

BOROUGH OF BARROW-IN-FURNESS

HOUSING MANAGEMENT FORUM

Meeting: Thursday 14th January, 2016
at 2.00 p.m. (Committee Room No. 4)

Group Meetings at 1.15 p.m.

A G E N D A

PART ONE

1. To note any items which the Chairman considers to be of an urgent nature.

2. Admission of Public and Press

To consider whether the public and press should be excluded from the meeting during consideration of any of the items on the agenda.

3. Declarations of Interest

To receive declarations by Members and/or co-optees of interests in respect of items on this Agenda.

Members are reminded that, in accordance with the revised Code of Conduct, they are required to declare any disclosable pecuniary interests or other registrable interests which have not already been declared in the Council's Register of Interests. (It is a criminal offence not to declare a disclosable pecuniary interest either in the Register or at the meeting).

Members may however, also decide, in the interests of clarity and transparency, to declare at this point in the meeting, any such disclosable pecuniary interests which they have already declared in the Register, as well as any other registrable or other interests.

4. Confirmation of the Minutes of the meeting held on 26th November, 2015 (copy attached).

5. Apologies for Absence/Changes in Membership.

FOR DECISION

OPERATIONAL

(R) 6. Housing Revenue Account 2016/17.

(D) 7. Housing Maintenance Investment Programme 2016/17.

(D) 8. 'New Lives Project' – Supported Housing for Female Victims of Domestic Abuse in Barrow.

FOR INFORMATION

9. Planned Investment and Planned Maintenance.

NOTE: (D) – Delegated to the Executive Committee
(R) – Referred to the Council

HOUSING MANAGEMENT FORUM MEMBERS:

Councillors: K. Hamilton (Chairman)
W. McEwan (Vice-Chairman)
D. Barlow
W. Bleasdale
D. Brook
J. Heath
A. Johnston
A. Thurlow

Tenant Reps: Allan McIntosh
Mandy Anderson
Lisa Webb
Kath Warne
Substitutes: Theresa Metcalfe
Eddie Lynch

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Published: 6th January, 2016.

HOUSING MANAGEMENT FORUM

Meeting: Thursday 26th November, 2015
at 2.00 p.m.

PRESENT:- Councillors Hamilton (Chairman), Barlow, Brook, McEwan and Thurlow.

Tenant Representatives:- Mrs L. Webb, Mrs M. Anderson, Mr A. McIntosh and Mrs K. Warne.

Officers Present:- Colin Garnett (Assistant Director - Housing), Jane Coles (Business Support Manager) and Keely Fisher (Democratic Services Officer).

23 – Minutes

The Minutes of the meeting held on 27th August, 2015 were taken as read and confirmed.

24 – Apologies for Absence/Changes in Membership

Apologies for absence were received from Councillors Bleasdale and Heath.

25 – Housing Management Performance Indicator Review

The Business Support Manager had attached the year to date (Quarter 2) performance information as an appendix to her report. She stated that the value for money section for 2014-15 had been updated. Some of the Repair and maintenance measures were shown as N/A but it was anticipated that these could be reported on once the new contractors had bedded in. The current STAR survey results would also be reported once they were known.

There were two reporting types:-

- Comparison of performance compared to a national benchmark; and
- For the purposes of providing Members information which was of interest or concern.

The year-end report contained a narrative to provide the background context of performance which may have directly strengthened or weakened the results and suggested what the best opportunities and challenges were for the coming year. This had been provided for the Housing Management Forum in June, otherwise the Housing Management Forum received updates of the latest quarter.

For the purposes of benchmarking the Council had subscribed to Housemark who were a national benchmarking organisation who had developed a range of metrics through consultation with the industry. In the main, these performance indicators were also used for a variety of returns the Council provided for central government and one or two other organisations.

Performance data was submitted quarterly and financial data at the end of the financial year. Housemark validated and published the Councils data and compared it to other similar sized Local Authorities and Housing Associations. Performance was banded in 'quartiles' - Upper, Median and Lower quartiles.

There were also a range of measures and data which were not benchmarked but provided useful information such as Right To Buy sold properties, stock levels and rent collection from other property types. There was also another type which were referred to as topical and these were typically items such as tenancy ends due to under occupation (welfare reforms).

The Business Support Manager suggested that this interest/concern category might be something which Members might like to review and set for the year ahead (2016-2017). For example arrears differentiated between those tenants receiving Universal Credit.

Benchmarked Performance Indicators and Performance Information were attached as an appendix to the report.

RECOMMENDED:- That Members agree to:-

1. Note the information contained in the report and at Appendix 1; and
2. Agree the 'Benchmarked Performance Indicators' in Appendix 2 and suggest the Tenant Scrutiny Working Party hold a one-off meeting to review the 'performance information' for 2016/17.

26 – Request to Purchase Ad-hoc Land: Ocean Road

The Assistant Director - Housing reported that he had delegated authority by virtue of Executive Committee on 1st October, 2003 to consider and agree where appropriate the sale of ad-hoc land adjoining gardens of owner-occupiers living on Council estates. Should a potential purchaser wish to appeal his decision they had a right of appeal through the Housing Management Forum.

The Assistant Director – Housing had received a request to purchase ad-hoc land on Ocean Road which adjoined the applicant's property.

It was the Council's practice in the first instance to indicate to any potential purchaser whether the Assistant Director would see it as appropriate to sell the land, prior to going through the full sale process which included arranging a valuation and the applicant seeking planning permission.

In the case of this application the Assistant Director suggested to Members that it was inappropriate to sell the land. The area of land in question formed part of a larger green area on the estate concerned and to sell it would be to the detriment of the original design of the estate and the benefit of the green area provided.

The Assistant Director attached a plan as an appendix to his report showing the house (73 Ocean Road) in question and the area of land the applicant was

requesting to purchase. The sale of the land would fundamentally change the street scene of the area and remove green open space on the estate.

The Assistant Director had written and advised the applicant of his view and the applicant had submitted an appeal requesting a review of the decision in accordance with the procedure for such sales and presenting it to Housing Management Forum to make a final decision.

RECOMMENDED:- That the request be declined because the area of land in question forms part of the larger green area provided for the benefit of the wider community on Tummerhill estate.

27 – Responsive Repairs Contract

The Assistant Director – Housing reported that the Housing Service had appointed Procure Plus (PP) to procure the new Contract arrangements for its Responsive Repairs Contracts. Procure Plus were being retained to assist with the delivery of the Contracts for which they would charge a fee, half of which was used provide training or apprentices.

Through the Councils Contract arrangements for planned investment it had a similar arrangement with Cumbria Housing Partners (CHP) who had been developing such arrangements locally for some years. Whilst CHP was an independent body, they operated the framework arrangements for planned works in conjunction with PP.

The Assistant Director had therefore discussed the arrangements for delivering the social investment opportunities with PP and there was an understanding that in view of CHP's existing arrangements it would be appropriate to consider managing the fees generated through the existing arrangement with CHP to invest.

The Assistant Director suggested the delivery of the investment in this way simplified the process by it being delivered by one body and secondly reflected the Council's approach to supporting the work of CHP. Any such investment would be directed to Contractors involved with the Responsive Repair Contractors in the first instance.

The cost of the fees would be incorporated in the budget for responsive repairs. The total value of the Responsive Repairs Contracts was c£1.5m. The fee charged by PP was 2%, with 1% being reinvested in training and apprenticeship opportunities.

RECOMMENDED:- That Members agree the fees attributable to Social Investment from the new Responsive Repair Contracts be managed by Cumbria Housing Partnership through existing working arrangements, preferably with the new Responsive Repairs Contractors in the first instance.

28 – Syrian Refugees

The Assistant Director – Housing updated Members on discussions concerning the resettlement of Syrian Refugees and in particular to agree the Council's housing stock be made available as one option should it be appropriate to do so.

There had been considerable publicity around the commitment to resettle 20,000 refugees in the UK over the course of the current Government and, as part of the process, Local Government was being requested to assist.

Over the recent past the County Council had facilitated a series of teleconferences to discuss and prepare for the arrival of Syrian refugees which the Assistant Director had taken part in. Other participants included representatives of the County Council, local councils, health services, the third sector and Government representatives.

At the present time only limited information was available and the Assistant Director was unable to furnish Members with a comprehensive plan of how the process in Cumbria would operate.

However, even at this early stage it was clear that for the process to be successful it would require the co-ordination of a number of agencies working collaboratively and would require agencies to be in a position to deliver services in a specific location.

Fundamental to the process would be the provision of accommodation. From the discussions that had taken place it would appear one option was to make use of general purpose accommodation to assist in the integration of refugees into the community and the six district/borough councils were being asked to consider how they could contribute to this aspect of the process.

As referred to above the provision of accommodation would have to be located, from a geographical perspective, in areas where the support services could be delivered. It was understood that other local authorities in Cumbria were investigating the options to make use of their own residential accommodation - a very limited option, or more likely by working with other social and perhaps private landlords to bring forward appropriate accommodation.

Barrow Borough Council were unique in Cumbria in still retaining our own housing stock. However, it was normal practice to allocate property that became available through the Choice Based Lettings Scheme. The Assistant Director suggested such an approach would not be practical should Members agree to contribute to the process by making the Councils own stock available. Should Members choose to do so the Assistant Director suggested that responsibility be delegated to himself make appropriate residential property available for this purpose outside the normal requirements of the Choice Based Lettings system.

The Assistant Director would continue to participate in the County-wide discussions to develop an appropriate plan to resettle the Syrian Refugees. He would also be investigating the option to provide accommodation from other landlords in the Borough.

It was moved by Councillor McEwan and duly seconded that due to insufficient supply of 3 bedroomed properties and huge demand for them that the Borough Council are unable to assist with help from its Housing Stock but will consider all other options such as the private sector. A vote was taken on the motion and it was,

RECOMMENDED:- That Members agree to:-

1. To note the information contained in the report;
2. That the Assistant Director - Housing contributes to the County-wide discussions to assist in the re-settlement process and consider all options for the provision of accommodation in the Borough should it be required; and
3. That due to insufficient supply of 3 bedroomed properties and huge demand for them, that the Borough Council are unable to assist with help from its Housing stock but will consider all other options such as the private sector.

29 – Planned Investments and Planned Maintenance 2015/16

The Assistant Director – Housing reported information relating to the Planned Investment and Planned Maintenance Programme for 2015-16. The information is attached at **Appendix A** to these Minutes.

RESOLVED:- To note the information.

REFERRED ITEM

THE FOLLOWING MATTERS ARE REFERRED TO COUNCIL FOR DECISION

30 – Housing Management System Replacement

The Business Support Manager reported that Members had approved a review of Housing's Information, Communication and Management systems in August 2014 which confirmed that the needs were not being met by the current array of systems including Civica's 'In-house' system. The review, highlighted areas that fell short of today's and especially future needs and the options available to the Council. The options were presented to Members and approval was given in June 2015 to source a single integrated replacement system (at an indicative cost of £635k) using the Crown Commercial Service direct award framework as that represented the best 'value for money'.

Members had also approved £45k for IT Procurement consultants costs which were met from the 2015-16 HRA budget.

An ITT was issued in August 2015 and the best matches of suppliers' product to the Council's key requirements at the lowest cost were shortlisted.

There were five tenders returned. Product demonstrations were then given by 3 shortlisted suppliers and evaluated by a team of operational users, Housing Managers, IT and a tenant representative.

The product which scored the highest marks was Civica's cx system. In brief it –

- Offered the most integrated solution negating the need for most of the ancillary applications/systems currently employed;

- had the best fit with IT corporate strategy;
- enabled compliance with various legislations and audit requirements;
- improved efficacy by enabling remote access and single entry by officers;
- facilitated the identification of trends and risks to income;
- 24 hour access from any device so that tenants could serve themselves, access their accounts and report repairs;
- improves asset management and provided the means to track costs and expenditure against all budgets;
- allowed dynamic updates to asset plans from responsive, void and planned works and checked for warranties and Asbestos; and
- had lower annual support cost base

Costs	Inhouse + various systems	Civica cx (integrated)
Annual maintenance and support annually	£80,000	£17,000 (aver)
Cost of cx and supply		£218,576
Years 1 - 5	£400,000	£307,155

Recovery of capital because of reduced revenue (annual support and maintenance) costs would be seen by year 5.

Approval for an additional £41k for IT Implementation consultants deployed to assist throughout the project phase and the review once complete was also sought as part of the investment from the HRA balance (total £259,580). The capitalised element of the costs was £218,576 and in order to provide a contingency for any overruns, it was proposed that an additional 10% of this (£21,857) be available from the HRA balance should it be needed.

The outline timescales and progress so far were as follows:

What	Who	When	Complete %
View modern Housing management systems	Housing Management	June/July 2015	100%
Draw up key system requirements	Consultant/Housing	Sept/Oct 2015	100%
Issue ITT	Bus. Supp. Mgr.	Aug/Sept	100%
Shortlist and agree award	Housing/IT/HMF	Oct/Nov 2015	100%

Prepare and submit business case, HMF report, Capital bid	Business Support Mgr.	Nov/Dec 2015	100%
Drawdown and agree contract Crown Commercial Framework	Bus. Supp. Mgr/ Consultant	Nov-Feb 2016	
Await approval	HMF/Exec	Jan 2016	
Appoint external IT consultant	Bus. Supp. Mgr/IT	Mar 2016	100%
Start project –planning etc.	Bus. Supp. Mgr/IT	Jan 2016	2%
Installation	Bus. Supp. Mgr/IT	Apr 2016	
Workshops -Configuration	Housing/Consultant	Apr - Sep	
Data migration	Bus Supp. Mgr/ Consultant	Aug - Sep	
User acceptance testing	All	Oct - Dec	
Parallel operation Live and In-house to year end	All	Feb 2017	
Phased Go Live	All	June 2017	

Further opportunities to improve efficiency and services should emerge as the project gets under way.

RECOMMENDED:- That the Executive Committee:-

Approve the choice of Civica cx as replacement of the existing Housing Management System and agree that the costs are met from the HRA balance, and that a 10% capital contingency be available from the HRA balance should it be needed.

The meeting closed at 2.24 p.m.

PLANNED INVESTMENTS 2015-16

APPENDIX A

SCHEME	PROCUREMENT TYPE	AVAILABLE BUDGET	EXPENDITURE TO DATE	ESTIMATED START DATE	ESTIMATED COMPLETION DATE	CONTRACTOR	COMMENTS	Leasholders affected?
RE-ROOFING AND POINTING WORKS ROOSEGATE ESTATE PHASE 2 (2-3 YEARS DELIVERY PLAN)	CUMBRIA HOUSING PARTNERS	£975,000	£ 186,445	26.5.2015	31.3.2016	DLP Roofing	35% COMPLETE	No
FLAT ROOF IMPROVEMENTS HINDPOOL AND EWAN CLOSE	ESTIMATES	£66,000	£ 16,954	01/07/2015	31.3.2016	CUMBRIA ROOFING	10% COMPLETE	Yes
RE-POINTING/RENDERING ORMSGILL ESTATE	CUMBRIA HOUSING PARTNERS	£538,000	£ 1,583	01/08/2015	31.3.2016	DLP Roofing	5% COMPLETE	No
EXTERNAL DOOR REPLACEMENTS DALTON	CUMBRIA HOUSING PARTNERS	£30,000	£ 9,146	02/08/2015	31.3.2016	TOP NOTCH	25% COMPLETE	No
WINDOW REPLACEMENTS VARIOUS HOUSING AREAS	CUMBRIA HOUSING PARTNERS	£304,000	£ 98,737	02/08/2015	31.3.2016	TOP NOTCH	35% COMPLETE	No
COMMUNAL ENTRANCE LIGHTING UPGRADES - CENTRAL	CUMBRIA HOUSING PARTNERS	£49,000	£ -	01/10/2015	31.3.2016	K WILSON	10% COMPLETE	Yes
COMMUNAL ENTRANCE PAINTING - CENTRAL	CUMBRIA HOUSING PARTNERS	£37,000	£ 36,968	01/11/2015	31.3.2016	GEORGE JONES	75% COMPLETE	Yes
GARAGE IMPROVEMENTS	CUMBRIA ROOFING	£88,000	£ 38	02/08/2015	31.3.2016	CUMBRIA ROOFING	5% COMPLETE	No
REWIRES	CUMBRIA HOUSING PARTNERS	£255,000	£ 209,031	01/04/2015	31.3.2016	K WILSON	70% COMPLETE	No
BATHROOMS	CUMBRIA HOUSING PARTNERS	£180,000	£ 132,401	01/04/2015	31.3.2016	AB MITCHELL	60% COMPLETE	No
KITCHENS	CUMBRIA HOUSING PARTNERS	£125,000	£ 40,889	01/04/2015	31.3.2016	AB MITCHELL	15% COMPLETE	No
HEATING	CUMBRIA HOUSING PARTNERS	£455,000	£ 277,379	01/04/2015	31.3.2016	AB MITCHELL	50% COMPLETE	No
PAINTING	CUMBRIA HOUSING PARTNERS	£250,000	£ 108,166	01/04/2015	31.3.2016	G JONES	60% COMPLETE	Yes

HOUSING MAINTENANCE COMMITMENTS 2015-16

	Funding Available 2014-15	EXPENDITURE TO DATE	Weekly Available	Gross Comm. as a % funds available
Tenant Demand Repairs	£ 1,070,200	£ 380,953	£ 20,581	36%
Voids	£ 503,044	£ 488,664	£ 9,674	97%
Gas Servicing	£ 195,392	£ 113,802	£ 3,758	58%
Decoration Vouchers	£ 30,000	£ 16,783	£ 577	56%
Environmental Impmts	£ 25,000	£ 9,447	£ 481	38%
Disabled Adaptations	£ 100,000	£ 80,914	£ 1,923	81%
Electrical Testing	£ 81,000	£ 46,090	£ 1,558	57%
Door Entry Maintenance	£ 20,000	£ 11,467	£ 385	57%

HOUSING MANAGEMENT FORUM	(R) Agenda Item 6
Date of Meeting: 14th January, 2016	
Reporting Officer: Colin Garnett, Assistant Director – Housing	
<p>Title: Housing Revenue Account 2016/17</p> <p>Summary and Conclusions:</p> <p>The purpose of this report is to agree a Housing Revenue Account Budget for the financial year 2016/17.</p> <p>The report also provides an Expected Outturn Budget for the current year 2015/16 and information regarding balances.</p> <p>Recommendations:</p> <p>Members are asked to:</p> <ol style="list-style-type: none"> 1. Note the information at (1) 2. Note the information on balances and Voluntary Repayment Provision at (2) 3. Note the information in point (3) and agree 2016/17 budgets as shown in Appendix A. 4. Agree the Dwelling Rent decrease of 1% at (4) and note the information in Appendix B 5. Agree the Garage increase of 2% at (5) 6. Agree the no rent change to Adelphi Court at (6) 7. Note the information at (7) 	

Report

We have drafted this proposed budget at a time of considerable change. We have used a similar layout as previous budgets in order for you to compare the year-on-year process. However I would like to make a few key points some of which we can incorporate within the budget and others which I am raising for your information but will need developing into medium- and long-term strategies as information becomes available:

1. Impact of 1% rent reduction.
2. Impact of limiting housing benefit to residents under 35 years of age.
3. Continuing ongoing challenges of Universal Credit.
4. The enforced sale of 'expensive' Council housing.
5. The Pay to Stay Scheme for Council tenants earning above a defined income.
6. The abolition of lifetime tenancies.

A number of the issues highlighted above are still being progressed through Parliament so we do not have all the details but are likely to have an impact on our income or increase the level of administration in providing the Housing Service in future years.

In accordance with this budget, we have drafted a budget with no growth in anticipation that we will have to consider and plan for the above changes during the next year as guidance becomes available.

The purpose of this report is to agree a Housing Revenue Account Budget for the coming financial year 2016/17. Information about the Expected Outturn Budget and balances for the current year is also included.

The current year Outturn and proposed 2016/17 HRA budget is attached at **Appendix A**.

The Welfare Reform and Work Bill 2015, brings into force rent reductions of 1% for the next 4 years. Section 19 states: "Registered providers of social housing must secure that the amount of rent payable in a relevant year by a tenant of their social housing in England is 1% less than the amount that was payable by the tenant in the preceding 12 months".

"Target (formula) rent is determined as the rate of formula rent of 7th July 2015 and a 1% reduction to the rate each year thereafter".

In effect that means a relative drop to rent income of £197,302 for 2016/17 based on a CPI (Consumer Price Index) of 0.01%. If inflation pushes CPI up to 1.5% the loss will be between £1.9 million and £2.6 million by March 2020.

Attached at **Appendix B** are examples of the effect of applying the 1% decrease to a range of property types.

In previous years we have asked and you have agreed that Garage rents would increase at the same % rate as dwellings however, we would now recommend that garages rise by 2% to keep their rents in line with local rates.

Any surpluses will be applied across the following as we are expected to manage expenditure incurred in maintaining tenancies and stock from the rents collected:

- (1) debt repayments
- (2) investment projects where the need or the return is clearly identifiable

1. Expected Outturn Budget 2015/16

The outturn for the year forecasts a net surplus of **£21,050**. Key factors are:

- (1) £60,000 profit distribution rebate and contribution towards Cotswold Crescent community centre works received from CHP
- (2) Additional £11,500 income from Tenants Rechargeable Repairs
- (3) Additional staff costs of Voluntary Redundancy Payments made year to date and maternity cover for Homelessness Officer

2. Balances on the Expected Outturn for 2015/16

The above is likely to result in the following movement in balances.

2.1 Major Repair Reserve balance as at 31 March 2015	: <u>£761,179</u>
Forecast underspend 2015/16	£0
Revised Reserve balance as at 31 March 2016	<u>£761,179</u>
2.2 Housing Revenue Account balance 31 March 2015	: <u>£2,412,764</u>

Members approved the procurement of a replacement housing management system (Civica CX). The costs will be funded from the HRA balance. The first payment of £124,000 is due in January 2016 on signing the Call Off agreement.

2.3 Breakdown of Balance on Account

Housing Revenue Account as at 31 March 2015	: £2,412,764
Less contribution from reserve for capital expenditure	: £ 124,000
Plus Forecast Surplus 2015/16	: <u>£ 21,050</u>
Estimated Balance at year end	: <u>£2,309,814</u>

2.4 Voluntary Repayment Provision

Provision as at 31 March 2015	: £4,375,704
Forecast Provision 2015/16	: £1,222,410
Provision at year end	: <u>£5,598,114</u>

3 Proposed HRA Budget 2016/17

In proposing the budget for 2016/17 attached at **Appendix A** the following factors have been taken into account:

- 3.1 The Settlements Payments Determination provided a budgetary and business planning framework for rental income, the management of tenancies and major repair and maintenance expenditure. However, the Welfare Reform and Work Bill 2015, brings into force rent reductions of 1% for the next 4 years.
- 3.2 Under the previous guideline - determined on the basis of CPI + 1% for the next 10 years net rental income for 2016-17 would have been £10,502,289. Under the new legislation it is £10,304,988; £197k less.

By March 2020 I would estimate a fall, in real terms, of between £1.9 million and £2.6 million if CPI rises to 1.5% within that period. At the same time we can expect our costs to increase with inflation regardless.

- 3.3 The changes to rent income places certain constraints on the budget and forces us to concentrate on the core activities of collecting rents, managing tenancies and keeping our properties in a good state of repair. It is necessary to consider dropping certain periphery activities, although there are some which may continue like the sense of place, training and apprentice schemes because they are funded through existing repair/maintenance contractual arrangements.
- 3.4 I would suggest that we allocate £50k to a contingency budget to fund initiatives that help tenants into work and training by improving employment opportunities and their employability and maintain the £15k area improvement initiative scheme and £10k funding for Tenants Forum.
- 3.5 Redundancies from 2015-16 will save £61k in staff costs
- 3.6 Commission income from water charge collection will be £192,748. We now have 510 tenants on reduced tariffs and a further 22 tenants have received £6,837 from the United Utility Trust fund charity.
- 3.7 The rollout of Universal Credit continues and has, as anticipated, increased our arrears. We have 83 claimants and their arrears amount to £59,287.
- 3.8 Our collection rates currently run at 98.25%
- 3.9 Members approved the procurement of a replacement housing management system (Civica CX). The costs will be funded from the HRA balance. This investment should be recovered within 5 years from reduced annual support costs. The system itself is more easily managed, has a superior capability in predicting arrears and recovery actions and is a better aid to managers in improving performance.
- 3.10 The STAR survey has been carried out in 2015 there may be some initiatives arising from the results.

3.11 The Voluntary Repayment Provision for 2016-17 will increase by £1,165,980.

4 Dwelling Rents

4.1 The determination for 2016/17 is a 1% decrease to Barrow Borough Council rents as they were on 8th July 2015

	52 Weeks	48 Weeks	Average Rent decrease over 48 weeks
2015/16	£76.99	£83.37	
2016/17	£76.19	£82.54	<u>83p</u>
Decrease	1%	1%	

4.2 Attached at **Appendix B** are further details of the resultant rents for different property types. Rents on an individual property basis will differ.

4.3 The housing Major Repairs and maintenance budget will allow a total £2,093 per dwelling based on a stock level of 2,660 *(includes Adelphi Court).

5 Garage Charges

The proposed budget includes a 2% increase on garage charges. The effect on individual garage charges would be as follows:

	No.	2015/16	2%	Increased revenue 16/17
Garage rate 1	27	£6.82	£6.96	£4,294
Garage rate 2	451	£9.41	£9.60	
TOTALS	489	£212,546	£216,840	

There is a 100+ strong waiting list garages with no vacancies and the proposed new rents appear on par with the private sector.

6 Service & Facility Charges

The service and facility charges for supported, furnished and dispersed properties are still about right. I suggest that we leave them as is, provided that we continue to recover their cost.

7 Adelphi Court

The property is leased to Croftlands Trust as a supported housing scheme and under the terms of that lease I would recommend that the annual rent of £40,000 remains the same for 2016/17

8 Business Improvement Initiatives

The main initiative for 2016/17 is the replacement of the current housing management system. As it is configured we will look at redesigning existing processes:

- (1) stripping out any unnecessary activities which do not create any value or benefit to the service and in this way reduce the cost of management.
- (2) maximise the online technology to improve customer service through better access and better information
- (3) improve reporting and information to help managers improve performance

The 30 year business plan will be updated and re-forecasted from the results of the stock condition survey and the revised rent and arrears projections

(i) Legal Implications

The recommendation has no legal implications.

(ii) Risk Assessment

The recommendation has no implications.

(iii) Financial Implications

The recommendation has financial implications as detailed.

(iv) Health and Safety Implications

The recommendation has no detrimental impact the built environment or public realm.

(v) Equality and Diversity

The recommendation has little impact on users with disabilities and Furness Equality and Diversity Partnership have been consulted.

(vi) Health and Well-being Implications

The recommendation has no adverse effect on the Health and Wellbeing of users of this service.

Background Papers

Nil

APPENDIX A

Housing Revenue Account				
Budget 2015-2016				
	Actual 2014-15	Original 2015-16	Revised 2015-2016	Budget 2016-17
Expenditure				
Repairs and maintenance	3,359,288	3,578,960	3,578,960	3,309,620
Supervision and management	3,143,350	3,224,520	3,497,280	3,414,350
Rents, rates, taxes and other charges	12,502	9,440	9,440	9,440
Depreciation and impairment of dwellings	1,045,135	1,648,750	1,648,750	1,684,290
Depreciation and impairment of non-dwelling assets	71,821	130,730	130,730	138,440
Debt management costs	11,743	12,210	12,210	12,010
Movement in the allowance for bad debts	26,124	147,290	147,290	116,470
Total Expenditure	7,669,962	8,751,900	9,024,660	8,684,620
Income				
Dwelling rents	(10,267,100)	(10,377,540)	(10,377,440)	(10,344,990)
Non-dwelling rents	(350,956)	(354,680)	(354,890)	(365,920)
Charges for services and facilities	(942,612)	(1,040,060)	(1,333,760)	(1,121,220)
Contributions from other Local Authorities	35	0	0	0
Total Income	(11,560,633)	(11,772,280)	(12,066,090)	(11,832,130)
Net Total	(3,890,671)	(3,020,380)	(3,041,430)	(3,147,510)
HRA services' share of Corporate and Democratic Core	286,322	223,000	223,000	218,480
HRA share of other Non Distributed Costs	10,989	(820)	(820)	(820)
Net (Income)/Expenditure for HRA Services	(3,593,359)	(2,798,200)	(2,819,250)	(2,929,850)
HRA share of operating income and expenditure:				
Gain or (loss) on sale of HRA non-current assets	(205,000)	0	(296,510)	0
Interest payable and similar charges	946,742	945,170	945,170	973,530
Pensions interest cost and expected return on pension assets	232,228	251,000	251,000	243,600
(Surplus) or deficit for the year on HRA services	(2,619,389)	(1,602,030)	(1,919,590)	(1,712,720)
Adjustments between accounting basis & funding basis under regulations				
Reversal of depreciation and impairment of non-current assets	(1,649,943)	(1,648,750)	(1,648,750)	(1,684,290)
Reversal of revaluation losses on Property, Plant and Equipment	(554,988)	0	0	0
Reversal of amounts of non-current assets written off on disposal or sale	205,000	0	0	0
Add the voluntary provision for the financing of capital investment	1,565,800	1,222,410	1,222,410	1,165,980
Transfer of cash sale proceeds credited as part of the gain/loss on disposal	1,159,796	0	296,510	0
Reversal of Major Repairs Reserve credited to the HRA	1,922,000	2,031,000	2,031,000	2,259,700
Debt rescheduling premium and discounts released	(1,029)	440	440	(2,230)
Reversal of technical items relating to retirement benefits	(300,453)	(251,000)	(251,000)	(243,600)
Employer's pension costs	240,942	247,930	247,930	258,160
Capital expenditure funded by the HRA	0	0	124,000	92,430
Contribution from financial reserves	0	0	(124,000)	(133,430)
Reversal of accumulated absences charges	(3,684)	0	0	0
Total Adjustments	2,583,441	1,602,030	1,898,540	1,712,720
(Surplus)/Deficit for the Year	(35,948)	0	(21,050)	0

APPENDIX B

Sample Rents 2016-17

Basic Rents Charged

Archetype		No. Bed	Area/Sub Area	48 Week Rent 2014/15	48 Week Rent 2015/16	48 Week Rent 2016/17	Week Diff	% Change	52 week Rent 2016/17
Bungalow	Semi Detached	2	DAL/DAL	£84.67	£86.53	£85.66	£1.86	-1%	£79.07
Bungalow	Semi Detached	1	ORM/GRI	£75.55	£77.21	£76.44	£1.66	-1%	£70.56
Bungalow	Mid Terrace	3	ORM/OR2	£95.51	£97.62	£96.64	£2.11	-1%	£89.21
Bungalow	Semi Detached	3	ROO/NBN	£95.51	£97.62	£96.64	£2.11	-1%	£89.21
Ground Floor Flat	Medium Rise	3	CEN/CEN	£85.46	£87.33	£86.46	£1.87	-1%	£79.81
Ground Floor Flat	Medium Rise	1	CEN/CEN	£71.46	£73.03	£72.30	£1.57	-1%	£66.74
Ground Floor Flat	Low Rise	2	ORM/GRI	£81.23	£83.03	£82.20	£1.80	-1%	£75.88
Ground Floor Flat	Low Rise	1	ORM/OR1	£67.41	£68.89	£68.20	£1.48	-1%	£62.95
Ground Floor Flat	Medium Rise	2	ROO/NBN	£80.13	£81.89	£81.07	£1.76	-1%	£74.83
Upper Floor Flat	Medium Rise	1	CEN/LHI	£69.46	£70.99	£70.28	£1.53	-1%	£64.87
Upper Floor Flat	Low Rise	2	ORM/OR2	£78.01	£79.73	£78.93	£1.72	-1%	£72.86
Upper Floor Flat	Low Rise	3	ROO/NBN	£87.12	£89.04	£88.15	£1.92	-1%	£81.37
Upper Floor Flat	Low Rise	1	WAL/NWA	£72.03	£73.61	£72.87	£1.58	-1%	£67.26
House	Mid Terrace	2	CEN/HIN	£82.91	£84.73	£83.88	£1.82	-1%	£77.43
House	Semi Detached	4	DAL/DAL	£103.55	£105.83	£104.77	£2.28	-1%	£96.71
House	End Terrace	2	ORM/OR1	£81.28	£83.07	£82.24	£1.79	-1%	£75.91
House	Semi Detached	2	ROO/GGS	£84.23	£86.08	£85.22	£1.85	-1%	£78.66
House	Mid Terrace	4	ROO/GGS	£100.50	£102.71	£101.68	£2.21	-1%	£93.86
House	End Terrace	5	ROO/GGS	£107.39	£109.75	£108.65	£2.36	-1%	£100.29
House	End Terrace	3	ROO/ROO	£89.78	£91.77	£90.90	£1.99	-1%	£83.91
House	End Terrace	4	ROO/ROO	£98.15	£100.31	£99.31	£2.16	-1%	£91.67
House	Semi Detached	5	ROO/ROO	£117.70	£120.29	£119.09	£2.59	-1%	£109.93
House	Mid Terrace	3	WAL/NWA	£94.57	£96.64	£95.67	£2.07	-1%	£88.31
House	Semi Detached	3	WAL/WAL	£95.51	£97.62	£96.64	£2.11	-1%	£89.21

HOUSING MANAGEMENT FORUM	(D) Agenda Item 7
Date of Meeting: 14th January, 2016	
Reporting Officer: Colin Garnett, Assistant Director – Housing	
<p>Title: Housing Maintenance Investment Programme 2016/17</p> <p>Summary and Conclusions:</p> <p>The purpose of this report is to agree the expenditure profile for 2016/17. The proposed profile and priorities are based on the agreed Five-year Asset Management Strategy 2015 and makes reference to the findings of the 2014 stock condition survey.</p> <p>Recommendations:</p> <p>Members are asked to:</p> <ol style="list-style-type: none"> 1. note progress on achieving and maintaining the Decent Homes Standard; 2. agree the annual investment profile shown at Appendix C; 3. agree continued delivery through CHP; 4. agree to accelerate the Roosegate re-roofing and rendering scheme; and 5. note the intention to deliver external works during the spring, summer and autumn months whenever possible. 	

Report

The purpose of this report is to agree the expenditure profile for 2016/17. The proposed profile and priorities are based on the agreed Five-year Asset Management Strategy 2015 and makes reference to the findings of the 2014 stock condition survey.

Background

The principles adopted in the 2016/17 proposed programme continue with the previously agreed targets set out in the 2015 Asset Management Plan (AMP) agreed by members at the Housing Management Forum meeting held on 27th August 2015 and seeks to ensure:

- The Council maintains the Decent Homes Standards.
- The aspirations of tenants are considered and incorporated within the Programme.
- To work collaboratively with other housing providers and contractors to improve delivery of planned and responsive repair services.
- Ensure properties are safe, energy efficient and weatherproof; and
- Investments are prioritised on a just in time and worst-first basis.

1. Progress during the Current Year 2015/16

Progress summary;

Decent Homes Standard (DHS)

The 2014 Stock Condition Survey suggested 76 properties did not achieve the DHS.

We have now carried out inspections of these properties to validate the findings and where appropriate have carried out the necessary works, or have works scheduled to ensure we maintain the DHS.

Planned Maintenance

Delivery of planned investments and major works via Cumbria Housing Partners continued to be an effective delivery method in terms of value for money, compared with historical costs. Additional efficiencies have been made through streamlined management, administration and monitoring of the contracts.

- Devonshire re-roofing and rendering works are 95% complete.
- Roosegate re-roofing and rendering works are 70% complete.
- Ormsgill rendering works are 30% complete.
- Replacement window programme is 65% complete
- Bathroom improvements are 60% complete
- Heating improvements are 65% complete
- Kitchens improvements are 55% complete
- Rewire improvements are 65% complete

All work streams shown above are expected to be completed by the end of the financial year.

Progress on the delivery of major improvements will continue to be reported to this Forum on a regular basis through the Planned Maintenance Information Report (Agenda Item 9).

2. Suggested Investment Profiles for 2016/17

Attached at **Appendix C** is the proposed investment profile for 2016/17.

The profile follows the “sustainable” investment model shown in the 2015 AMP and builds on existing priorities to upgrade external components such as roofs and external wall finishes. Bathrooms, heating and electrical circuits continue to

receive significant investment whilst the trend to spend less on kitchen improvements will continue for the foreseeable future.

The HRA baseline model allocation for 2016/17 is based on an asset portfolio containing 2660 properties:

Maintenance Allowance (per property £1244.21)	£3,309,619
Major Repairs (per property £849.51)	£2,259,700
Total	£5,569,319

3. Progressing the Planned Investment Works

Over the next three years, major investment works will continue to be delivered through the existing arrangement with Cumbria Housing partners (CHP).

Whilst this years planned investment works are progressing satisfactorily officers are concerned that focus of future investments on external works such as roofing and rendering provides a significant risk from disruption by adverse weather conditions.

In order to ensure all proposed investments for next year (2016/17) are delivered within the financial year members are asked to agree that officers seek to consolidate and where necessary accelerate Phase 3 of the re-roofing and rendering program on Roosegate.

The proposal to concentrate on the Roosegate roofing program aims to reduce the number of external schemes on site during 2016/17 and hence ensure consultation with tenants and owner occupiers is completed as early in the financial year as possible. Officers will also seek to appoint contractors and prepare detailed cost forecasts and contract documentation during 2016 in readiness for commencement of the work at the start of April 2017. We will be working towards a position where external investments are in future delivered during the spring, summer and autumn months wherever possible.

You will note there are resources to complete external works such as fencing and I would ask you to agree as part of the spend profile these resources in the first instance be targeted at the Roosegate area to complement and enhance the ongoing external fabric repairs.

(i) Legal Implications

The recommendation requires officers to prepare underlying contracts for all work streams delivered via CHP

(ii) Risk Assessment

The recommendation requires officers to ensure contractors risk assessments and method statements are suitable and sufficient for the work to be undertaken.

(iii) Financial Implications

The recommendation has significant financial implications outlined in the body of the report.

(iv) Health and Safety Implications

The recommendation has no implications.

(v) Equality and Diversity

The recommendation has no detrimental impact on service users showing any of the protected characteristics under current Equalities legislation.

(vi) Health and Well-being Implications

The recommendation has no adverse effect on the Health and Wellbeing of users of this service.

Background Papers

Nil

APPENDIX C

Total Budget £5,569,319

Routine Property Repairs

£1,278,890	Tenant Demand Repairs
-£10,000	<i>Rechargeable Repair Income</i>
-£5,984	<i>Leasehold Repairs Income</i>

Void Property Repairs

£449,555	Void Property Repairs
-£15,000	<i>Void Repairs Income</i>

Cyclical Repairs

£233,670	Gas Servicing/Breakdown
£19,176	Door Entry Maintenance
£150,000	External Decoration (CHP)
£81,000	Electrical Testing
£14,410	Ground Maintenance
£11,528	TV Aerials
£30,000	Consultancy Fees
£7,800	Legal Fees
-£19,832	<i>Service Charge Income</i>

Major Improvement Work

£100,000	Disabled Adaptations
£15,000	Asbestos Surveys
£30,000	Decoration (After Major Works)
£60,000	Fencing and Gates
£250,000	Rerendering (ORMS P2) (CHP)
£544,625	Rerendering - (ROOSE P2) (CHP)
£20,000	Communal Lighting (CHP)
£10,000	Communal Painting (CHP)
£75,000	Garage Improvements
£7,600	Shop Improvements
£5,000	Community Centres
£25,000	EEB Improvements
-£57,819	<i>Service Charge Income</i>

MRA - Capitalised Improvement Work

£355,300	Rewires (CHP)
£455,000	Heating and Insulation (CHP)
£149,400	Bathrooms (CHP)
£125,000	Kitchens (CHP)
£775,000	Re-Roofing (Roose Houses) (CHP)
£400,000	Window and Door Replacements (

CHP = Cumbria Housing Partners

£1,697,461

£527,752

£1,084,406

£2,259,700

HOUSING MANAGEMENT FORUM	(D) Agenda Item 8
Date of Meeting: 14th January, 2016	
Reporting Officer: Colin Garnett, Assistant Director - Housing	

Title: 'New Lives Project' – Supported Housing for Female Victims of Domestic Abuse in Barrow

Summary and Conclusions:

The purpose of this report is to provide Members with information on funding received for the 'New Lives Project'. Barrow Borough Council has been given a share of a £3.5 million government grant to make sure that victims of domestic abuse get access to the support they need.

The Council has been successful in a competitive bidding process to access funds to develop supported housing for female victims of domestic violence in the Barrow and Furness area.

The £47,000 funding allocated locally will allow Barrow Borough Council to develop and deliver the 'New Lives project'. 'New Lives' is a partnership between Barrow Borough Council's Housing Department and local charity Women's Community Matters.

Recommendations:

Members are recommended to:

1. Note information within the report; and
2. Agree the Housing Service identify two units of accommodation to be used for supported housing. The two properties may over a period of time rotate in line with the needs of the service.

Report

Barrow Borough Council is one of 46 local authorities across the country getting a share of the fund. This will mean that there will now be 710 new bed spaces in a range of safe accommodation providing shelter to victims of domestic abuse across the country.

This new funding will assist Barrow Borough Council and Women's Community Matters (WCM) provide a strong safety net for anyone facing the threat of abuse in their own home. Domestic abuse is an appalling crime that shatters lives the

Government is determined to ensure that no victim is turned away from the support they need.

The aims of the 'New Lives' Project

The aim of the 'New Lives' project is to provide early availability of a holistic package based around the certainty and security of the provision of a safe and stable residence for those women with an immediate need to leave situations of abuse for their own safety and that of their children. No specific accommodation for domestic abuse is currently available in Barrow. This new project will address this gap in provision. The service is for women only due to the partnership with WCM which is a women-only service.

The Project will provide a one-stop shop point of contact and transition for victims of abuse requiring emergency accommodation and reducing the range of agencies the client is required to contact. The staff member will immediately begin working with the client on transition to a more permanent solution to the immediate crisis, assisting with finances and housing.

How we will achieve our aims

The Housing Service will provide two units of accommodation for sole use as emergency accommodation for victims of domestic abuse and their families. WCM will employ a dedicated member of staff to offer a holistic package of support from referral point through to exit from the 'New Lives' project. The WCM staff member will be responsible for all day to day managements of the property and all the work with the client.

Barrow Borough Council Housing Service staff are fully committed to this initiative. A dedicated Officer will be identified to ensure effective co-ordination between the two services with particular reference to provision of accommodation. This will ensure we remain fully involved in the development and delivery of this project. The Housing Service and WCM already work together in support of women experiencing domestic abuse. This new arrangement will further formalise that arrangement and improve upon the offer available to women experiencing domestic abuse.

(i) Legal Implications

The recommendation has no legal implications.

(ii) Risk Assessment

The recommendation has no implications.

(iii) Financial Implications

The recommendation has no significant financial implications. I will look to recover the cost of providing the accommodation from the rent charged or from the Government so the financial risk is limited.

(iv) Health and Safety Implications

The recommendation has no detrimental impact the built environment or public realm.

(v) Equality and Diversity

The recommendation has no detrimental impact on service users showing any of the protected characteristics under current Equalities legislation.

(vi) Health and Well-being Implications

The recommendation has no adverse effect on the Health and Wellbeing of users of this service.

Background Papers

Nil

AGENDA ITEM 9

SCHEME	PROCUREMENT TYPE	AVAILABLE BUDGET	EXPENDITURE TO DATE	ESTIMATED START DATE	ESTIMATED COMPLETION DATE	CONTRACTOR	COMMENTS	Leasholders affected?
RE-ROOFING AND POINTING WORKS ROOSEGATE ESTATE PHASE 2 (2-3 YEARS DELIVERY PLAN)	CUMBRIA HOUSING PARTNERS	£975,000	£ 369,889	26.5.2015	31.3.2016	DLP Roofing	70% COMPLETE	No
FLAT ROOF IMPROVEMENTS HINDPOOL AND EWAN CLOSE	ESTIMATES	£66,000	£ 33,388	01/07/2015	31.3.2016	CUMBRIA ROOFING	40% COMPLETE	Yes
RE-POINTING/RENDERING ORMSGILL ESTATE	CUMBRIA HOUSING PARTNERS	£538,000	£ 1,778	01/08/2015	31.3.2016	DLP Roofing	30% COMPLETE	No
EXTERNAL DOOR REPLACEMENTS DALTON	CUMBRIA HOUSING PARTNERS	£30,000	£ 9,251	02/08/2015	31.3.2016	TOP NOTCH	65% COMPLETE	No
WINDOW REPLACEMENTS VARIOUS HOUSING AREAS	CUMBRIA HOUSING PARTNERS	£304,000	£ 207,740	02/08/2015	31.3.2016	TOP NOTCH	65% COMPLETE	No
COMMUNAL ENTRANCE PAINTING - CENTRAL	CUMBRIA HOUSING PARTNERS	£37,000	£ 37,885	01/11/2015	31.3.2016	GEORGE JONES	75% COMPLETE	Yes
GARAGE IMPROVEMENTS	CUMBRIA ROOFING	£88,000	£ 6,400	02/08/2015	31.3.2016	CUMBRIA ROOFING	45% COMPLETE	No
REWIRES	CUMBRIA HOUSING PARTNERS	£255,000	£ 235,557	01/04/2015	31.3.2016	K WILSON	80% COMPLETE	No
BATHROOMS	CUMBRIA HOUSING PARTNERS	£180,000	£ 160,567	01/04/2015	31.3.2016	AB MITCHELL	60% COMPLETE	No
KITCHENS	CUMBRIA HOUSING PARTNERS	£125,000	£ 53,382	01/04/2015	31.3.2016	AB MITCHELL	15% COMPLETE	No
HEATING	CUMBRIA HOUSING PARTNERS	£455,000	£ 318,976	01/04/2015	31.3.2016	AB MITCHELL	50% COMPLETE	No
PAINTING	CUMBRIA HOUSING PARTNERS	£250,000	£ 108,166	01/04/2015	31.3.2016	G JONES	60% COMPLETE	Yes

HOUSING MAINTENANCE COMMITMENTS 2015-16

	Funding Available 2015-16	EXPENDITURE TO DATE	Weekly Available	Gross Comm. as a % funds available
Tenant Demand Repairs	£ 1,070,200	£ 503,254	£ 20,581	47%
Voids	£ 503,044	£ 524,488	£ 9,674	104%
Gas Servicing	£ 195,392	£ 113,802	£ 3,758	58%
Decoration Vouchers	£ 30,000	£ 23,153	£ 577	77%
Environmental Impmts	£ 25,000	£ 13,406	£ 481	54%
Disabled Adaptations	£ 100,000	£ 84,097	£ 1,923	84%
Electrical Testing	£ 81,000	£ 57,039	£ 1,558	70%
Door Entry Maintenance	£ 20,000	£ 11,132	£ 385	56%