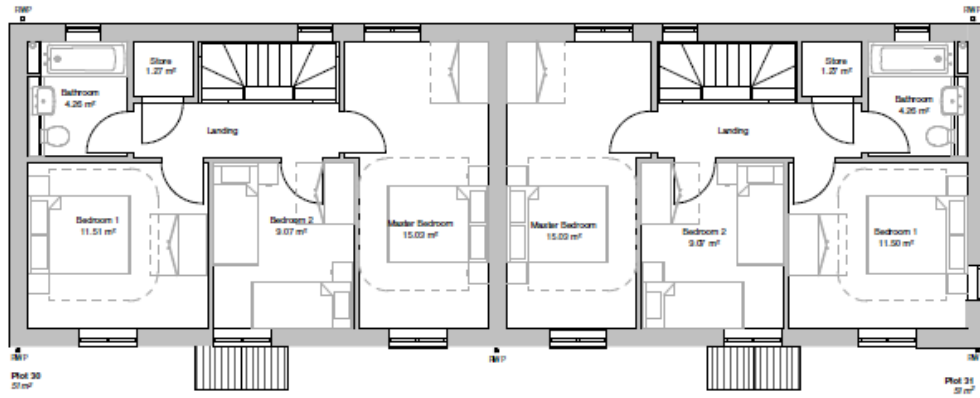
GA Plan - Level 01

1 : 50



GA Plan - Level 00

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APPENDIX B – Charter Close Boiler House



APPENDIX C – Jubilee Court





URN:

Subject: Sustainable Warmth Update

Report to:	ELT	8 March 2023
	Housing and Neighbourhoods Committee	16 March 2023
	Council	23 March 2023

Report by: Nicola Turner, Housing Director

SUBJECT MATTER/RECOMMENDATIONS

This report provides an update on the Sustainable Warmth grant funding for 2022/23 to improve the energy efficiency of the worst performing homes of all tenures across the borough and details the bid for further Homes Upgrade Grant funding in 2023/25.

Recommendations:

That Housing and Neighbourhoods Committee note the report and recommend to Full Council:

1. Acceptance of the Homes Upgrade Grant 2 (HUG2) funding for 2023-24 and 2024-25 should the Council's bid be successful.
2. Note the prior completion of the Memorandum of Understanding in relation to the potential HUG2 funding in 2023-25 and the completion of any variations to the Memorandum of Understandings and contracts in relation to the extension of timescale for delivery of the existing funding programmes.
3. Delegation of all decisions on the use of and spend of the HUG 2 funding in accordance with the requirements of the Memorandum of Understanding to the Director of Housing Assets.
4. Update the 2023-4 and 2024-5 General Fund capital budgets, should the bid be successful to reflect the HUG2 funding and Housing Revenue Account 2022-23 and 2023-4 as set out in this report.

1. Introduction

- 1.1 In March 2022, committee received a report which detailed the £5,870,456 of Department for Energy Security and Net Zero¹ grant money secured by the Council to improve the energy efficiency of homes, relating to successful bids from three separate funding streams. This funding was available in 2023-23 and was expected to result in 408 homes across the borough benefiting from the installation of energy efficiency measures.
- 1.2 The £5.8m awarded to the Council for energy efficiency grants was made of three separate programmes:
- Local Authority Delivery 3 (LAD3) – to deliver works to improve the energy efficiency of the least efficient homes which are **on** the gas grid network occupied by low-income households. £1,654,670 of funding was awarded to undertake works to 153 homes, although some homes will receive more than one type of energy improvement work.
 - Home Upgrade Grant (HUG) – to deliver works to improve the energy efficiency of the least efficient homes which are **off** the gas grid² occupied by low-income households. £2,576,621 of funding was awarded to undertake works to 170 homes, although some homes will receive more than one type of energy improvement work. This programme is now called HUG1.
 - Social Housing Decarbonisation Fund (SHDF) – to improve the energy efficiency of the least efficient social housing homes. Under Wave 1, the Council also bid on behalf of two other Registered Providers in relation to their homes outside of the borough. In total £1,639,165.65 was awarded, of which £1,169,165 was for spend in the borough. The total number of homes to be improved was 131 of which 46 homes are outside the borough.
- 1.3 All three programmes LAD3, HUG1 and the SHDF are targeted at properties which have an Energy Performance Certificate (EPC) rating of E,F or G, although in some circumstances properties with a rating of D are able to be included. The LAD3 and HUG1 programmes require that the households occupying homes have low incomes to ensure the funds are targeted at those who are most impacted on by living in a property which is not energy efficient. For tenanted properties a landlord contribution of a third of the cost of works is required.
- 1.4 This report also provides information on the bid for more Home Upgrade Grant funding in 2023-4 and 2024-5 to improve energy efficiency

2. Current position

- 2.1 A framework was used to procure E.ON Energy Solutions Ltd to provide project management of the LAD3, HUG1 and SHDF grant programmes as well as deliver the required works using their own accredited suppliers. Delivery has been overseen by the Housing Assets Team. The Team have also been responsible for liaising with the Department for Energy Security and Net Zero and completing all required monitoring and returns. Originally the funding required

¹ Formerly called the Department of Business, Energy and Industrial Strategy (BEIS)

² Includes properties in areas with gas supplied as relates to properties which currently have no form of gas heating.

that all spend was completed by 31 March 2023, however, reflecting some delays nationwide in programme delivery all grant recipients are being asked to submit closure reports which identify the timescales for completion of the programmes, which can extend into the 2023/4 financial year. The Council has submitted closure reports which seek to extend the completion date for LAD3, HUG1 and SHDF to the 30 September 2023, although the LAD3 and HUG1 programmes are expected to complete in the summer. It is expected that should the extension be approved, that the Council will be asked to complete a Variation to the existing Memorandum of Understandings with the Department of Energy Security and Net Zero to reflect revised delivery deadlines.

2.2 Paragraphs 2.3 to 2.5 below provide a summary of delivery against each of the LAD3, HUG1 and SHDF programmes and sets out where there have been some operational differences to the tenure and number of homes able to be supported by the grant funding. The SHDF programme has had the most challenges to face due to the consortium approach and the challenges of developing an External Wall Insulation programme.

2.3 Local Authority Delivery

Originally this funding was expected to improve 153 homes of which 140 would be owner occupied homes and 13 social housing homes, but the funding will now deliver works to 149 homes, of which 136 are owner occupied homes and 13 are social housing homes, with works to 134 homes expected to be completed by 31 March 2023.

The measures being delivered to homes are:

- External Wall Insulation
- Hybrid Air Source Heat Pump
- Smart Heating Controls
- Solar PV
- Loft Insulation
- Under floor Insulation.

Overall, the works will increase the average EPC of properties from a D to a C.

Properties in the following wards have received/will receive works:

- Bradwell South and Hopton
- Caister North
- Caister South
- Central and Northgate
- Claydon
- Gorleston
- Lothingland
- St Andrews
- Yarmouth North.

2.4 Home Upgrade Grant

Originally this funding was expected to improve 170 homes, but the funding will now deliver works to 156 owner occupied homes, of which the works to 136 homes are expected to be completed by 31 March 2023.

The measures being delivered to homes are:

- External Wall Insulation
- Air Source Heat Pump
- Solar PV
- Loft Insulation
- Under floor Insulation.

Overall, the works will increase the average EPC of properties from an E to a C.

Properties in the following wards have received/will receive works:

- Bradwell North
- East Flegg
- Ormesby
- Lothingland
- Southtown and Cobholm
- St Andrews
- West Flegg

2.5 Social Housing Decarbonisation Fund

Originally this funding was expected to improve 11 private homes and 74 council homes within the borough and 46 social housing homes outside of the borough in other parts of Norfolk. The funding will now deliver works to 127 homes within the borough of which 10 will be private homes. Private homes within the programme adjoin Council owned homes. Due to the delays incurred, works to 17 homes will be complete by 31 March 2023. The works to the remaining 110 properties will be complete by 30 September 2023 at the latest.

The SHDF will be used carry out External Wall Insulation works or install Solar PV to improve homes in the following wards:

- Caister South
- East Flegg
- Fleggburgh
- Ormesby
- West Flegg

Overall, the works will increase the average EPC of properties from an E to a C.

2.6 E.ON Energy Surveys have undertaken random surveys of residents following completion of works, whilst to date only 29 responses have been received (LAD3 and HUG1) 79% of responses were positive. The following comments on the scheme and installations were provided.

“The installation was completed with no inconvenience to us. The whole process was excellent and we were kept informed throughout the process.”

“Good, nice work and everything hunky dory. We feel privileged to receive such help.”

“They were incredibly efficient, knowledgeable and we’re able to answer all my queries.”

“From start to finish the whole process was extremely efficient.”

Where negative scores were received, E.ON Energy Solutions Ltd contacted the residents to rectify any issues being experienced.

3. New Funding

- 3.1 In September 2022, a further opportunity to bid for Homes Upgrade Grant was announced to cover the period 1 April 2023 to 31 March 2025. This funding is called Homes Upgrade Grant Phase 2 or HUG2. Whilst this funding was welcomed, there was no further funding announced to support energy improvements to properties which have gas heating.
- 3.2 The Council submitted a bid for HUG2 funding to support works to improve 317 homes across the borough over the next two financial years, delivery will again focus on private sector homes. Tenanted properties will be eligible subject to a landlord contribution, however, in relation to private rented properties, the grant is only available for landlords with 4 or less properties and larger landlords are excluded.
- 3.3 HUG2 has a different approach in that bids are made based on indicative grant requirements which provides an overall envelope of funding. As properties and residents are assessed as eligible for grant works, a batch of properties is submitted for formal grant approval. One of the benefits of HUG2 over the existing programme is the removal of the financial means test where a household lives in a property which as an Energy Performance Certificate rating of D or less (E, F or G) and that property is in a Lower Layer Super Output Area ranked between 1-3 of the Income Decile classification of the Indices of Multiple Deprivation. This means that across the borough properties which do not have gas heating in 1,282 post code areas will be eligible with no financial test. Further work will be done, should the bid be successful to further target delivery of the HUG2 funding.
- 3.4 Should the Council's bid for HUG2 funding be successful, the Council will not be able to complete works to any properties using HUG2 funding, until the installation of works to properties funded by HUG1 are complete. The Council, can however, still start the implementation process, in terms of publicising the availability of grant funding and carrying out assessments of property and occupier eligibility allowing works to start at the earliest opportunity once HUG1 delivery has finished.

4. Financial Implications

- 4.1 There is no cost to the General Fund of delivering the LAD3, HUG1 and SHDF programmes reflecting the grant funding awarded which includes an element for administrative and ancillary costs. Budget provision has been made in the capital programme for both 2022-3 and 2023-4 relating to the landlord contribution required of the SHDF for works to Council homes. The HRA match funding has increased on that originally required as the Council has increased the number of Council homes which will benefit from energy efficiency works.
- 4.2 The Council element of administration and ancillary costs allowance within the LAD3, HUG1 and SHDF grants, has been used to fund a dedicated full time project manager and additional staff resource to support them. The Council's staff are responsible for providing assurance of programme delivery and outcomes for the Council across all three programmes. The HUG2 bid includes an element of administration and ancillary costs allowance which will fund the ongoing internal staff resource required to oversee the delivery of the HUG2 programme, should the bid be successful.
- 4.4 The funding for HUG2 will, unlike the current programmes be paid in a number of payments relating to an initial grant to establish the delivery of the grant programme and then as

“batch” payments relating to the submission of details of properties which have been assessed as complying with the scheme requirements and which are ready for the installation of energy efficiency works. This does remove any risk of repayment of grant, should programme outcomes in terms of the number of properties be unable to be met, but does mean more active monitoring of spend on administration and ancillary costs will be required, as these remain capped at 15% of total grant spend. Should the bid be successful, the Council’s General Fund capital programmes for 2023-4 and 2024-5 will be updated to reflect the grant available in each financial year.

5. Risk Implications

- 5.1 Previous reports have set out the risks associated with the Council’s delivery of the LAD3, HUG1 and SHDF programmes. These risks equally relate to the current bid for HUG2. As part of grant delivery, the Council will regularly undertake a review of risks, including risks associated with fraud. Two of the main risks of supply chain management and ensuring compliance with retrofit standards are mitigated by the use of one contractor, who has confirmed their ability to deliver the required outcomes of the grant.

6. Legal Implications

- 6.1 The Council has been requested to complete a Memorandum of Understanding in relation to the HUG2 funding bid. Reflecting the positive delivery of LAD3, HUG1 and SHDF programmes and the need to ensure that the use of grant complies with procurement rules, the Council intends to use the Fusion 21 Framework to appoint E.ON Energy Solutions Ltd to deliver HUG2.
- 6.2 The HUG2 Memorandum of Understanding requires that landlords who receive grant complete a subsidy control form to ensure that any grant they receive does not exceed applicable limits. This will be controlled through the property and landlord eligibility rules for the HUG2 programme via the delivery partner.
- 6.3 A formal variation to the contracts with E.On Energy Solutions Ltd will be made to reflect the expected extension to the completion dates for the LAD3, HUG1 and SHDF programmes.

7. Conclusion

This report provides an update on the delivery of LAD3, HUG1 and SHDF grant programmes which will by the end of these programmes have resulted in the increase in the energy efficiency of a total of 432 homes across the borough. It also seeks approvals to deliver HUG2 across 2023-4 and 2024-5 should the Council’s bid for funding be successful.

8. Background Papers

Sustainable Warmth Competition Update – Policy and Resources Committee, 30 November 2021

Sustainable Warmth and Decarbonisation – Housing and Neighbourhoods Committee, 10 March 2022

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:	Via ELT
Section 151 Officer Consultation:	Via ELT
Existing Council Policies:	Corporate Plan
Financial Implications (including VAT and tax):	Discussed in report
Legal Implications (including human rights):	Discussed in report
Risk Implications:	Discussed in report
Equality Issues/EQIA assessment:	The LAD3, HUG1 and HUG2 programmes are targeted at low-income household living in the most inefficient homes. Many of these households will have protected characteristics and the works will improve their health and wellbeing by providing a more energy efficient home.
Crime & Disorder:	Not applicable
Every Child Matters:	Not applicable



URN: 23-031

Subject: Fire Safety Policy & Mobility Policy

Report to: Housing & Neighbourhoods Committee

Date of the Meeting: 16th March 2023

Report by: Chris Rutter

SUBJECT MATTER AND RECOMMENDATION

This report seeks to obtain approval on our new Fire Safety Policy and Mobility Policy.

A copy of the new policies are attached.

Housing & Neighbourhoods Committee are requested to: -

Review and approve the Fire Safety & Mobility Scotter policies.

1. Introduction

Recent changes in legislation with the passing of the Building Safety Act 2023 and the Fire Safety (England) Act 2022 has meant that we have had to review and update of Fire Safety Policy. This was also an action on our wider Compliance Improvement Plan that we are working through with the Regulator for Social Housing.

2. Fire Safety Policy

We have undertaken a full review of our Fire Safety Policy and incorporated all of the regulations and legislation that oversees delivery in this compliance workstream.

We have also used this opportunity to adopt best practice in all areas of Fire Safety, including the management of Fire Risk Assessments and related remedial actions.

Best Practice has been taken from regulations, British Standards and a full review of guidance from the National Fire Chiefs Council (NFCC)

3. Mobility Scooter Policy

GYBC do not have a current Mobility Scooter Policy. A consequence of this means that we can not manage these high-risk vehicles in a consistent manner across the housing portfolio.

There have been several serious fires over recent years and one that was fatal, that was directly linked to a fire in the common parts of a general needs block, where a resident (not the scooter owner) died, and a fire fighter was seriously injured.

Our new policy seeks to mitigate the risk from Mobility Scooters, by defining where these can be stored and charged.

4. Next Steps

Historically there have been several escalations from and to members on issues around Mobility Scooters, so it was agreed that we would present the new policy and discuss enforcement options, to Housing & Neighbourhoods Committee.

5. Financial Implications

Aside from potential costs of building mobility scooter stores at some of our Sheltered Housing blocks, which we plan to survey in the coming months to determine if there are suitable external locations, there is very little financial exposure to GYBC.

We propose to install a dedicated charging socket in residents flats (where appropriate), which will only operate from 8am-8pm, in line with National Fire Chiefs Councils guidance. The likely cost for this is around £150 per unit.

6. Risk Management

As we complete reviews of various workstreams we are identifying areas of improvement we are tracking these in a “Emerging Risk Register” and developing mitigation actions to support closing these risks down.

Attached is a copy of both the Fire Safety Policy and Mobility Scooter Policy



Great Yarmouth Borough Council

Fire Safety Policy

Policy Name	Fire Safety Policy
Version Number 0.8	
Policy Type	Master Policy
Supporting Documents / Policies	
Date	February 2023
Lead Policy Officer	Compliance Manager
Author	Compliance Manager
Document Status	Draft
Approved by (inc date)	
Date of next review	

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1. Statement of Commitment

Great Yarmouth Borough Council (GYBC) are committed to providing a safe place to live for our residents and a safe place to work for our staff and contractors. To ensure this we will implement all Fire Safety regulations and deliver a “Best Practice” approach to the management of our building and other critical fire safety assets.

We are committed to protecting all relevant persons from the risk of harm from fire in all the premises we own, manage, or maintain. In this policy, the phrase ‘relevant persons’ has the meaning assigned to it in the Regulatory Reform (Fire Safety) Order 2005, which is ‘any person who is or may be lawfully on the premises, and any person in the immediate vicinity of the premises who is at risk from a fire on the premises.

We acknowledge our moral obligation and the legal requirement to provide safe homes for our tenants and leaseholders, and safe working conditions for our employees and contractors.

We shall put in place such processes and procedures as are necessary to reduce the likelihood and consequence of fire, so that the impact of fire on life safety, the environment, our business, and property is minimised.

Overall responsibility for fire safety sits with our Chief Executive, delegated to the Executive Leadership Team.

The Compliance Manager and delegated staff are responsible for delivery of this commitment and for the arrangements necessary to ensure its successful application. They will work collaboratively with our Tenancy Team and other colleagues. All members of staff have a responsibility for fire safety within their areas of activity.

We will review this policy in June 2023 and every six months until a longer frequency can be confirmed. This is to ensure that any changes from Fire Safety Act and Building Safety Act are incorporated into this policy and to ensure that it is current, appropriate to our needs, suitable for the activities we undertake, and applicable to the organisation and arrangements we have in place to manage fire safety.

We will monitor for legislative changes and make updates and amendments to this policy as required by changing legislation.

2. Scope

This policy applies to all residents in GYBC properties, including tenants and others in their households, leaseholders and visitors to our properties.

It also applies to our corporate properties, used by staff and our wider portfolio of properties that may be open to members of the public.

3. Fire Safety Strategy

This document outlines our strategic approach to fire safety in premises under our control. It is not intended to be a detailed account of our fire arrangements but is intended to provide a reference point against which our fire arrangements can be checked to ensure that the implemented precautions properly support this strategy.

Where reference is made in this document to our new build process, detailed guidance on our requirements can be found in our client brief document and Employers Requirements.

4. Legislation & Guidance

We have given regard to the following legislation in preparing this policy.

- The Building Safety Act 2022
- The Fire Safety (England) Act 2022
- The Regulatory Reform (Fire Safety) Order 2005 – Amended by Fire Safety Act
- LACoRS – Fire Safety Guidance (Local Authorities Coordinators of Regulatory Services)
- Fire Safety in Specialised Housing – National Fire Chiefs Council Guidance
- Fire Safety in Purpose Built Blocks of Flats – National Fire Chiefs Council Guidance
- Housing Act 2004, which introduced the Housing Health & Safety Rating System (HHSRS)
- Dangerous Substances and Explosive Atmospheres Regulations (DSEAR) 2002
- Furniture and Furnishing (Fire Safety) Regulations 1988
- Gas Safety (Installation and Use) Regulations 1998
- Electrical Equipment (Safety) Regulations 1994
- Equality Act 2010
- Building Regulations – Approved Document B
- Health & Safety at Work Act 1974 – As amended
- Management of Health & Safety at Works Regulations 2006
- Workplace (Health Safety & Welfare) Regulations 1992
- Health & Safety Executive INDG236 – “Maintaining Portable Electric Equipment”
- All relevant British Standards

5. Supporting Documents & Policies

- Great Yarmouth Borough Council Tenancy Agreement.
- FSP-02 - Safe use of balconies
- FSP-03 – Storage in Common Parts
- FSP-04 – Testing of Fire Safety Assets
- ESP-04 – Electrical Items in Common Parts
- FSP-05 – Investigating False Alarms
- HSP-06 – Hot Works Policy
- HSP-07 – Permit to Work
- HSP-09 – GYBC – PC-FRA Review

6. Roles & Responsibilities

The Chief Executive Officer will be responsible for the implementation of the Policy and will allocate responsibilities within the Executive Leadership Team and ensure that there is adequate management, monitoring and visibility of performance.

The Chief Executive Officer will recommend this Policy to the Executive Leadership Team (ELT). The Director of Assets will take overall responsibility for the delivery of the Policy commitments described in this Policy.

The Director of Housing Assets will attend the Audit committee meetings and ensure that areas of non-performance are reported and escalated where required. All potential, material non-compliance will be reported to the Chief Executive Officer / ELT irrespective of whether this relates to a KPI scrutinised by the ELT or other groups.

The Director of Housing Assets will take overall responsibility for planning and implementing the assurance activities described in this Policy and for the effective upward reporting of performance.

All Directors will take responsibility for ensuring that staff and contractors they employ have the skills, knowledge, and expertise necessary to deliver the commitments outlined in the Policy.

The Director of Housing Assets will delegate day to day responsibility for the delivery and implementation of our Fire Safety policy to the Compliance Manager and their team suitable for the delivery of the policy in general and specific tasks as required.

The Risk & Governance Committee will be responsible for ensuring that the Chief Executive Officer / ELT receives the assurance it requires.

7. Purpose Built Residential Premises

Where we manage existing purpose-built premises for general needs residential occupancy, we will ensure that all of the strategic aims listed in this policy are adhered to, paying particular to the condition of any fire resisting compartmentation and fire safety assets that are part of the building.

In existing purpose-built premises, we will assume that compartmentation is as intended and adequate, unless we find evidence that that is not the case. When we identify inadequacies in the compartmentation, we will remedy them quickly, implementing additional, temporary, mitigating control measures where we deem the risk to be unacceptably high.

For all purpose-built general needs premises that we own and manage, we will adhere closely to the guidance contained in 'Fire safety in purpose-built blocks of flats' published by the Local Government Association and National Fire Chiefs Council.

In blocks of flats, that support a stay put policy, we will not provide automatic fire detection and warning in the common parts. Where the building is designed with automatically opening ventilation (AOV) for smoke control in the common escape routes, provision will be made for smoke detection to activate the vent, but sounders will not be provided. We will ensure that any AOV present in a block, will be serviced and inspected on a monthly basis, in line with the guidance of the Fire Safety (England) Act 2022.

For all blocks that support a stay put policy, we will ensure that all of the common parts, communal areas and protected escape routes are kept clear, both to ensure that there are no combustible materials that could assist in the spread of fire or feeding a fire, nor could block the egress or ingress of the Fire & Rescue Service, or residents.

We will ensure that there is relevant fire safety signage installed in all blocks of flats, that give clear direction to residents of what to do in the event of a fire and point residents toward fire exits.

We will ensure that occupiers can report faults, including those affecting the fire precautions, for prompt rectification.

We will periodically inspect the condition of fire rated doors and other associated fire safety assets, to ensure that they are in good condition, where we find that assets are not in a suitable condition, we instruct remedial works to get the asset performing as it should.

Permission will not be granted to residents or leaseholders to modify or damage any fire safety assets, including fire rated doors or compartmentation. In the event that we find fire safety assets that have been modified or damaged, we will on review of evidence, recharge the resident for the full cost of remedial works or replacement.

8. Storage in Common Parts

We have a legal obligation to manage fire safety in all of our residential blocks in general and in the common parts specifically and a responsibility to make certain that protected escape routes can support the unhindered escape in the case of an emergency. Misuse of the common parts for storage can increase the likelihood and consequence of a fire.

Items stored in the stairways, corridors and lobbies create a tripping hazard, which in the event of a fire, especially if those areas become smoke logged, can impede escape and hinder access for firefighters.

In other areas, combustible storage adds to the fire load so that a fire would develop more rapidly than it might have with that extra fuel and be more difficult to extinguish. The presence of combustible items can also make it more likely that a fire starts as the consequence of an electrical fault.

To support this approach, we will implement a sterile approach to all items in the common parts and protected escape routes.

GYBC policy document FSP-03 – Storage in Common Parts, contains further details of our approach to storage in common parts, protected escape routes, riser cupboards and associated areas and the situations where exceptions might apply.

9. Fire Risk Assessments

We will appoint a professional external company to provide our Fire Risk Assessments, before appointment, we will audit their professional memberships and qualifications, ensuring that they meet all relevant standards.

We will also appoint an external compliance auditing company to provide third party review of an agreed percentage of Fire Risk Assessments, completed by individual Fire Risk Assessors. They will provide independent audit and confirmation that reports reviewed meet the quality assurance standards of both BAFE and are "Suitable" & "Sufficient"

We will develop a risk-based approach to the completion of our Fire Risk Assessment Programme, utilising the Fire Risk Assessment Prioritisation Tool, published by DLUHC and National Fire Chiefs Council (NFCC).

Our approach to Fire Risk Assessment (FRA) in our General Needs residential buildings is based on guidance given in "Fire Safety in Purpose-Build Blocks of Flats", published by the Local Government Association (LGA). In Sheltered Housing blocks we will follow guidance, published in Fire Safety in Specialised Housing, again published by NFCC. Those documents define four types of FRA: Types 1,2,3 and 4. Our approach combines element of all four types.

In blocks of flats providing general needs and sheltered accommodation, we will risk assess the common parts, including service areas, plant rooms, bin stores and other ancillary areas. We will also investigate a sample of dwellings to check compartmentation, fire detection and warning (within the flat). We will also survey and inspect protected escape routes.

In general needs premises, we will carry out compartmentation surveys only where the FRA identifies specific concerns about compartmentation that only a more intrusive survey can address. In our specialised housing schemes, we will complete a compartmentation survey to give us confidence that the building will support a stay-put strategy, which is our preferred strategy for our more vulnerable residents in those schemes.

In all of our residential premises, we will use the methodology for FRA contained in PAS 79-2:2000.

In our commercial and corporate properties, we will use the methodology described in PAS 79-1:2020 as the basis for the fire risk assessment.

Our Fire Risk Assessments will be stored in our Compliance Management System. Where the Fire Risk Assessments make recommendations for action, we will create a record of that action in our compliance management system, assign the action to the action owner, periodically check for progress and update the action, escalate where resolution is delayed and store evidence of completion of that action.

We will review the frequency of Fire Risk Assessments, based on the outcome of the overall risk, identified in 22/23 FRA Programme. The basis of our programme will be:-

High Risk – Annual

Medium Risk – Annual

Low Risk – Every two years. This may change based on specific blocks, risks and actions.

We will also carry out additional Fire Risk Assessments in support of Major Works programme or other projects where compartmentation may be compromised as part of the project.

10. Use of Person Electrical Items in common parts

The most common cause of fire is the misuse of, or faults in, electrical appliances. GYBC policy document ESP-04 – Electrical Items in Common Parts, defines our procedures for ensuring reasonable safety with regard to electrical appliances in our common parts.

Our intent is to ensure that our premises with limited common parts continue to have limited common parts continue to have limited sources of ignition and minimal combustible materials. In premises with ancillary accommodation in common parts our intent is to ensure that all electrical appliances used in common parts are in good condition and used safely.

Our procedure is based on guidance issued by the Health & Safety Executive (INDG236 – Maintaining Portable Electric Equipment), this includes periodic visual inspections and where required portable appliance testing carried out on a periodic basis.

11. Safe Use of a Balcony

We will do whatever we reasonably can to ensure that balconies are used safely and do not create unnecessary risk to our residents. Which includes limiting the risk of vertical fire spread from balcony to balcony or balcony to external wall system.

GYBC policy document FSP-02 – Safe Use of Balconies applies to all of our properties with a balcony, this includes leasehold flats and addresses the fire safety risks that arise from the use of a balcony, and defines steps for the safe use of a balcony,

Our tenancy agreements make tenants responsible for the safe use of their home, and where that home has a balcony. It highlights those items such as Barbeques, (Gas, Electrical or Charcoal) are prohibited from being used or stored on balconies.

Wooden or combustible furniture, combustible privacy screens and other combustible materials, may not be stored in these areas.

At the commencement of a tenancy or lease that includes a balcony, we will give the resident sufficient information that they understand the risk from fire on their balcony and the steps outlined FSP-02 to ensure their safety and that of others. Periodically, we will repeat that advice by direct communication with residents who have a balcony and through other less specific media.

12. Testing of Active & Passive Fire Precautions

In determining what testing regimes for active fire precautions are required in our premises, we have considered, regulations, guidance, British Standards and the recently introduced Fire Safety Act. All of these areas have been brought together to define our servicing, inspection and maintenance regime for all fire safety assets, this includes (where installed):-

- Emergency Evacuation Lighting
- Dry Risers
- Smoke Control Systems
- Sprinkler Systems
- Fire Alarms & Fire Detection
- Lightning Protection Systems
- Electrical Testing
- Passenger Lifts

The legal requirement to test active fire precautions is contained within article 17 of the Regulatory Reform (Fire Safety) Order 2005, which requires that 'where necessary', fire precautions 'are subject to a suitable system of maintenance, and are maintained in an efficient state, in efficient working order, and in good repair'. It is GYBC's judgment that the procedures detailed in GYBC policy – FSP-04 – Testing of Fire Safety Assets, meet the requirements of article 17 to the extent that it requires testing.

13. Fire Safety Training

We will provide fire safety awareness training for all of our staff working in positions that include any aspect of fire safety. Additionally, we will provide specific training for staff members expected to install, inspect, test or maintain any of our fire precautions.

We will provide specific fire safety instruction, including what action to take in the event of a fire for all staff members who work at our properties

Relevant fire safety training will be given to new staff as part of their induction process, we will provide relevant refresher training for all staff at intervals not greater than two years.

14. Fire Signage

We will install Fire Action Notices in all of our residential, commercial and corporate properties, which will give clear direction to all residents, occupants and visitors to the buildings of what to do in the event of a fire.

These will differ in residential properties based on the fire strategy for the building, which will fall into one of three categories.

Stay Put Strategy – Residents are advised to stay in their flat (as long as the fire is not in that property) and await advice from the Fire & Rescue Service.

Simultaneous Evacuation Strategy – Residents should leave the property upon hearing an alarm / sounder, muster at the highlighted location and not re-enter the property until advised by the Fire & Rescue Service.

Mixed Fire Strategy – In some of our specialist housing, where we have communal areas, such as lounges or kitchens, residents in those areas should leave the building. Residents in their flats, should stay put, until advised by the Fire & Rescue Service.

In addition, we will install other appropriate signage, that relates to wayfinding for fire exits, floor numbers.

All signs will be to the relevant British Standard(s).

15. Fire & Rescue Service

We will work closely with Norfolk Fire & Rescue Service (NFRS) to ensure that we demonstrate our compliance with the Regulatory Reform (Fire Safety) Order 2005 and other legislation, guidance including Building Regulations.

We will create a FRS Formal Notice Tracker, to ensure any and all formal notices, (Notice of Deficiency or Notice of Enforcement) are recorded and actioned as quickly as practical. All formal notices received will be acknowledged within 48 hours.

We will provide a regular update of changes to PCFRA and PEEP findings and related plans, to ensure that NFRS have up to date information to assist in the formulation, review and management of their Pre-Determined Attendance Plan (PDA).

16. Person Centered Fire Risk Assessment (PCFRA)

We have adopted the standard assessment template from the National Fire Chiefs Council (NFCC) to support the delivery of this area.

We will carry out a Person Centered Fire Risk Assessment for residents who identify or are signposted to us, where they may have an issue being able to self-evacuate from the flat or block without assistance.

We will also carry out a review of all residents as part of our periodic Tenancy Reviews, to decide if we should carry out a wider PCFRA.

As part of any PCFRA we will also carry out a hoarding review to establish if there is a need to update Norfolk Fire & Rescue Service (NFRS) in regard to any increase in the overall Fire Load in a building.

Following the outcome of any PCFRA, if required we will develop a Personal Emergency Evacuation Plan (PEEP) which may need to be forwarded to Norfolk Fire & Rescue Service, so the Predetermined Attendance Plan can be updated.

17. Fire Door Inspection Programme

Following the implementation of the Fire Safety (England) Act regulations, specifically Regulation 10, we will carry out inspection of all fire doors (including self-closing devices) in the common parts of our buildings, these include Cross Corridor Doors, Riser Cupboard Doors and other fire doors, this will be carried out on a quarterly basis.

We will also carry out an annual inspection of all Flat Entrance Doors on a best endeavour basis.

We will record the outcome of these inspections and carry out any remedial repairs to, or replacements of fire doors to ensure that they are compliant.

If damage has occurred to a flat entrance door, the cost of remedial repairs or replacement will be re-charged to the resident.

18. Fire Safety Advice

At the commencement of a tenancy or lease, we will include as part of the initial sign up, details of the fire safety assets in place at each property, this will include details of Fire Doors, how they perform and their importance.

19. Fire Fighting Equipment

We will not install Fire Fighting Equipment in the common parts of our housing stock, this is to minimise the risk of people who are not trained in the use of Fire Fighting Equipment, attempting to fight the fire, our policy is for residents or automatic fire detection and monitoring systems to alert the Fire & Rescue Service, for them to attend and fight the fire.

In all properties that have communal kitchen areas, we will install, service and maintain Fire Blankets to support the initial reaction to a fire and again would want residents to call Fire & Rescue Service to fight the fire.

In specialist areas, such as Boiler Rooms, Lift Motor Rooms and the like, we will install, service and maintain appropriate Fire Fighting Equipment, to be used by our contractors in the event of a fire.

We will install, service and maintain appropriate Fire Fighting Equipment in our offices and workplaces, to support the initial response to smaller / minor fires, it remains our policy that for all fires, the Fire & Rescue Services are the most appropriate people to deal with all fire related incidents.

20. Resident Commissioned Works

GYBC will maintain a consent process for any resident commissioned works. In buildings that are subject to a Fire Risk Assessment, fall within the scope of the Regulatory Reform (Fire Safety Order) 2005, Building Safety Act or Fire Safety Act the proposed work will be evaluated by a Competent Person to consider if there is a foreseeable impact in relation to fire safety. Approval will not be unreasonably withheld although consent may be refused, or conditions imposed where appropriate.

Where unauthorised work with the potential to impact fire safety is discovered, GYBC will take the appropriate action to remove or remedy. The cost of doing so may be recovered from the resident.

21. Mobility Scooters

In line with our Mobility Scooter policy, we will not allow the storage or charging of mobility scooters in the common parts of any of our properties. We will work with residents to identify suitable storage and charging locations that are not in the common parts.

Following any review of mobility scooter storage / charging with residents, we may recommend that moving to a more suitable property, that could support storage / charging of mobility scooters would be a potential solution.

22. Consultation

This policy is based on legislative and regulatory requirements and as such consultation with residents has not taken place. There has been consultation within teams from GYBC.



Great Yarmouth Borough Council

Mobility Scooter Policy

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1. Introduction

This policy sets out GYBC's approach to the management and use of mobility scooters by residents in all our properties, within communal areas and in the homes of tenants and leaseholders.

The increased use and ownership of mobility scooters can be attributed to a number of factors. Changes in lifestyle, life expectancy, expectations and aspirations of mobility impaired and older people and the lack of any restrictions on obtaining and using a scooter.

GYBC is committed to maximising choice, independence and social inclusion and recognises the value of mobility aids such as mobility scooters to residents in maintain their independence.

At the same time, GYBC has a duty to ensure high standards of health and safety in blocks of flats, maisonettes and sheltered schemes for tenants, leaseholders, visitors and staff.

GYBC have a duty to enforce safe practice and minimise the risk of harm that storing / charging mobility scooters in communal areas and protected escape routes may cause.

2. Scope

This policy applies to all residents in GYBC properties, including tenants and others in their households, leaseholders and visitors to our properties

3. Policy Aims

The aim of this policy is to protect and preserve the health and safety of all residents living within GYBC rental and leasehold properties and anyone else visiting or working there.

GYBC will balance the needs of our tenants and leaseholders to use mobility scooters with our duties to maintain a safe living environment for all occupiers, particularly in relation to potential fire risks.

4. Legislation & Guidance

This policy takes full account of current legislation, policies and guidance, including:

- Regulatory Reform (Fire Safety) Order 2005
- Fire Safety (England) Act 2022
- Equality Act 2010
- Mobility Scooter Guidance for Residential Buildings – National Fire Chiefs Council (NFCC)
- Great Yarmouth Borough Council – Fire Safety Policy
- Great Yarmouth Borough Council Tenancy Policy
- Electrical Equipment (Safety) Regulations 1994
- Fire Safety in Purpose Build Blocks of Flats – National Fire Chiefs Council (NFCC)

5. Storage of Mobility Scooters

GYBC does not currently provide purpose-built storage or charging facilities. Storage and charging are entirely the tenant's responsibility.

Mobility scooters involved in fire can release large volumes of toxic smoke and generate significant heat. If GYBC allowed mobility scooters to be stored in the protected escape routes¹, it is possible that the protected escape routes could become impassable, and residents could be at substantial risk, in the event of a fire.

The health and safety of other residents; visitors and fire fighters are paramount. No mobility vehicle may be stored or charged in the internal communal area² of a block of flats or a sheltered scheme unless a designated area has been allocated. Where designated internal areas have been provided, residents must comply with the guidance given.

GYBC has a duty under the Regulatory Reform (Fire Safety) Order 2005 to keep designated means of escape clear, therefore residents failing to comply will be asked to remove their mobility scooter permanently.

GYBC reserves the right to remove the mobility scooters without notice and recover from the mobility scooter owner the cost of doing so, if the resident has not stored it as requested.

None of GYBC's existing properties or communal areas have been specifically designed or adapted to accommodate the storage, charging and use of mobility scooters.

A mobility scooter may be stored externally in the grounds of a scheme at the mobility scooter owner's risk if a suitable position can be agreed with our Asset Management Team. This is taking into account that it should not be stored close to a door or window where fire might spread into the building; must be at least 6 metres from the building and also have hard standing for mobility scooter and access pathway. In some cases, a suitable position may not be able to be agreed.

When a mobility scooter has to be stored externally it is the responsibility of the owner to provide suitable protective covers; security measures and insurance cover against damage and public liability.

All external storage must not impact services to in maintaining communal areas.

Mobility scooters must not be charged externally unless specialist provision provided by GYBC.

Residents are encouraged to notify GYBC if they propose to store and charge a mobility scooter in their home. This will enable appropriate advice and support to be delivered.

For residents who store and charge their mobility scooter inside their home GYBC will install specialised dedicated electrical circuit to support charging connection. This will be installed at GYBC cost and only operate 8am – 8pm.

If tenants cannot accommodate a scooter safely within their own home, they will not be permitted to store/charge a mobility scooter within the communal areas of the property.

Mobility Scooters are prohibited from being stored in stairwells, corridors and communal areas within schemes and blocks of flats. Fire Exits & Protected Escape Routes must be kept clear at all times.

For the avoidance of doubt the practice of trailing wires across a corridor or escape route from a window/door to a scooter for charging purposes is prohibited.

GYBC will offer support to tenants on an individual basis including in some cases management priority transfers where suitable storage space is unavailable.

¹ Corridors, stairs, doors, and any other part of the means of escape from any point in the building. This will include area designated as protected escape routes.

² Any internal area within a building which is used by more than one household.

Mobility scooters must be maintained in good condition and Great Yarmouth Borough Council recommends that appropriate insurance is in place for the equipment being used to cover any damage including within the home/common parts; specifically lift cars or injury to people or property.

6. Charging of Mobility Scooters inside homes

Charging may be undertaken inside the resident's home but must not take place in the hallways, or in any other part of the common parts or protected escape route inside the block.

Charging must be undertaken in accordance with the manufacturer's instructions and equipment should not be left permanently on charge.

Charging must only take place between 08:00 and 20:00 and only while there are no persons sleeping.

GYBC will offer annual Portable appliance testing of all charging equipment to ensure that it is in a fit state to be used.

7. Alterations to Properties

No alterations to accommodate mobility vehicles can be made without written consent from GYBC.

Where residents are prepared to fund such alterations themselves, they should seek formal permission in accordance with GYBC's policy on improvement works.

Under our Aids and Adaptations policy where a recommendation is received by from Occupational Therapist for facilities for a mobility vehicle, GYBC will consider how these needs can be best met in line with this policy.

8. Failure to Comply with Mobility Scooter Policy

Failure to comply with this Policy will result in a breach of tenancy and the tenant will be asked to remove the mobility vehicle from the communal areas or other prohibited areas. Repeated breaches may result in GYBC removing/disposing of the mobility scooter. The resident will be responsible for all associated costs incurred by GYBC.

9. Equality

The policy will take into consideration the Equality Act 2010, Public Sector Equality Duty to protect from discrimination.

The impact upon residents who may have a disability has been considered. There is no one solution for all tenants and GYBC will deal with the impact of this policy on an individual basis. However, the storage of mobility scooters in communal areas will be prohibited.

GYBC will consider the circumstances of each mobility scooter identified and where appropriate will support with a management priority transfer to a more suitable property. If the scooter is for a recognised mobility medical condition and adjustments cannot be made in the home to support safe environment for storage and charging.

10. Review

This Policy is subject to periodic review.