

# Economic Regeneration, Housing and the Arts Policy and Accountability Committee

## Agenda

Tuesday 13 December 2016

7.00 pm

Small Hall - Hammersmith Town Hall

### MEMBERSHIP

Administration:	Opposition
Councillor Daryl Brown Councillor Adam Connell Councillor Alan De'Ath (Chair)	Councillor Lucy Ivimy Councillor Harry Phibbs

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[http://www.lbhf.gov.uk/Directory/Council\\_and\\_Democracy](http://www.lbhf.gov.uk/Directory/Council_and_Democracy)

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Date Issued: 05 December 2016

# Economic Regeneration, Housing and the Arts Policy and Accountability Committee

## Agenda

13 December 2016

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The next meeting will be held on 13 January 2017 in the Courtyard Room at Hammersmith Town Hall. The meeting will start at 7:00pm.

Members and residents are invited to submit suggestions for the work programme, either at the meeting or by email to [ainsley.gilbert@lbhf.gov.uk](mailto:ainsley.gilbert@lbhf.gov.uk)

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*\* If a Councillor has a disclosable pecuniary interest in a particular item, whether or not it is entered in the Authority's register of interests, or any other significant interest which they consider should be declared in the public interest, they should declare the existence and, unless it is a sensitive interest as defined in the Member Code of Conduct, the nature of the interest at the commencement of the consideration of that item or as soon as it becomes apparent.*

*At meetings where members of the public are allowed to be in attendance and speak, any Councillor with a disclosable pecuniary interest or other significant interest may also make representations, give evidence or answer questions about the matter. The Councillor must then withdraw immediately from the meeting before the matter is discussed and any vote taken.*

*Where Members of the public are not allowed to be in attendance and speak, then the Councillor with a disclosable pecuniary interest should withdraw from the meeting whilst the matter is under consideration. Councillors who have declared other significant interests should also withdraw from the meeting if they consider their continued participation in the matter would not be reasonable in the circumstances and may give rise to a perception of a conflict of interest.*

*Councillors are not obliged to withdraw from the meeting where a dispensation to that effect has been obtained from the Audit, Pensions and Standards Committee.*

London Borough of Hammersmith & Fulham



# Economic Regeneration, Housing and the Arts Policy and Accountability Committee Minutes

Tuesday 1 November 2016

## **PRESENT**

**Committee members:** Councillors Daryl Brown, Adam Connell and Alan De'Ath (Chair)

**Other Councillors:** Ben Coleman, Andrew Jones, Wesley Harcourt and Lisa Homan

**Officers Presenting Reports:** Mike Clarke, Antonia Hollingsworth, Labab Lubab and Helen Worwood

## **20. APOLOGIES FOR ABSENCE**

Apologies for absence had been received from Councillor Harry Phibbs.

## **21. DECLARATIONS OF INTEREST**

There were no declarations of interest.

## **22. MINUTES**

The minutes of the meeting held on 6 September were agreed to be accurate.

## **23. HIGH STREETS REVIEW**

Antonia Hollingsworth, Principal Business Investment Officer, explained that the borough had 29 shopping areas which ranged from town centre high streets to small parades and clusters of shops. High streets were currently facing a number of challenges, key ones being: the rise of internet shopping;

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Minutes are subject to confirmation at the next meeting as a correct record of the proceedings and any amendments arising will be recorded in the minutes of that subsequent meeting.

the 31% increase in rateable values in 2010; multiple ownership of shopping areas, and; the relative ease of converting a shop to a residential property under national planning policies. Despite these challenges shopping areas in Hammersmith and Fulham were coping reasonably well. Vacancy rates for retail units across the borough were about average for London at just over 10%, although the rate on high streets was lower at about 8.5%.

Antonia Hollingsworth explained that the PAC had previously asked that officers do more to support North End and Bloemfontein Roads. She said that at North End Road officers had:

- Supported the North End Road Action Group (NERAG)
- Facilitated five traffic free markets
- Ensured that its 8 retail units on the road were let.

The work of NERAG, with help from the council, had led to 600 new opportunities to trade, between 10-15,000 people visiting each market, and 'trade for a tenner' opportunities. A Business Improvement District proposal was being developed for Fulham, and this would include North End Road.

Turning to talk about Bloemfontein Road, Anntonia Hollingsworth explained that the council was in the fortunate position of owning the whole parade of 15 shops at Bloemfontein Road. 14 of the retail units were let, with the remaining shop currently under offer. A new supermarket had increased competition in the area, but shops had so far survived the impact well. The shop at 75 Bloemfontein Road was being used as a community hub which hosted both a foodbank and a CAB adviser; this was part of the council's commitment to deliver social inclusion.

Mark Richardson, member of NERAG, explained that the group's North End Road Market Facebook page had 1,400 followers and its online communications had reached 29,000 people in the last month. He said that reduced rate stalls such as 'trade for a tenner' had not been particularly successful, however, they were important schemes to encourage new businesses to join the market. There were a number of important issues still affecting North End Road which were: narrow pavements and traffic using the road during the market; insufficient parking for traders and shoppers; there being no public toilets on the street; the lack of power supplies and storage facilities for market traders, and; poor waste disposal arrangements. He said that North End Road had improved significantly over the past few years, but felt that solving some of these problems would be important in ensuring that it thrived as a high street.

A market trader said that parking for shoppers was the problem which most affected her business. Antonia Hollingsworth said that the parking on Coomer Place was designed for shoppers. The market trader said that Coomer Place was very helpful, but that there wasn't enough parking in the area, especially during the residents only period between 2 and 4pm. Councillor Coleman, Cabinet Member for Commercial Revenue and Resident Satisfaction and Ward Councillor for Fulham Broadway, said that there was clearly an issue with the parking controls and that a consultation was planned for 2017. Unfortunately the consultation had been delayed from 2016 because consultations in other CPZs had been more complicated than originally

expected. Councillor Andrew Jones, Cabinet Member for Economic Development and Regeneration, explained that changes to the CPZ hours would require support from the community and said that it was vital that everyone responded to the consultation.

A resident asked if there had been a survey on how shoppers got to the market. Mark Richardson explained that the recent NERAG survey had not included transport, however most respondents had lived within walking distance of the market. A resident pointed out that it wasn't always possible for those who lived nearby to walk to the market, as they might not be able to carry what they had bought. The Chair suggested that more research on this issue might be helpful.

A resident said that there was an issue with shops displaying goods on the pavement. Councillor Jones noted that on some parts of the street the shops owned a certain amount of land in front of their shops and so could legally trade there. There were very few controls the council could introduce to resolve this problem and felt that it would be best dealt with through a better relationship between shops, market traders and shoppers.

A market trader said that some types of market stalls had historical rights to trade, however, their businesses could be damaged by shops opening and selling the same products as them. Councillor Jones said that in the current laissez faire planning regime the council could not control, except by using broad use classes. Councillor Coleman explained that shops suffered a loss of trade when market stalls closed so there was scope for businesses to work together to support one another.

Sarah-Jane Johnson felt that some shops and traders needed to be more customer focussed, reducing queues and maybe doing demonstrations to attract more people to shop with them.

In response to questions Antonia Hollingsworth explained that a Business Improvement District (BID) was being proposed in Fulham. This was not being led by the council but officers and councillors were supportive of the proposal. Businesses would be given a vote on whether to create a BID which would levy a small amount of money from each shop and then spend it to improve the area.

A resident was concerned that one of the bus stops on North End Road had been closed for some time. Councillor Harcourt, Cabinet Member for Environment, Transport and Residents Services, agreed to look into this.

A resident noted that the council wanted Hammersmith and Fulham to become the greenest borough in London and asked how this would affect North End Road. Councillor Jones said that the traffic free markets had reduced traffic in the area and he felt that restricting traffic, perhaps to buses only, might in the medium to long term be necessary. Facilities for cyclists and pedestrians needed to be improved as well. Councillor Harcourt said that there would be electric car club spaces introduced in the area as part of a new scheme to introduce 180 across the borough.

Councillor Jones said that the administration's vision for North End Road was:

- to have a thriving market which attracted shoppers to the street
- to have improved the streetscape and infrastructure in North End Road, working with developers to achieve this
- to have shops let more quickly by other landlords with the council using innovative approaches to do this.

There was general agreement that this vision was a good one, but it was felt that action on small issues was needed quickly to help achieve it. Councillor Jones said that some parts of the vision would take time to introduce, although where possible things would be done quickly; the parking consultation would take place in 2017 whilst work to reduce the vacancy rate through contacting landlords and applying vinyl to shopfronts etc had already started.

Councillor Connell asked what had been learned from Bloemfontein and North End Roads which could be applied to other areas. Councillor Jones said that having strategies for areas was important as was engaging stakeholders, including landlords. Making a shopping centre a destination, as the traffic free markets had done, was important to increasing trade. Antonia Hollingsworth said that the council had developed its business advice learning from the experience of shops at Bloemfontein Road.

Councillor Coleman asked that residents vote in the h&f Brilliant Business Awards before Sunday 6 November.

#### **24. CREATION OF H&F SOCIAL LETTINGS AGENCY**

Councillor Homan, Cabinet Member for Housing, explained that the administration had suggested the creation of a social lettings agency in response to the problem of poor maintenance by leaseholders who were sub-letting their properties. The idea had been that if the council could offer an attractive property management service and get leaseholders in council blocks to use it, it would be easier to ensure that maintenance work was done properly. The model also had other very attractive features; it would allow the council to influence the private rented market, upon which the council and residents relied heavily for accommodation, and would also help the council build up a portfolio of accommodation for people with special needs, such as wheelchair users. She explained that she would welcome residents comments on the proposal.

Labab Lubab, Housing Opportunities Manager, explained that quite a few councils had now set up social lettings agencies of different types and these had had varying degrees of success. The essence of a social lettings agency was that it would focus on sustaining tenancies, which wasn't necessarily the most profitable option for commercial lettings agents. Mr Lubab explained that there was little regulation of lettings agents, alongside huge demand for housing and that this allowed some agents to be quite unscrupulous. The council's entry into the market would allow it to compete with these agents and drive up standards. Labab Lubab explained that the council already had a very good housing property procurement service and that the social lettings

agency would build on the knowledge and contacts which had already been built up. There were many property owners who were keen to work with the council because of its good reputation, gained from being the borough's largest landlord. The proposal was expected to generate income for the council over the medium term, as a profit could be made on providing the service; this profit could be used to subsidise cheaper housing for those in need. If the social lettings agency was successful in sustaining tenancies then this would also reduce demand for housing advice and assistance. Labab Lubab explained that the effectiveness of the social lettings agency would be reviewed after one year of operation.

A resident said that if rent control hadn't been removed in the 1980s a social lettings agency would not be necessary. Councillor Connell noted that this was out of the control of local councils.

Councillor Connell asked whether securing 500 units in the first year was feasible and if there was a financial risk to the council if the agency did not hit its targets. Labab Lubab said that whilst 500 units was an ambitious target it was an achievable one as 10,000 properties were put up for let each year in Hammersmith and Fulham alone; he said that the agency could also take on properties outside of the borough which meant even more might be available to the social lettings agency. There was a risk to the council of approximately £200,000 but it was expected that even if the agency did not achieve its aims it should be able to break even.

Councillor Homan explained that she was confident that the scheme would be successful. A great deal of research had been done into the best possible model for a social lettings agency. Labab Lubab said that he had visited several social lettings agencies to learn from their successes and the challenges they faced to give Hammersmith and Fulham's agency the best chance of success. Councillor Homan explained that the landlords forum had been consulted about the proposal and had been quite supportive. Labab Lubab said that there were a number of landlords already interested in working with the social lettings agency.

A resident how universal credit would impact on the social lettings agency. Labab Lubab explained that the council offered excellent support through its Housing Benefit Assist service for those being moved to universal credit. Councillor Homan explained that Hammersmith and Fulham was a pilot area for universal credit and that the roll out so far had been reasonably successful; she didn't expect there to be a significant impact on the social lettings agency.

A resident asked whether repairs could be undertaken in leasehold properties not under the management of the council. Labab Lubab explained that the council had some limited powers but that these were far more difficult to use than if the council were the managing agent.

Councillor Holder asked whether the scheme might be extended to allow residents to let out spare rooms to lodgers. Councillor Homan noted that this had been suggested by a number of people recently, but that the scheme

would not include the opportunity at its launch; more research into the idea was needed before a decision on letting out rooms to lodgers could be taken.

**25. OPEN DOORS: ENSURING A THRIVING LIBRARY SERVICE IN HAMMERSMITH & FULHAM**

Councillor Harcourt, Cabinet Member for Environment, Transport and Residents Services, explained that the council was committed to keeping all of its libraries open. The administration had pledged to modernise and widen the appeal of libraries and this report updated the committee on the work which had been done since its July meeting.

Mike Clarke explained that the work to modernise and widen the appeal of the council's libraries also included work to make them more sustainable financially and protect them for the future. One of the ideas to do this had been to pass responsibilities for the libraries to a trust, however, this was not being taken forward because at present the costs and risks of such a move outweighed its benefits. Savings were also being planned for the elements of the libraries service shared with the Royal Borough of Kensington and Chelsea and Westminster City Council; Hammersmith and Fulham would save £90,000 as a result of these efficiencies. The council was looking to bring in more revenue through its libraries, for example by selling hot drinks and stationery, renting out space to organisations which provided services which would complement existing library services, increasing the number of lettings to groups, and by holding weddings at Fulham Library. Mike Clarke said that the council wanted to use volunteers to do more in libraries, not replacing paid staff, but providing extra services. Work had begun to ensure that volunteers were given the support they needed.

A resident noted that there was scaffolding up at Hammersmith Library and asked what was being done. Mike Clarke explained that the roof was being repaired and that these works would be completed in the near future.

Karen Blackwell, Library Assistant at Fulham Library, said that she did not feel weddings were being advertised well enough. Mike Clarke agreed and said that this was being dealt with. Karen Blackwell said that there was also an issue with cleaning by Amey. Councillor Coleman asked that he be passed the details as it was important that contractors be held to their contract standards.

Councillor Coleman asked whether any work had been done commercialising the council's extensive archive. Helen Worwood said that a business case had been developed for digitising old photos of the borough and then selling prints of these, however, the initial outlay was high and the income was very uncertain. Councillor Coleman asked to be sent the business case. Mike Clarke explained that the idea of using items as props in filming seemed unlikely to work as there were not many suitable items in the archive. It was noted that filming in libraries had to be balanced against the provision of the library service.



Mark Richardson said that he felt the Hammersmith and Fulham Libraries Facebook page ought to be more varied; at the moment it seemed to mostly promote children's activities when there was much more going on in libraries.

Antonia Hollingsworth, Principal Business Investment Officer, said that she had previously suggested a scheme to provide business information through libraries. Mike Clarke suggested that this be explored outside of the meeting. Councillor Harcourt noted that a Workary, a co-working hub for business start ups and flexible working, was being set up in Kensington and Chelsea and that if that seemed successful it would provide other opportunities for small businesses in libraries.

**26. DATE OF THE NEXT MEETING AND WORK PROGRAMME**

Those present noted that the next meeting would be held on Tuesday 13 December 2016 at 7pm in the Small Hall.

The PAC work programme was noted.

Meeting started: 7.05 pm  
Meeting ended: 9.10 pm

Chair .....

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# Agenda Item 4

<b>London Borough of Hammersmith &amp; Fulham</b> <b>ECONOMIC REGENERATION, HOUSING AND THE ARTS POLICY &amp; ACCOUNTABILITY COMMITTEE</b> <b>13<sup>TH</sup> DECEMBER 2016</b>	 hammersmith & fulham
<b>WORKING AT HEIGHT AND SCAFFOLD USE ON COUNCIL PROPERTIES</b>	
<b>Report of Councillor Lisa Homan, Cabinet Member for Housing</b>	
<b>Open Report</b>	
<b>Classification - For Review &amp; Comment</b>	
<b>Key Decision: No</b>	
<b>Other services consulted:</b> None	
<b>Wards Affected:</b> All	
<b>Accountable Director:</b> Nilavra Mukerji, Director of Housing Services	
<b>Report Author:</b> Paul Monforte, Head of Operations, HRD Property Services	<b>Contact Details:</b> Tel: 0208 753 4394 E-mail: paul.monforte@lbhf.gov.uk

## 1. EXECUTIVE SUMMARY

- 1.1. This report sets out the reasons for scaffolding use when conducting works on Council properties, the issues for our residents, and our plans to reduce scaffolding use through a range of options, including the use of innovative new technology.

## 2. RECOMMENDATIONS

- 2.1. PAC notes the contents of this report, the issues raised around scaffolding and the proposals to reduce its use.
- 2.2. PAC is invited to make comments and suggestions on the approach being developed.

## 3. ISSUES

- 3.1. From September 2015 through to August 2016, there were 105 Stage 1 complaints regarding scaffolding and this made up 12.4% of the overall complaints received by H&F in respect of delivering the repairs service. We

received 52 Members Enquiries on behalf of residents in relation to scaffolding issues. See Appendix 1.

- 3.2. It is clear from Appendix 1 that the most significant issue is the length of time scaffolding is left up at a property.
- 3.3. There will be a number of residents who may not have complained formally or approached their Councillor, whose dissatisfaction is therefore not reflected in the figures above.
- 3.4. Whilst necessary when undertaking works at height, we recognise that to have scaffolding erected outside a home, causes inconvenience to residents both at the address and on the surrounding street. We recognise that we need to manage this better and are working with our contractor, Mitie, to deliver the necessary improvements.
- 3.5. Scaffolding is a costly addition to works, so as part of our drive to improve efficiency and improve our service, it makes perfect sense to look at alternative options where possible, and reduce:
  - The occasions where scaffolding is necessary
  - The length of time scaffolding is deployed
- 3.6. Over the last three completed financial years, capitalised scaffolding costs have equated to approximately 22% of overall spend on our external capital works programme, e.g. external repairs and decorations, roof and window replacements. By finding ways to reduce scaffold costs, we should be able to invest more money into the actual works to homes.
- 3.7. The table below shows capitalised costs for projects in the external capital works programme during the past three years:

<b>Year</b>	<b>Scaffold costs capitalised</b>	<b>Total Value of External Capital Works Programme</b>	<b>Scaffold Costs as % of External Capital Works Programme</b>	<b>Number of projects where scaffolding was used</b>
2015/16	£5,652,159	£26,866,817	21%	616
2014/15	£3,878,000	£17,171,489	23%	483
2013/14	£946,000	£4,420,303	21%	99

In addition, total scaffold revenue costs of approximately £500,000 have been incurred on the day to day repairs contract since its start in November 2013 through to March 2016.

- 3.8 Although there is some further work to be carried out to confirm this, initial reviews have shown that the use of drones could potentially provide a saving of approximately £150,000 against the 2017/18 external decorations programme. There is potential for more savings in future external decoration programmes where there is a higher requirement for scaffolding. A cost analysis exercise is to be carried out to verify the potential savings.
- 3.9 The key benefit anticipated from the use of drones is a significantly improved customer experience for residents, with reduced use of scaffolding and less time outside their properties.

### **Why Is Scaffold needed?**

- 3.10 Scaffold is used across the borough to ensure that operatives work safely at height when carrying out inspections, and repairs and maintenance to our housing stock.
- 3.11 Falls from height are one of the biggest causes of workplace fatalities and injuries and both the Council and its contractors such as Mitie are required to comply with the Working At Height Regulations 2005 (WAHR). The regulations require that as employers they protect their employees from falls from height, and the risk of serious injury.
- 3.12 To comply with the regulations, the expectation is to take a sensible approach when considering precautions for working at height, avoiding it where feasible, and where work at height cannot be avoided, then a safe method of working from height must be put in place.
- 3.13 Ladders can be used for low risk, short duration tasks but where this is not the case then scaffolding tends to be the default position for works such as roof repairs.
- 3.14 Wherever possible, the time it is up should be kept to a minimum, but in some cases, it can make economic sense to use the same scaffold for both inspection and repairs, when taking into account the costs of erection and dismantling.
- 3.15 There can also be occasions where the full extent of works needed cannot be identified until the scaffolding goes up and a full inspection is carried out. In such cases, there can be delays as a revised scope is agreed and costs obtained for those works, and further consultation e.g. with leaseholders is carried out where needed.
- 3.16 This can sometimes look like inaction, but work may be taking place in the background.
- 3.17 But we know there have been examples in the past year where scaffolding use could have been managed better. As part of our drive to improve, the

Council is working with Mitie to look at ways to minimise use, and improve communication.

- 3.18 Appendix 2 shows a typical repairs/Planned works process.
- 3.19 Where leasehold consultation is required, scaffold is generally only erected after the Section 20 consultation period has completed. An exception can be made for emergency works.

## **4 PROPOSALS**

### ***Changes to current processes***

- 4.1 H&F and Mitie are reviewing the processes shown in Appendix 2 to identify where savings can be made to shorten the time scaffold is required. We will have a finalised process for January 2017.
- 4.2 Rather than just use scaffolding as a default position, our processes will include a clearer job by job evaluation, undertaken with our partner Mitie, to see if other options such as Tower Scaffolds, Cradles, Boom lifts (cherry pickers) can be used.
- 4.3 H&F and Mitie have developed a joint Communication plan, which has been developed to improve communication with residents, when works are due to take place on their property. The plan covers improving communications when scaffolding is being erected and dismantled as well as keeping residents up to date when there are delays with works on their property.

### ***Scaffold Registers***

- 4.4 A scaffold register is now shared between Mitie and the Council and is updated on a weekly basis. This enables both to monitor the use of scaffold and ensure that we are managing this effectively.

### ***Alternatives to scaffold use***

- 4.5 As per 4.2, we will be looking to use a range of options to reduce the use of scaffolding going forward. We have developed a clear process, which is set out in Appendix 3.
- 4.6 The main alternatives to scaffolding being considered for carrying out surveys are pole mounted cameras, and the potential use of drones with cameras.
- 4.7 Pole mounted cameras can be suitable for some high level inspections. These are cameras mounted on a vehicle that enable inspections to be carried out up to a height of 5 storeys. However, there are limitations to their use and we would need to be sure that their use delivers value for money.

- 4.8 We are also planning to use drones to undertake camera surveys at height, which is an exciting innovation that could significantly reduce the costs and time needed for scaffold to carry out detailed inspections at height. We are currently consulting the Repairs Working Group on this proposal, and recently organised a short demonstration for them to see a drone in action. We will develop our approach in consultation with them.
- 4.9 Drones with high quality cameras can provide us with far more flexibility and detail when carrying out surveys at height such as roof surveys. The opportunity to be able to fly a camera over a building and obtain 360-degree video footage will give us a far better picture of what is needed before starting any works, so should reduce potential issues and delays from having to undertake unforeseen works once on site.
- 4.10 Clearly, when using camera recording equipment, the Council and its contractors must ensure it complies with the appropriate law and regulations to ensure we protect the privacy of our residents.
- 4.11 Our lead contractor, Mitie intend to use a specialist drone survey company, with the necessary skills, experience, and safeguards in place. The Council, will vet this company independently to ensure it is satisfied that they fully comply with all applicable privacy requirements in relation to the use or drones and storage of any footage.
- 4.12 We will work with the Repairs Working Group in developing our working procedures, to ensure we have picked up any potential issues residents may have. Whilst we need to manage these, clearly the opportunities presented from using this new technology are significant both in terms of saving money, and achieving a better customer experience.
- 4.13 Appendix 4 provides a brief analysis of the advantages and disadvantages of the alternative options to the use of scaffolding. Whilst each option brings its own advantages, there are also limits to their use.

## **5. ACTION PLAN**

- 5.1 An action plan for improvement is provide in Appendix 5 to this document

## **6. CONSULTATION**

- 6.1 We will be developing our plans for the use of alternative options, and changes in our process and procedures, with the Repairs Working Group.
- 6.2 We will be developing our approach to communications with the Communications Working Group
- 6.3 We will work with both the above groups to undertake presentations to the Housing Representatives Forum, Borough Forums and Leasehold Forums.

## **7 EQUALITY IMPLICATIONS**

- 7.1 An Equalities Impact Assessment has been completed, see app 6. Based on the assessment, there are no equality implications

## **8. LEGAL IMPLICATIONS**

- 8.1 The legal implications around of drones are to be fully explored, including any issues in regards of privacy.
- 8.2 Implications verified/completed by: Janette Mullins, Senior Solicitor (Housing Litigation) 0208 753 2744

## **9. FINANCIAL IMPLICATIONS**

- 9.1 As stated in paragraph 3.8, initial reviews have shown that the use of drone technology could provide a saving of approximately £150,000 against the 2017/18 capital programme. A cost analysis exercise is to be carried out to verify the potential savings.
- 9.2 It is anticipated that any proposed savings will be reinvested into the repairs programme for Council homes.
- 9.3 Implications verified by: Danny Rochford, Head of Finance, 020 8753 4023.

## **10. IMPLICATIONS FOR BUSINESS**

- 10.1 None

## **11. OTHER IMPLICATION PARAGRAPHS**

- 11.1 None

## **12. BACKGROUND PAPERS USED IN PREPARING THIS REPORT**

- 12.1 None

### **LIST OF APPENDICES:**

- Appendix 1 - Table showing Numbers of complaints and Members Enquiries between August 2015 and August 2016 in respect of scaffolding and the reasons for the complaint/enquiry
- Appendix 2 - Planned and Responsive repair processes
- Appendix 3 - Mitie evaluation process for use of scaffold
- Appendix 4 - Advantages and disadvantages of alternative options to scaffolding.
- Appendix 5 - Action plan
- Appendix 6 - Equalities Impact Assessment

**Appendix 1** – Table showing Numbers of complaints and Members Enquiries between August 2015 and August 2016 in respect of scaffolding and the reasons for the complaint/enquiry

<b>Issue of Complaint/Members Enquiry</b>	<b>Nos of Complaints</b>	<b>Nos of Enquiries</b>
Scaffolding in place without works taking place	39	19
Delay in erecting scaffolding including missed appointments/date changes for erecting	15	5
Scaffolding erected without resident's knowledge/without providing information on nature of works	13	4
Scaffolding removed without completing works	13	2
Problems caused by scaffolding – damage to building	11	4
Problems caused by scaffolding – damage to resident's satellite dish/TV reception	10	3
Poor quality of completed works	6	1
Delay in removing scaffolding	5	6
Problems caused by scaffolding – environmental e.g. unable to open windows, garden, restricted lighting	5	0
Problems caused by scaffolding – damage to resident's property	4	3
Problems caused by scaffolding – anti-social behaviour & security	4	2
Scaffolding erected to wrong part of property	4	0
Cost of scaffolding	4	5
Unsafe Scaffolding	3	1
Scaffolding erected at wrong property	2	0
Problems caused by scaffolding – damage to resident's garden	2	0
Refusal to erect scaffolding	1	1

NB: the numbers of complaints and enquires are higher in the table as some of the complaints and enquiries had two or more issues raised in regards of scaffolding.

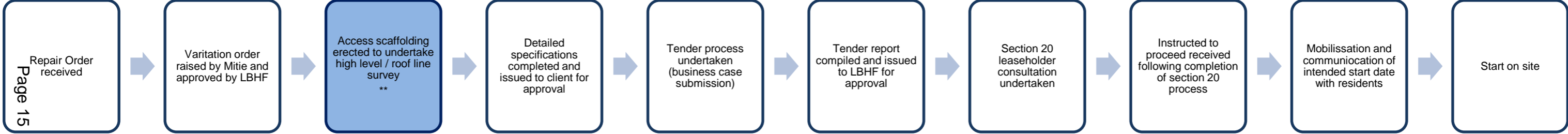


**TPC Responsive Maintenance (process for emergencies and projects without leaseholders) \***

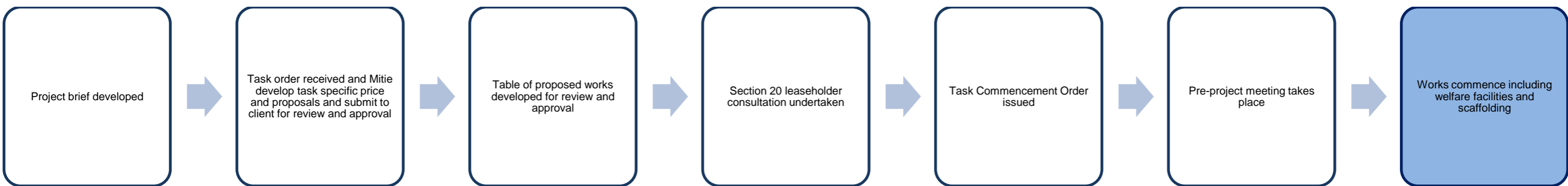
**Appendix 2 – Repairs processes and Scaffolding**



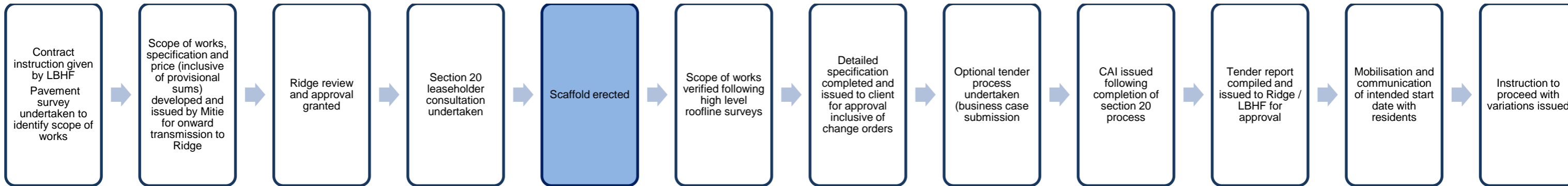
**TPC Responsive Maintenance (projects with leaseholders) \***



**TPC Planned and Capital**



**Planned Preventative Maintenance\***



\* Highlighted boxes in blue is when the scaffolding is erected in the process

## Appendix 3 - QHSE Guidance – Suitable working at height equipment

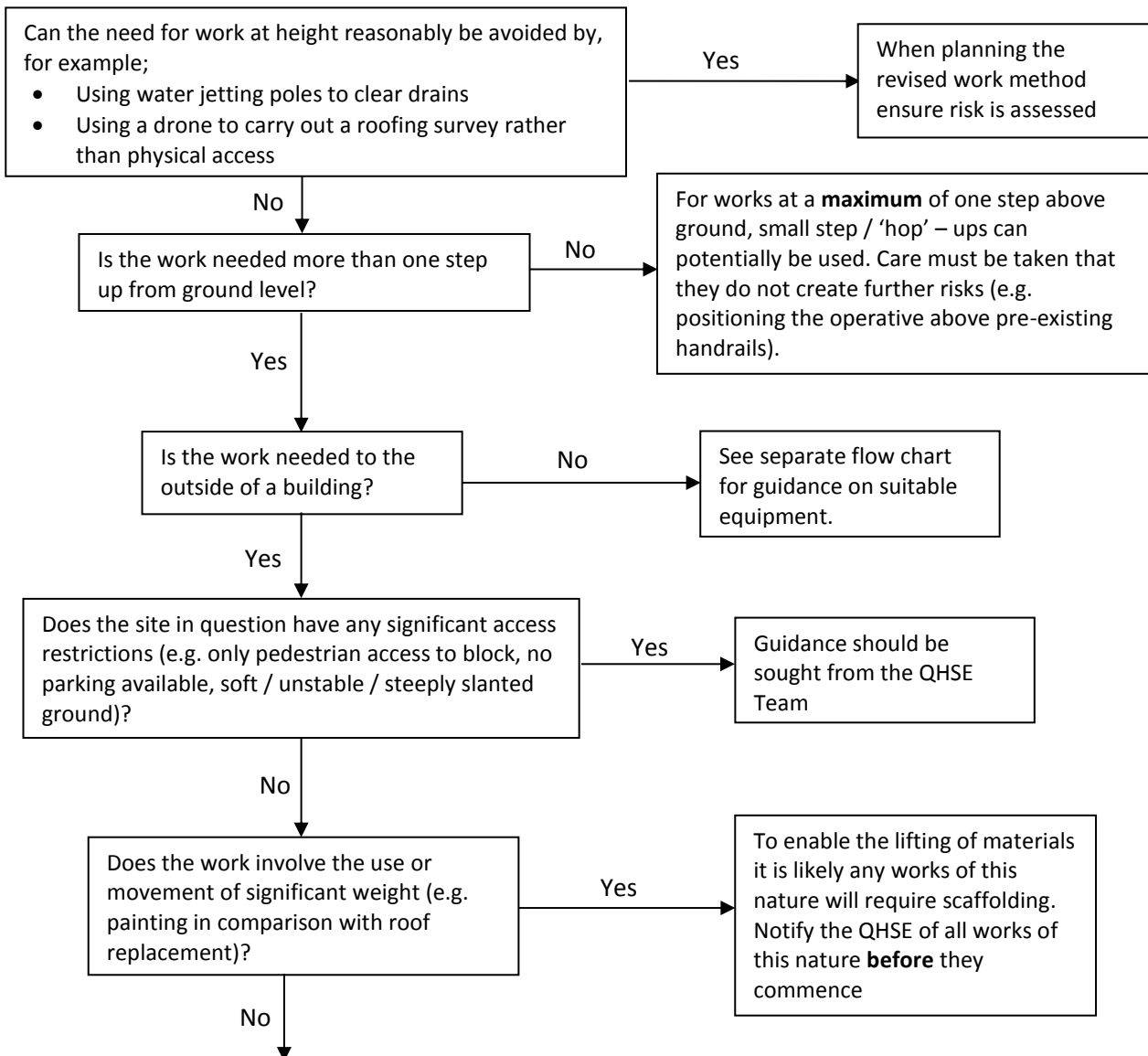
### Purpose

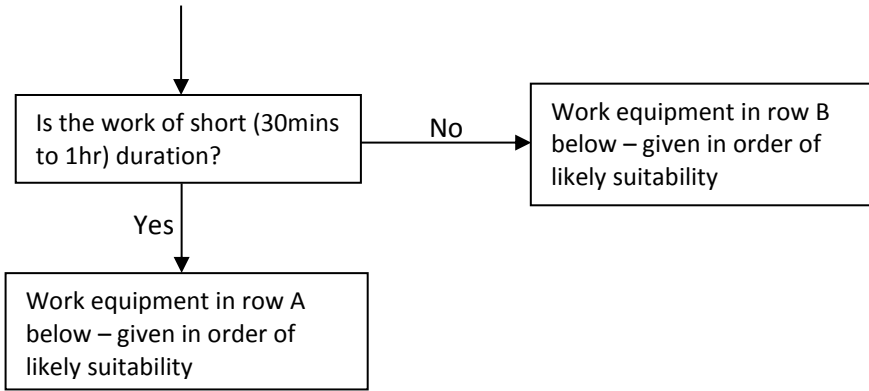
It is Mitie Property Management’s intention to provide, maintain and promote healthy, safe working conditions, equipment and systems, so far as is reasonably practicable.

The purpose of this document is to provide guidance to managers, planners and all staff in relation to how to plan working at height and if it is needed which type of access equipment is likely to be most appropriate.

### Contents

Below is a flow chart which shows the equipment likely to be suitable for the typical working at height tasks carried out by Mitie. As it is impossible to encompass all of the possible scenarios in relation to working at height this guidance should only be considered general advice and not an absolute requirement. If managers are uncertain as to whether a work method will suitably control the risk advice **must** be sought from the QHSE Team.





If you are unsure about any of the work equipment options please contact the QHSE Team.

Option A	Potential equipment	Pro's	Con's
Lower risk ----- > Higher risk	Easi-Dec	Less time / cost. Simpler erection. Adjustable to works with at differing heights. Possible to move it to allow for work at multiple locations No residual risk from equipment when works not taking place Offers collective protection	Training needed in assembling / dismantling the equipment Limited weight capacity Care needed to ensure stability
	MEWP	Potentially quick access Large amount of flexibility in terms of positioning (ground space depending) No residual risk from equipment when works not taking place Offers collective protection	Specific training needed in its use Dependent on space to position vehicle of sufficient stability and strength to withstand weight Can't be used on uneven ground
	Tower scaffold	Less time / cost. Simpler erection. Adjustable to works with at differing heights. Possible to move it to allow for work at multiple locations. No residual risk from equipment when works not taking place Offers collective protection	Specific training needed in erection Ongoing periodical inspection needed Limited weight capacity Care needed to ensure stability
	Rope access	Avoids need for any loading / weight on the ground underneath works Is flexible in relation to positioning and access to multiple areas No residual risk from equipment when works not taking place	Requirement for access to roof area Need to suitable points / building features to use as anchor for ropes Not suitable for either long term or heavy duty works Offers only protection of the individual

Option B	Potential equipment	Pro's	Con's
Lower risk -----> Higher risk	Fixed scaffolding	Offers collective protection Once erected can be used by all operatives Allows for heavy duty works Can allow for easier screening of works from others Adjustable to be used for most buildings	Residual risk of unauthorised access when scaffold not in use Time delay in erection / 'strike' of scaffold Need to manage contractor when erecting / dismantling scaffold
	Tower scaffold	Less time / cost. Simpler erection. Adjustable to works with at differing heights. Possible to move it to allow for work at multiple locations.	Specific training needed in erection. Ongoing periodical inspection needed Limited weight capacity Care needed to ensure stability



**Analysis of mode of equipment to use for working at height**

<b>Address</b>	
Type of Property/Nos of Storeys	
Why is access required?	
Can work be done from a ladder?	
Is more than one type of work at height equipment to be used?	
If so, why?	

<b>Equipment proposed for access</b>		<b>Why has this form of access been selected?</b>	<b>Has the form of access been built into the pre-construction H&amp;S plan?</b>
Easi-Dec	Y/N		
MEWP	Y/N		
Tower scaffold	Y/N		
Cradles	Y/N		
Rope access	Y/N		
Fixed Scaffold	Y/N		

Assessment carried out by:

Approved by:

Passed to client:

## Appendix 4 – Advantages and Disadvantages of alternative options to scaffolding

Alternative means of Access	Advantages	Disadvantages
<b>Rope Access Abseiling</b>	<ul style="list-style-type: none"> <li>• Removes need for scaffold and getting permits</li> <li>• Easier &amp; quicker mobilisation</li> <li>• More cost effective through reduction of time and materials</li> <li>• Ability to carry out inspection work at height</li> </ul>	<ul style="list-style-type: none"> <li>• Can be weather restricted</li> <li>• Not all properties suitable for rope access, mainly medium to high blocks.</li> <li>• Not suitable for works with bulky materials, potential Health and safety issues</li> </ul>
<b>Access Cradles</b>	<ul style="list-style-type: none"> <li>• Suitable for high level working-medium to high rise</li> <li>• Removes need for scaffold and getting permits</li> <li>• Easier &amp; quicker mobilisation</li> <li>• More cost effective</li> <li>• Ability to carry out inspection work at height</li> </ul>	<ul style="list-style-type: none"> <li>• Not suitable for low rise properties</li> <li>• Not suitable for works with bulky materials</li> <li>• Some areas of building may not be accessible from cradles</li> </ul>
<b>Tower Scaffolds</b>	<ul style="list-style-type: none"> <li>• Suitable for 3 storey buildings</li> <li>• Removes need for scaffold and getting permits</li> <li>• Easier &amp; quicker mobilisation- Erected and taken down when works complete and can be moved</li> <li>• More cost effective</li> </ul>	<ul style="list-style-type: none"> <li>• Not always feasible where ground conditions are not suitable</li> <li>• Only suitable for low storey buildings (3 storeys)</li> <li>• If works are of a lengthy and extensive nature, tower scaffold becomes less cost effective- scaffold becomes better solution</li> </ul>
<b>Pole Mounted camera</b>	<ul style="list-style-type: none"> <li>• Removes the need for scaffolding during the inspection process reducing time and costs in regards of the use of scaffolding.</li> <li>• Leaseholders receive better quality information.</li> <li>• Offers value for Money for both council and its residents</li> <li>• High quality footage produced, with ability to inspect detail, meaning better quality specifications</li> <li>• Less intrusive for the building occupier compared to scaffolding</li> </ul>	<ul style="list-style-type: none"> <li>• Only suitable for storeys upto 3 storeys</li> <li>• Costs may be restrictive on one off use.</li> <li>• Access to certain areas may be restricted/difficult to get to.</li> </ul>
<b>Drones</b>	<ul style="list-style-type: none"> <li>• Removes the need for scaffolding during the inspection process reducing time and costs in regards of the use of scaffolding.</li> <li>• Leaseholders receive better quality information.</li> <li>• Offers value for Money for both council and its residents</li> <li>• High quality footage produced, with ability to inspect detail, meaning better quality specifications</li> <li>• Less intrusive for the building occupier compared to scaffolding</li> </ul>	<ul style="list-style-type: none"> <li>• Use can be restricted by weather conditions</li> <li>• Some limitations around flight areas</li> </ul>

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### Action Plan for scaffolding

<b>Item</b>	<b>Action</b>	<b>Responsible</b>	<b>By When</b>
<b>1</b>	LBHF & Mitie to review process with aim to shorten scaffold requirement times	Housing Property Services & Mitie	March 2017
<b>2</b>	Review of complaints to be carried out and plans put in place for resolving recurring issues	Housing Property Services & Mitie	February 2017
<b>3</b>	Develop process to review all options before agreement to erect scaffold and document decision making.	Housing Property Services & Mitie	February 2017
<b>4</b>	Carry out review of use of pole mounted cameras for inspections, including cost comparison against use of scaffolding	Housing Property Services & Mitie	February 2017
<b>5</b>	Develop programme of drone surveys to support the 2017/18 capital and planned programme	Housing Property Services & Mitie	December 2016
<b>6</b>	Carry out review of use of Drones for inspections, including cost comparison against use of scaffolding	Housing Property Services & Mitie	February 2017



## LBHF Equality Impact Analysis Tool

### Conducting an Equality Impact Analysis

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An EqIA is an improvement process which helps to determine whether our policies, practices, or new proposals will impact on, or affect different groups or communities. It enables officers to assess whether the impacts are positive, negative or unlikely to have a significant impact on each of the protected characteristic groups.

The tool has been updated to reflect the new public sector equality duty (PSED). The Duty highlights three areas in which public bodies must show compliance. It states that a public authority must, in the exercise of its functions, have due regard to the need to:

- 1. Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited under this Act;**
- 2. Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;**
- 3. Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.**

Whilst working on your Equality Impact Assessment, you must analyse your proposal against the three tenets of the Equality Duty.

## General points

1. In the case of matters such as service closures or reductions, considerable thought will need to be given to any potential equality impacts. Case law has established that due regard cannot be demonstrated after the decision has been taken. Your EIA should be considered at the outset and throughout the development of your proposal, it should demonstrably inform the decision, and be made available when the decision is recommended.
2. Wherever appropriate, the outcome of the EIA should be summarised in the Cabinet/Cabinet Member report and equalities issues dealt with and cross referenced as appropriate within the report.
3. Equalities duties are fertile ground for litigation and a failure to deal with them properly can result in considerable delay, expense and reputational damage.
4. Where dealing with obvious equalities issues e.g. changing services to disabled people/children, take care not to lose sight of other less obvious issues for other protected groups.
5. If you already know that your decision is likely to be of high relevance to equality and/or be of high public interest, you should contact the Equality Officer for support.
6. Further advice and guidance can be accessed from the separate guidance document (link), as well as from the Opportunities Manager: [PEIA@lbhf.gov.uk](mailto:PEIA@lbhf.gov.uk) or ext 3430

## LBHF Equality Impact Analysis Tool

Overall Information	Details of Full Equality Impact Analysis
Financial Year and Quarter	2016/17 Qtr 3
Name and details of policy, strategy, function, project, activity, or programme	<p>Title of EIA: Review of use of scaffolding and possible use of other alternatives including Drones</p> <p>Report is going to PAC regarding the use of scaffolding in December 2016. The report looks at the use of scaffolding and the issues associated with its use, including communications to residents. The report looks at other alternatives, in particular drone technology. The aim of the paper is to review the issues around scaffolding and how we can improve the customer experience when having to work at height. Scaffolding use can create issues for residents in regards of security, anti-social behaviour and disruption to their daily lives</p> <p>The proposals set within the paper will look to reduce these issues, by looking at ways to reduce the use of scaffold, as well as looking at less intrusive alternatives.</p>
Lead Officer	<p>Name: Paul Monforte            Position: Head of Operations            Email: paul.monforte@lbhf.gov.uk            Telephone No: <b>0208 753 4394</b></p>
Date of completion of final EIA	8 <sup>th</sup> November 2016

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Section 02	Scoping of Full EIA		
Plan for completion	Timing: Feb 17 Resources:		
Analyse the impact of the policy, strategy, function, project, activity, or programme	Analyse the impact of the policy on the protected characteristics (including where people / groups may appear in more than one protected characteristic). You should use this to determine whether the policy will have a positive, neutral or negative impact on equality, giving due regard to relevance and proportionality.		
	Protected characteristic	Analysis	Impact: Positive, Negative, Neutral

Age	The proposals set within the paper will provide a positive impact to all residents in reducing disruption, security issues and potential ASB issues	Positive
Disability	The proposals set within the paper will provide a positive impact to all residents in reducing disruption, security issues and potential ASB issues	Positive
Gender reassignment	The proposals set within the paper will provide a positive impact to all residents in reducing disruption, security issues and potential ASB issues	Positive
		Positive
Marriage and Civil Partnership	The proposals set within the paper will provide a positive impact to all residents in reducing disruption, security issues and potential ASB issues	Positive
Pregnancy and maternity	The proposals set within the paper will provide a positive impact to all residents in reducing disruption, security issues and potential ASB issues	Positive
Race	The proposals set within the paper will provide a positive impact to all residents in reducing disruption, security issues and potential ASB issues	Positive
Religion/belief (including non-belief)	The proposals set within the paper will provide a positive impact to all residents in reducing disruption, security issues and potential ASB issues	Positive
Sex	The proposals set within the paper will provide a positive impact to all residents in reducing disruption, security issues and potential ASB issues	Positive
Sexual Orientation	The proposals set within the paper will provide a positive impact to all residents in reducing disruption, security issues and potential ASB issues	Positive

#### Human Rights or Children's Rights

If your decision has the potential to affect Human Rights or Children's Rights, please contact your Equality Lead for advice

Will it affect Human Rights, as defined by the Human Rights Act 1998?

No

Will it affect Children's Rights, as defined by the UNCRC (1992)

No

	Examples of data can range from census data to customer satisfaction surveys. Data should involve specialist data and information and where possible, be disaggregated by different equality strands.
<b>Documents and data reviewed</b>	<b>None</b>
<b>New research</b>	If new research is required, please complete this section

<b>Section 04</b>	<b>Consultation</b>
<b>Consultation</b>	Details of consultation findings (if consultation is required. If not, please move to section 06)
<b>Analysis of consultation outcomes</b>	<b>Consultation on use of drones and future use of scaffolding will be carried out with the Repairs Working Group, as well as the Communications Group. If implemented, all projects requiring working at height will be communicated with affected residents in compliance with our joint Communication plan.</b>

<b>Section 05</b>	<b>Analysis of impact and outcomes</b>
<b>Analysis</b>	What has your consultation (if undertaken) and analysis of data shown? You will need to make an informed assessment about the actual or likely impact that the policy, proposal or service will have on each of the protected characteristic groups by using the information you have gathered. The weight given to each protected characteristic should be proportionate to the relevant policy (see guidance). <b>No consultation as yet has been carried out but please see Section 4.</b>

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<b>Section 06</b>	<b>Reducing any adverse impacts and recommendations</b>
<b>Outcome of Analysis</b>	Include any specific actions you have identified that will remove or mitigate the risk of adverse impacts and / or unlawful discrimination. This should provide the outcome for LBHF, and the overall outcome.

<b>Section 07</b>	<b>Action Plan</b>					
<b>Action Plan</b>	<b>Item</b>	<b>Action</b>	<b>Responsible</b>	<b>By When</b>		

Issue identified	Action (s) to be taken	When	Lead officer and borough	Expected outcome	Date added to business/service plan
Scaffold times too long	LBHF & Mitie to review process with aim to shorten scaffold requirement times	March 2017	Head of Operations H&F	Scaffold times reduced	Nov 16
High level of complaints re scaffolding	Review of complaints to be carried out and plans put in place for resolving recurring issues	March 2017	Head of Operations H&F	Nos of complaints re scaffolding reduced	Nov 16
Scaffold used as default option	Develop process to review all options before agreement to erect scaffold and document decision making.	March 2017	Head of Operations H&F	Reduction in use of scaffold as other options used	Nov 16
Scaffold used as default option	Carry out review of use of pole mounted cameras for inspections, including cost comparison against use of scaffolding	March 2017	Head of Operations H&F	Reduction in use of scaffold as other options used	Nov 16
Scaffold used as default option	Carry out review of use of Drones for inspections, including cost comparison against use of scaffolding	March 2017	Head of Operations H&F	Reduction in use of scaffold as other options used	Nov 16

**Section 08****Agreement, publication and monitoring****Chief Officers' sign-off**

Name:

	Position: Email: Telephone No:
<b>Key Decision Report (if relevant)</b>	Date of report to PAC 13/11/16 Key equalities issues have been included: Yes/No
<b>Opportunities Manager (where involved)</b>	Name: Position: Date advice / guidance given: Email: Telephone No:

# Agenda Item 5

<p><b>London Borough of Hammersmith &amp; Fulham</b></p> <p><b>ECONOMIC REGENERATION, HOUSING AND THE ARTS POLICY &amp; ACCOUNTABILITY COMMITTEE</b></p> <p><b>13<sup>TH</sup> DECEMBER 2016</b></p>	 <p>h&amp;f hammersmith &amp; fulham</p>
<b>FINANCIAL PLAN FOR COUNCIL HOMES 2017/18</b>	
<b>Report of the Cabinet Member for Housing</b>	
<b>Open Report</b>	
<b>Classification</b> - For Policy & Advisory Review & Comment	
<b>Key Decision:</b> No	
<b>Wards Affected:</b> All	
<b>Accountable Director:</b> Kathleen Corbett, Director of Finance and Resources (Housing)	
<b>Report Author:</b> Kathleen Corbett, Director of Finance and Resources (Housing)	<b>Contact Details:</b> Tel: 020 8753 3031 E-mail: kathleen.corbett@lbhf.gov.uk

AUTHORISED BY: .....
.....
DATE: .....



## **1. EXECUTIVE SUMMARY**

### **1.1 This report deals with:**

- the second year of a 1% decrease in rents for Council Homes which was forced on the Council by central Government for four years from 2016/17;
- how, although initially this looked like good news for tenants, this has a significant impact on the ability of the Council to carry out repairs and improvements on Council homes.

## **2. RECOMMENDATIONS**

### **2.1 The PAC is invited to comment on the report.**

## **3. INTRODUCTION AND BACKGROUND**

- 3.1. The Council uses all of the money from rents and other income it receives from tenants to pay for the cost of managing and maintaining council homes and to cover the interest on its housing debt (in the same way someone would pay their mortgage). The Government has said it will not provide any further funding for improving council homes. The Council can currently raise further funds to improve homes through asset sales and borrowing money (as long as this borrowing stays within a limit set by Government).
- 3.2. Council homes are accounted for in the Housing Revenue Account (HRA). This covers services provided to tenants and leaseholders in properties owned<sup>1</sup> by the Council that are paid for by tenants' rent, tenants' service charges, leaseholders' service charges and any other associated income from land held for "housing purposes". The HRA was established by an Act of Parliament<sup>2</sup> to ensure that council tax payers cannot subsidise council rents and nor can council rents subsidise council tax. Tenants and leaseholders who live in council-owned properties pay council tax separately for other council services.
- 3.3. In April 2012, the Government abolished the HRA subsidy system. Previously, the Government made a payment to the Council to help cover the cost of interest payments on our housing debt and the costs of managing and maintaining council homes. The Government has now stopped this payment. In return, the Council's debt was reduced in 2012. This debt reduction was based on a calculation carried out by Government to work out the amount of debt that the rent the Council received from tenants would be able to repay over 30 years, after allowing for the cost of managing and maintaining the homes. This calculation assumed there would be rent increases every year linked to a measure of inflation known as the Retail Price Index (RPI) + ½%.

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<sup>1</sup> Includes properties held on a long lease

<sup>2</sup> Failure to adhere to this statutory guidance can render the council's Annual Report and Accounts subject to challenge and/or qualification by the District Auditor.

- 3.4. Prior to May 2014, the Council sold vacant council homes to fund a significant part of the HRA's financial plan. This practice ended with the change of Administration and a new Financial Plan for Council Homes was approved in January 2015. This plan covered a 40-year period and maintained the same level of proposed investment in council homes over the four years 2015/16 – 2018/19 as the previous HRA business plan approved by Cabinet in February 2014, but without relying on the disposal of homes that became vacant when a tenant moved (known as voids). In order to enable this level of investment, tenants agreed to a rent increase of the Consumer Price Index (CPI)<sup>3</sup>+1% with an additional £1 rent increase for tenants who pay less than target rent (previous Council policy was for a £2 rent increase) and for tenants' service charges to be increased in line with CPI only.
- 3.5. On 8th July 2015, the Chancellor of the Exchequer announced that social housing rents will be reduced by 1% each year for four years from April 2016. This is enforced by an Act of Parliament. The decision results in much lower rent levels than those used by Government to calculate the debt reduction they gave the Council in 2012. As rent levels determine how much money is available to pay for the management and maintenance of Council Homes, it means there is a lot less money available to pay for this.
- 3.6. The Housing and Planning Act 2016 which enforced the rent decrease also provided for the enforced sale of high value voids with the sale proceeds being paid over to central Government.
- 3.7. Government have recently confirmed the Council will not have to make any payment for high value void sales in 2017/18 as the full roll out of Right to Buy to Housing Associations will not happen until after April 2018. But as Government have not yet published the detailed regulations we do not know the size of the payments we may have to make in future years. Therefore, the financial plan still excludes the impact of the high value voids policy, this Government policy represents a significant risk to the HRA financial plan.

#### **4. PROPOSAL AND ISSUES**

- 4.1 The rent reduction imposed on the Council by central Government will result in average rents reducing by £17 per week over the four year period. On the face of it this is good news for tenants but in practice it means that the Council has a lot less money to spend on managing and maintaining tenants' homes especially as the average rent for our Council Homes of £108.73 per week is already lower than that of most other central London Boroughs:

- Southwark £100.24
- Lambeth £109.21
- Tower Hamlets £110.26
- Islington £111.77

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<sup>3</sup> The rent increase for April 2015 was based on the Consumer Prices Index as at September 2014 (1.2%). CPI is another measure of inflation that is calculated each month by Government. It is normally lower than RPI.

- Camden £112.90
- Kensington and Chelsea £122.77
- Westminster £123.81
- Wandsworth £125.43

- 4.2 The opportunity to get more money in is restricted as the majority of the income received in the HRA is from tenants' rents, tenants' service charges and leaseholder service charges. Tenants and leaseholder service charges are linked to costs incurred and rent reductions for the next three years are set by legislation. We continue to work of getting in additional income where possible. Other income in the HRA for 2017/18 from commercial rents, advertising income and garages is currently forecast at £3.25m, £200,000 (6.5%) higher than for 2016/17 mostly due to additional advertising income.
- 4.3 Cumulative on-going annual savings delivered in the five years to 31st March 2016 were £10.9m. The current savings programme has delivered a further £0.9m of on-going additional savings in 2016/17 and this is set to rise to £2.4m by 2019/20 (i.e. £13.3m cumulative annual savings since the return of management to the Council in 2011). This means there is little scope for further savings without compromising service delivery.
- 4.4 Therefore, the Council is continuing with the approach adopted this year, agreed by Cabinet on 8<sup>th</sup> February 2016, which is to re-phase necessary major works to a later period to produce a balanced long term financial plan. It is also planned to create a small amount of financial headroom within the financial plan to enable new affordable housing development to provide much needed homes.
- 4.5 The long term 40 year financial plan has been updated and incorporates the effect of the Government imposed 1% rent reduction and the revised plan for major works which includes the postponement of some major works.
- 4.6 The Cabinet intends to consider the Financial Plan for Council Homes for 2017/18 on 6<sup>th</sup> February 2017. The PAC's view will inform the Cabinet's decision.

## **5. BACKGROUND PAPERS USED IN PREPARING THIS REPORT**

None

## Economic Regeneration, Housing & the Arts PAC Work Programme 2016/17

7 <sup>th</sup> June 2016 Small Hall, HTH, 7:00pm.		
ITEM	LEAD OFFICER	REPORT BRIEF
The Arts Strategy	Donna Pentelow	To review the Council's proposed Arts Strategy.

5 <sup>th</sup> July 2016 Courtyard Room, HTH. 7:00pm.		
ITEM	LEAD OFFICER	REPORT BRIEF
Libraries	Mike Clarke/Sue Harris/Helen Worwood	To consider the priorities of the service.
Update on the Resident Involvement Structure	Nilavra Mukerji / Daniel Miller	To receive an update on the Council's work to establish a structure consisting of a number of panels and groups designed to provide Council Tenants and Leaseholders with greater decision making powers and increased involvement

6 <sup>th</sup> September 2016 Clem Attlee Residents Hall, 6:00pm.		
ITEM	LEAD OFFICER	REPORT BRIEF
The Older Persons Housing Strategy and Sheltered Accommodation	Nilavra Mukerji	To consider the new Older Persons Housing Strategy review the Council's provision of sheltered accommodation and support for older residents.
The development of new KPIs for Mitie	Nilavra Mukerji	To review the development of new Key Performance Indicators for the housing contractor Mitie. The new KPIs will more accurately monitor residents' key priorities

## Economic Regeneration, Housing & the Arts PAC Work Programme 2016/17

<b>1<sup>st</sup> November 2016</b>		
<b>St John's Church, Vanston Place. 7:00pm.</b>		
<b>ITEM</b>	<b>LEAD OFFICER</b>	<b>REPORT BRIEF</b>
Update on High Street Revitalisation	Antonia Hollingsworth / Jo Rowlands	To scrutinise what the administration has done over regeneration of North End Road and Bloemfontein Road and to discuss future plans and proposals for the two areas. For the North End Road Action Group (NERAG) to report on their work over the last year and a half. To consider what action has been taken to tackle the problem of empty shops.
Social Lettings Agency	Jo Rowlands / Labab Lubab	To consider the benefits of a Social Lettings Agency working in the borough.
Libraries	Mike Clarke/Sue Harris	To consider an update on the work being done by officers following on from the meeting on 5 July 2016.

<b>13<sup>th</sup> December 2016</b>		
<b>Small Hall, HTH. 7:00pm.</b>		
<b>ITEM</b>	<b>LEAD OFFICER</b>	<b>REPORT BRIEF</b>
The Financial Plan for Council Homes	Kath Corbett	To review the HRA budget before approval by Cabinet in early January 2017
Scaffolding	Nilavra Mukerji / Kath Corbett / Paul Monforte	To explain the Council's policy on the use of scaffolding in relation to social housing maintenance.

## Economic Regeneration, Housing & the Arts PAC Work Programme 2016/17

17 <sup>th</sup> January 2017 Courtyard Room, HTH. 7:00pm.		
ITEM	LEAD OFFICER	REPORT BRIEF
The draft Budget 2017/18	Mark Jones/Danny Rochford/Paul Gulley	To review the 2017/18 budget for the departments covered by this committee.

7 <sup>th</sup> March 2017 Courtyard Room, HTH. 7:00pm.		
ITEM	LEAD OFFICER	REPORT BRIEF
Greening our Estates	Nilavra Mukerji	To consider how the council is promoting biodiversity and greener environments on its housing estates, for example by supporting kitchen gardens and green walls/roofs. The report is to cover the council's policy for replacing and maintaining trees.
Update on the Stock Transfer	Tariq Kazi	To provide the committee and residents with an update on the progress made against the recommendations of the Residents Commission on Council Housing.

26 <sup>th</sup> April 2017 Courtyard Room, HTH. 7:00pm.		
ITEM	LEAD OFFICER	REPORT BRIEF
Adult learning	Jo Rowlands / Eamon Sconlon	To review the adult learning curriculum delivered by the Council, to consider the results of the recent Ofsted inspection and to understand the impact of government reviews of learning outside of schools.
Digital Inclusion Projects on Council Estates	Nilavra Mukerji	To provide the committee an overview of the project.

## Economic Regeneration, Housing & the Arts PAC Work Programme 2016/17

<b>Potential Future Items</b>		
<b>ITEM</b>	<b>LEAD OFFICER</b>	<b>REPORT BRIEF</b>
Tackling worklessness	Jo Rowlands/ Rashid Aslam/ Gordon Smith	To assess the impact of the Government's welfare reforms and the measures undertaken by the Council to help people back into work, including the OnePlace project with JobCentre+
The Council's home energy strategy and measures to tackle fuel poverty	Nick Austin/Justine Dornan	To review the work of the Council to make homes as fuel efficient as possible and how vulnerable residents will be protected during the winter
Economic Growth Strategy 2016-26	Jo Rowlands	To discuss the new Economic Growth Strategy
Housing for disabled people	Jo Rowlands	To consider the proposed actions for meeting the housing needs of disabled people
Housing for refugees and asylum seekers	Jo Rowlands	To provide an overview of what the Council does to provide housing for refugees and asylum seekers, and the rules and funding streams relating to these.
Private Rented Sector	Nick Austin	To discuss additional licensing schemes for the private rented sector.