



Cambridge City Council Housing Scrutiny Committee

Date: Tuesday, 24 January 2023

Time: 5.30 pm

Venue: Council Chamber, The Guildhall, Market Square, Cambridge, CB2 3QJ

Contact: democratic.services@cambridge.gov.uk, tel:01223 457000

Second Circulation Agenda

Agenda item 7 (Housing Revenue Account Budget Setting Report) was published on 16.12.22, this report can be found on the website under 'Agenda Reports Pack'. This second circulation agenda contains all of the reports excluding agenda item 7.

Part 1: To be chaired by Vice Chair (Tenant/Leaseholder Representative)

Decisions for the Executive Councillor for Housing

- | | | |
|---|----------------------------------|-----------------|
| 5 | E&F Compliance Update | (Pages 5 - 12) |
| 6 | Housing Ombudsman determinations | (Pages 13 - 16) |

Part 2: To be taken by the Chair of the Committee

Decisions for the Executive Councillor for Housing

- | | | |
|-----|--|-------------------|
| 8 | Void Management Policy (item to be considered under Part 1 of the agenda) | (Pages 17 - 40) |
| 9 | Regular Update on the Development and Delivery of New Council Homes | (Pages 41 - 54) |
| 10 | Homelessness Prevention Grants to Agencies 2023-24 | (Pages 55 - 64) |
| 11 | Report on Proposed Development Scheme at Corner East Road and St Matthews Street | (Pages 65 - 128) |
| 12 | To Note Decision Taken by the Executive Councillor for Housing | |
| 12a | Acquisition of Property | (Pages 129 - 130) |

A public version of the record of decision is attached. The detailed record of decision and officer report contains exempt information during which the public is likely to be excluded from the meeting subject to determination by the Scrutiny Committee following consideration of a public interest test. This exclusion would be made under paragraph 3 of Part 1 of Schedule 12A of the Local Government Act 1972.

Housing Scrutiny Committee Members: Thittala Varkey (Chair), Robertson (Vice-Chair), S. Baigent, Gawthrope Wood, Holloway, Howard, Lee, Porrer and Pounds

Alternates: Bennett, Carling, Herbert, Levien and Page-Croft

Tenants and Leaseholders: Lulu Agate (Tenant Representative), Christabella Amiteye (Tenant Representative), Diane Best (Leaseholder Representative), Mandy Powell-Hardy (Tenant Representative), Diana Minns (Tenant Representative) and Colin Stevens (Tenant Representative)

Executive Councillors: Bird (Executive Councillor for Housing)

Information for the public

The public may record (e.g. film, audio, tweet, blog) meetings which are open to the public.

For full information about committee meetings, committee reports, councillors and the democratic process:

- Website: <http://democracy.cambridge.gov.uk>
- Email: democratic.services@cambridge.gov.uk
- Phone: 01223 457000

This Meeting will be live streamed to the Council's YouTube page. You can watch proceedings on the livestream or attend the meeting in person.

Those wishing to address the meeting will be able to do so virtually via Microsoft Teams, or by attending to speak in person. You must contact Democratic Services democratic.services@cambridge.gov.uk by 12 noon two working days before the meeting.

Housing Scrutiny Committee

Terms of Reference

A. Overview and scrutiny of the strategic and other housing functions for which the Executive Councillor for Housing is responsible, including responsibility for the development of housing strategies and policies, tackling homelessness, the Council's housing responsibilities with regard to the private rented sector, bringing vacant homes back into use, the development of new homes and partnership working with other housing providers.

B. Overview and scrutiny of functions relating to the management of the Council's housing stock.
C. To be the main discussion forum between the Council, its tenants and its leaseholders for all matters relating to the landlord function of Cambridge City Council.
Membership
City Councillors (Such number as shall be decided by the Council from time to time)
Six elected tenants and leaseholders of Cambridge City Council of whom at least five shall be tenants of Cambridge City Council.
Appointment of tenant and leaseholder members
Tenant and leaseholder members shall be co-opted by the Scrutiny Committee following the procedure for election set out in the Overview and Scrutiny Procedure Rules in Part 4E.
Voting
Tenant and leaseholder members are voting members in respect of matters concerning the management of the Council's housing stock (Part 1 of the agenda.) Tenant and leaseholder members may contribute to discussion of other matters (Part 2 of the agenda) but shall not have a vote.
Appointment of Chair
The Chair of the Scrutiny Committee shall be appointed by the Council and be a councillor and shall chair Part 2. The Vice-chair shall be nominated by the elected tenants and leaseholders and shall chair Part 1 if present. If the Chair or Vice-chair is not present, a councillor shall be appointed as the Vice-chair for that meeting.
Other matters relating to elected tenants and leaseholders
These are set out in the Overview and Scrutiny Procedure Rules in Part 4E. They include information about the roles, responsibilities and training of tenant and leaseholder representatives, expenses and allowances, and the circumstances in which they may cease to be members of the Committee.



Item

Compliance Update

To:

Housing Scrutiny Committee

24 January 2023

Report by:

Renier Barnard – Property Compliance and Risk Manager

Tel: 01223 457485

Email: renier.barnard@cambridge.gov.uk

Wards affected:

All Wards

This report is for information and not for decision.

1. Executive Summary

The report provides an update on the compliance related activities delivered within the Estates & Facilities Team, including a summary on gas servicing, electrical testing, and fire safety work.

2. Recommendations

Requesting the Executive Councillor to note the status of the compliance dashboard with reference to Electrical Inspection Condition Reports. The compliance team are currently reviewing and consolidating Electrical Installation Certificate (EIC) and Electrical Installation Condition Reports (EICR) data. The heating services and maintenance contract is to include the delivery of electrical inspections reporting from November 2022. The request relates to Electrical Inspection Condition Reporting as data is being reviewed and verified and has not been completed at the time of reporting.

3. Compliance Update

The key compliance areas are Gas Safety, Fire Safety, Asbestos Management, Legionella & Water Hygiene, Passenger & Specialist Lifting Equipment and Electrical Safety.

3.1 Gas Safety

TSG Building Services PLC contract has now commenced and the provision of servicing and maintenance has transferred from MEARS to TSG on the 23rd of November 2022 as the contractor responsible for gas heating and maintenance services. All properties remain gas safety compliant with a valid Landlord Gas Safety Certificate. Recent very low temperatures and seasonal related illness had an adverse impact on a short and challenging mobilisation period resulting in delayed repairs. We are working with TSG to improve on current call handling and response times and to ensure we remain within performance targets including the clearing of any backlog issues.

3.2 Fire Safety

The following table is the current planned and on-going fire safety works:

Task	Progress	Target Completion
Fire Door Inspection Program and Improvements to Maisonette's above 4.5 meters	General needs purpose-built block of flats inspections completed. Access rates less than 50% with a second and third attempts already scheduled.	October 2023
Fire Alarm - Kingsway	Installation project nearing completion with testing due to commence.	March 2023
Compartmentalisation Works - Kingsway	Pilot properties completed.	March 2023
Fire Risk Assessment Program	Target completion date extended from October 2022 to March 2023 as additional properties added. Program remains on target	March 2023

3.3 Legionella & Water Hygiene

No issues have been identified regarding the Councils ongoing management of Legionella Risks.

3.4 Electrical Safety

Electrical Inspection Condition Reporting to be delivered with the gas

heating and maintenance contract. The Mechanical and Electrical surveyor are working with TSG Building Services PLC verifying and consolidating reports for mobilisation onto the new contract. Contract commencement date 23rd November 2022.

3.5 Passenger Lifts & Specialist Lifting Equipment

No issues to report and all the Council's lifts are being serviced and inspected regularly.

3.6 Asbestos Management

We have successfully test loaded data into the asbestos module representative of our current asbestos stock data to Orchard (MRI Asset). This work is still ongoing, and we anticipate a live dataset soon. We anticipate this information to be available on the tenant's portal soon after this implementation.

4. Hanover Court, Princess Court & Kingsway

Risk reduction measures in place.

5. Compliance Dashboard

Please note request under item 2. Appendix

6. Condensation, Mould, and Damp work

We have been carrying out stock condition surveys since 2005, which include a Housing Health and Safety Rating System (HHSRS) assessment (HHSRS surveys started in 2007). When a property has been identified as a category 1 or 2 damp and mould growth hazard this is recorded on our asset management system and signifies a decent homes failure (DH) (only category 1 are DH failures). This is actioned as a priority. When our stock condition surveyors are surveying a property and identify a Condensation, Mould and Damp (CMD) issue an inspection is arranged for our repairs surveyor to attend. Any necessary works are then raised and, if required, an instruction will be made for a damp specialist to undertake a survey. Work arising from this will be arranged.

In June 2022 we formed a working group to prepare ourselves for an anticipated increase in CMD issues due to the increase in energy costs and the overall cost of living crisis. In this working group we identified and put in place an action plan which has included the following:

- We reviewed our process for CMD enquiries and reporting.
- Equipped our repairs surveyor to complete more robust inspections, providing the following equipment, flow meters, borescope, thermal imaging camera, property sensors.
- Included CMD on our void inspections.
- Provided refresh/further training to our surveyors on wall insulation failures and ventilation issues that cause CMD.
- Included an article in our tenants' magazine on what tenants can do to avoid condensation related mould.
- Revamped our leaflet on CMD with the help of our involved/elected residents.
- Arranged for PECT (a local environmental charity that provide energy advice and funding opportunities) to speak with our operatives, housing officers and asset team, giving them information on what services they provide and how to signpost tenants to the charity.
- Organised a local forum with other housing providers to discuss issues and best practice.
- Housing officers have received training on damp and mould issues to improve awareness and our tenancy audits are resulting in increased reports in this respect.
- We have a cause for concern card that operatives and contractors complete and return for issues such as safeguarding and Domestic Violence which has been revised to include concerns around CMD.
- We have sourced additional dehumidifiers to lend to residents.

We have continued with this working group and are meeting regularly to discuss cases and ways that we can continue to improve our processes and plan another forum in 2023.

In addition to the increase in fuel bills and the cost-of-living crisis which we had already started to plan for, is the impact in the last few weeks following the very sad case of Awaab Ishak in Rochdale. This has increased contact by our tenants, Councillors and MP, to a level that we could not have anticipated.

Our resources were committed to deal with our usual workload and appointments which are booked up in advance. We recognised this could lead to a delay before we can attend so we have made changes to the process already in place to manage this increase in demand with more flexibility.

- We have arranged for another surveyor in our team to take over the inspection appointments that are booked for the Repairs Surveyor in the coming weeks so he can attend solely to the CMD enquiries that are coming through. He will be the main contact and will be inspecting the properties and carrying out necessary tests and arranging work from these

inspections.

- We have made arrangements for a dedicated operative to carry out the work that is identified that can be completed by our in-house team.
- The Operations Manager has met with suppliers, and we are trialing new mould treatment and extractor fans.
- We have set up a dedicated email address condensation@cambridge.gov.uk to be used and publicised for reporting CDM issues.
- The Operations Manager organised a meeting last week with our operatives, contractors and sub-contractors to reinforce the message that cause for concern cards should be used to pass properties to the Repairs Surveyor where there is a mould problem.
- We are requesting that when an enquiry/request is received by our Customer Service Centre the call handler requests photos (where possible) of the mould in the property to help us to prioritise the most severe cases.

In addition to this work, we have identified a number of medium to longer term actions that we are working towards putting in place.

Since we have made these changes in the first week of December at the time of writing the report (20th December), we have received 75 contacts and 64 surveys will have been completed before 23rd December with the remaining 11 booked in the first week of January. A verbal update of numbers can be provided during the presentation of the report at Housing Scrutiny Committee.

We have also submitted an initial response to a request for data from the Secretary of State and completed a survey requested by the Regulator for Social Housing.

7. Implications

7.1 Financial Implications

There are no new financial implications directly relating to the content of this report.

7.2 Staffing Implications

There are no new staffing implications directly relating to this report.

7.3 Equality & Poverty Implications

There are no new equality and poverty implications associated with this report. An EQIA has been developed for the service restructure and is

included within the formal implementation papers.

7.4 Environmental Implications

There are no new environmental implications directly relating to the content of this report.

7.5 Procurement Implications

There are no procurement implications directly relating to the content of this report.

7.6 Consultation and Communication

There are no new Consultation and Communication implications directly relating to the content of this report.

7.7 Community Safety

There are no new Community Safety implications directly relating to the content of this report.

8. Background Papers

If you have a query on the report, please contact Renier Barnard – Property Compliance and Risk Manager, Tel: 01223 457485, email: renier.barnard@cambridge.gov.uk

Compliance Area	No. of Properties Affected	No. Complying	Percentage Compliance	Percentage Compliance last reported	Trend since previous report	Servicing Frequency	Responsible	Comments
GAS								
Gas Safety Domestic	6618	6618	100.00%	100.00%	↔	Annually		
Gas Safety Communal	51	51	100.00%	100.00%	↔	Bi-annually		
ELECTRICAL	No. of Properties Affected Including Communal Areas							
Electrical Certification Domestic	7740		%		Data Review / Consolidation			Contract Commencement Date 23/11/2022 575 Communal 7165 Domestic
FIRE SAFETY	Properties / Actions							
Fire Risk Assessments (Communal)	432	432	100.00%	100.00%	↔			

This page is intentionally left blank



HOUSING OMBUDSMAN DETERMINATIONS

To:

Councillor Gerri Bird, Executive Councillor for Housing
Housing Scrutiny Committee 24th January 20223

Report by:

Tom Lewis, Head of Legal Practice (Shared Services) and David Greening,
Head of Housing

Tel: 01223 - 457401 Email: tom.lewis@3csharedservices.org

Wards affected:

All

Not a Key Decision

1. Executive Summary

- 1.1 The last time a report came to this committee detailing a finding of fault by the Ombudsman, in respect of a housing related service, against this authority was in September 2021. Since then, there have been two cases where fault has been found. This report provides elected members with some brief detail on each case, why fault was found and outlines the actions the council has taken to remedy the matter for the customer and identify areas for improvement in the future.
- 1.2 In these circumstances, the Head of Legal Services, as the council's Monitoring Officer, has an obligation to report the findings to the Executive. The Executive is obliged to set out what action has already been taken in respect of the findings, what action it intends to take and the reasons for taking the action.
- 1.3 One of the determinations highlighted in this report (case A) came from the Local Government and Social Care Ombudsman and the other from the Housing Ombudsman (case B).

2. Recommendations

The Executive Councillor is recommended to:

- 2.1 Note the information contained within this report
- 2.2 Approve the remedial actions outlined and measures established to reduce or eliminate the risk of repeat mistakes in future cases

3. Background

Page: 2

- 3.1 The council's published Annual Complaints report for 2021-22 provides some useful contextual background. It states that:
 - The Housing Assets and Maintenance Team are responsible for the repair and maintenance of over 7,000 houses, 20 administrative buildings, 14 car parks and 144 commercial properties. During the year 21/22, the service completed over 12,800 responsive repairs, 7,700 planned maintenance jobs, 6,000 planned maintenance service inspections and repair work to relet almost 300 properties.
 - The Housing Service manages close to 8,450 properties within the City and has placed 308 households into temporary accommodation during the year. It has also handled 849 homeless applications, had 1,476 new applicants join the Home-Link register and opened 1,159 housing advice cases in the year.
- 3.2 **Case A** was assessed by the Local Government and Social Care Ombudsman (LGSCO). Mr X complained the council provided him with interim accommodation, on the hospital discharge housing scheme, that was not suitable for his needs when he was discharged from hospital. Mr X further complained the council removed him from the hospital scheme without telling him and delayed in deciding if he was in priority need for housing.
- 3.3 The LGSCO concluded that there was no fault in the way the council assessed the suitability of the accommodation but there was fault in how the council recorded its decisions about the suitability of the accommodation and how it discussed the hospital scheme with Mr X.

- 3.4 The council accepted the Ombudsman's findings and have complied with its suggested remedies; to apologise to Mr X and pay him £100 to recognise the uncertainty this caused him.
- 3.5 Partly as a result of this case and, in addition to the remedies provided, the council has ended its involvement in the pilot hospital discharge scheme that prompted the complaint and has reverted back to the scheme originally agreed with Addenbrookes Hospital in 2015, now bolstered by the 'duty to refer' provisions introduced by the Homelessness Reduction Act 2017. In addition, all relevant officers have been reminded to be as fastidious with case notes on non-statutory homelessness cases as they are with statutory ones.
- 3.6 **Case B** was assessed by the Housing Ombudsman (HO) and the complaint concerned the council's response to Ms X's concerns about her bathroom refurbishment and the landlord's handling of the associated complaint.
- 3.7 In its determination letter the HO found fault with the council on both counts. The investigation report explained that:

'The landlord could have explained what its obligations were regarding changing the LED lighting and what could do to resolve the complaint. In both complaint responses it briefly stated that the repairs had been referred to the appropriate staff or departments. These responses were unreasonable as they did not provide clarity or certainty to the resident concerning the next steps for her complaint'.

The HO also pointed out that neither the stage one or the stage two responses addressed one particular aspect of the complaint around a staff conduct matter.

- 3.8 The HO ordered the council to:
- Pay the resident £50 compensation for its delay in carrying out the repairs and £50 compensation for its failure to consider all aspects of her complaint and provide clear resolutions.
 - Write to the resident to confirm its plan for resolving her reports of staff conduct, the hole in her bathroom wall, and the LED lighting.
- 3.9 The council has completed the remedial actions outlined in 3.8 above, has completed all the repairs and, as recommended by the HO, has completed a round of refresher training with its complaints handling

staff to ensure that all issues raised in complaints are addressed fully and in compliance with the Ombudsman's Complaint Handling Code.

a) Financial Implications

Page: 4

The financial implications for the council are outlined in this report.

b) Staffing Implications

None

c) Equality and Poverty Implications

None.

d) Net Zero Carbon, Climate Change and Environmental Implications

None.

e) Procurement Implications

None.

f) Community Safety Implications

None.

4. Consultation and communication considerations

Please see 1.2 of this report. The council is obliged to publicly report any cases which have been to the Ombudsman where fault has been found but not remedied before it is investigated by the Ombudsman.

5. Background papers

No background papers were used in the preparation of this report.

6. Appendices

None

7. Inspection of papers

If you have a query on the report please contact David Greening, Head of Housing, tel: 01223 - 457997, email: david.greening@cambridge.gov.uk.



VOID MANAGEMENT POLICY

To:

Councillor Gerri Bird, Executive Councillor for Housing
Housing Scrutiny Committee 23/01/2023

Report by:

Lynn Bradley, Head of Housing Maintenance & Assets
Tel: 01223 457831 Email: lynn.bradley@cambridge.gov.uk

Wards affected:

ALL

Non-Key Decision

1. Executive Summary

- 1.1 The Council receives on average, around 550 general needs and sheltered properties back into stock following termination of a tenancy, and around 180 emergency and temporary accommodation tenancies, per annum.
- 1.2 In recent years, demand for emergency and temporary accommodation has increased, and the condition of general needs stock being returned to the council has decreased, leading to increased turnaround times and void repair budget overspend.
- 1.3 Whilst the council has worked within a void repair specification for each type of void (standard, major works, temporary, emergency), re-let standard (5-point promise), policy and some key processes for a number of years, this is the first Void Management Policy to be formalised by Committee, and confirms the council's commitment to ensuring a consistent approach to managing the turnaround of void repairs.

- 1.4 A review of current council voids repair processes has been undertaken, with a programme of communication with tenants and prospective tenants scheduled from January 2023.

2. Recommendations

The Executive Councillor is recommended to:

- 2.1 Approve the Council's Void Management Policy and the revised re-let standard, recognising the factors influencing the Policy that has resulted in the prioritised works to be undertaken in the stock whilst vacant.
- 2.2 Agree the revised Cambridge Re-Let Standard and note how the Standard will be communicated to current tenants looking to transfer and those on the Housing Register, via the Council's website and in the Sign-up pack.
- 2.3 Recognise that this Policy will need to be reviewed again within 2 years, as the Government White Paper for Social Housing Regulation was not yet passed as formal legislation at the time of writing this report and we believe this will have implications on this Policy, once in place.

3. Background

- 3.1 In January 2022, the Estates & Facilities service, as part of the Corporate Transformation Programme, committed to:
 - a) reduce the number of voids 'on the books';
 - b) review the level of resource available to manage void properties;
 - c) agree the condition at which a property will be re-let, with a clear understanding at all stages of the re-let process, in order to manage resources, customer expectations and reduce complaints;
 - d) streamline processes to reduce overall void times;
 - e) Work with other departments to help sustain tenants in their homes (where practicable).
- 3.2 The City takes back on average 730 properties each year into the voids and lettings service. These in the main are from notices to quit a tenancy from current tenants, transfers, evictions, surrenders, deaths, abandonments and reposessions. The properties are required to be repaired to a lettable standard as quickly as possible in order to be assigned to a suitable household from the housing register or to a

homeless household in need of temporary or emergency accommodation.

- 3.3 Alongside the day to day works, the Void Team are also asked to prepare properties that have been identified and purchased to be used for specific initiatives (e.g. Rough Sleeper Accommodation Programme, Refugee Programme, 'Homes for Ukraine' Programme), as well as a growing number of properties required for decanting tenants from blocks earmarked for re-development. In these circumstances, the required 'let standard' is varied and requires input from various other departments to ensure the properties are ready to be assigned to the customer in question (these properties are therefore not in the scope of this Policy but are in integral part of the Void Management Team workload, so are recognised here).
- 3.4 In recent years, the condition of properties being returned to the Council has greatly reduced, with higher levels of unauthorised alterations, damage to fixtures and fittings, generally in poor condition and rubbish left in gardens and communal areas. This has resulted in the Council struggling to turn properties around to target times due to the level of resource required to prepare the property for re-letting and this has caused an over-spend in the void budget. At the end of 21/22, against a standard (excluding emergency, temporary and major works) void repair target of 20 working days, the service achieved 48.1 days, with an overall re-let time of 86.4 days compared to 16.9 days repair and 37.2 days overall relet time in 2018/19.
- 3.5 The number of properties now being managed in the emergency and temporary service has increased; from 62 temporary units in 2012/13 to 109 in 2021/22. Following the change to the Homeless Duty requirements in 2017, the council is required to house a homeless household for up to 56 days whilst a decision is made on whether the council owes a duty to either permanently house the household or find suitable accommodation elsewhere. There has been a steady increase in homeless households presenting to the council in recent years, through a combination of the cost of living and lack of affordable private accommodation in the City.
- 3.6 To ensure the objectives in the Corporate Transformation Programme are achieved, the service has re-categorised voids into types (temporary/emergency, fast-track, minor works, standard works and business case approvals) and has agreed processes and set targets for each; looked at staffing levels within the void repair team and procured

support from external providers to help to achieve efficiencies, updated rates and prices for undertaking works, costed each type of void, reviewed voids management data and improved collection and presentation of void statistics.

- 3.7 The focus of works in voids will be to ensure compliancy and safety. By rationalising what work should be done whilst the property is vacant and what work should be scheduled as a day-to-day repair or added to a programme of planned works once the property is occupied, will allow the council to better understand the costs associated with re-letting empty properties. The service has identified best practice within high-performing social housing providers to support any changes.
- 3.8 The Voids Team are working with other services across the council; exploring a range of initiatives to provide advice and support to tenants and helping them to manage and stay in their home. These include using video technology to show a walk-about of an empty property pre-works, commissioning videos to show tenants how undertake basic repairs, combat condensation and mold and make best use of the heating system, looking at digital inclusion opportunities in voids and promotion of the services available in Cambridge for accessing furniture, supplies and white goods.
- 3.9 The service is a member of the Benchmarking club, Housemark, and uses the peer group comparison data to inform target setting. Performance against the void repair and re-let targets is monitored at operational meetings and at Housing Management meetings. Performance is shared at regular tenant and leaseholder meetings.

4. Implications

a) Financial Implications

Page: 4

There are no significant financial implications attached to this Policy, other than those outlined in the covering report. The policy, and subsequent revised void standard solidifies the council's position in regard to ensuring an empty property is fit for purpose and ready to move into and aims to reduce both the void repair budget and overall relet time of a standard void.

b) Staffing Implications

The delivery of void repairs will continue to be undertaken by the council's direct labour organisation (DLO), with support from procured contractors where required to achieve efficiencies. The continuing focus on improved communications with tenants and prospective tenants, outlined in this covering report and policy, will be delivered within current staffing levels across housing.

c) Equality and Poverty Implications

The potential impact on protected characteristic groups has been considered as part of the Equality Impact Assessment (EQiA).

d) Net Zero Carbon, Climate Change and Environmental Implications

It is expected that the Policy will have a 'nil' impact on climate change and environmental implications, however the service is minimising waste wherever feasible by offering viable fixtures and fittings to the incoming tenant.

e) Procurement Implications

None

f) Community Safety Implications

None

5. Consultation and communication considerations

- 5.1 Tenant and Leaseholder representatives were asked to comment on the draft re-let standard. The suggestions have been incorporated into the standard and the Policy where applicable.
- 5.2 A range of channels, including the tenancy sign-up pack, the City's Housing webpages and the Tenant and Leaseholder Portal will be used to communicate with tenants and those on the waiting list about all aspects of the council's void process; to better manage tenant's expectations regarding the repair standard of a council property, as well as what the council's expectations are regarding properties being handed back at the end of a tenancy.
- 5.3 The Voids & Letting Team are committed to working with current and prospective tenants; identifying areas to engage and provide advice,

guidance and support at both the start and end of their tenancy to avoid unnecessary charges being added to their account.

- 5.4 The Voids Team are working closely with other services in housing, including Housing Officers, Tenancy Sustainment, Day-to-Day Repairs Supported Housing and Planned Works to ensure:
 - 5.41 timely information regarding the condition of properties is captured and shared between the services, allowing support teams to liaise with outgoing tenants and offer advice and signposting where suitable;
 - 5.42 where works (either as a day-to-day repair or as part of a planned programme) can be undertaken after a tenant has moved in, the work is promptly booked with the appropriate team, with estimated completion dates given to the tenant.

6. Background papers

No background papers were used in the preparation of this report.

7. Appendices

Appendix A: The Cambridge Re-Let Standard

Appendix B: Temporary and Emergency Housing – Addendum

8. Inspection of papers

To inspect the background papers or if you have a query on the report please contact Catherine Buckle, Business Development Manager (Housing), catherine.buckle@cambridge.gov.uk



VOIDS MANAGEMENT POLICY

January 2023

**To be reviewed:
by January 2025**

1.0 INTRODUCTION

- 1.1 The Voids Management Policy outlines Cambridge City Council's approach to managing and repairing empty (void) properties in order to meet statutory requirements, minimise void times and lost income and to manage tenant expectations when moving into or out of a council home.
- 1.2 This policy covers the following types of stock:
- General needs
 - Housing for older people
 - Temporary Accommodation
 - Emergency Accommodation
- 1.3 Voids are properties which are currently empty either because a tenancy has ended and a new tenancy has not yet started, or a property has been acquired and not yet let. Voids arise due to formal termination of a tenancy, abandonment of a tenancy, the tenant transferring to another tenancy, eviction of the tenant or the tenant's death, or a property purchased from the open market to be made available for letting.
- 1.4 Because rent is not realised on a void, it represents a loss and Cambridge City Council aims to keep this loss to a minimum whilst ensuring that a property is repaired to an agreed standard and then let to a suitable applicant on the Housing Register as quickly as possible.

2.0 PURPOSE

- 2.1 The purpose of this Policy is to:
- 2.1.1 Set out the key principles of the void management service.
- 2.1.2 Outline how the void team will meet local housing demand by turning around an empty property quickly.
- 2.1.3 Show how continuous improvement will be met through the efficient management and repair of a void.

3.0 SCOPE

- 3.1 This Policy outlines how the council will undertake the management of a void from the notification of a tenancy ending to the property being ready to relet, including:

- End of tenancy management, including inspections
- Works to void properties
- Management of major works (Business Case) voids
- Management of unauthorised alterations/rechargeable repairs
- Repair or planned works post-move in.

3.2 This policy does not cover on what basis a property is allocated – this information is outlined on the council's Lettings Policy.

4.0 KEY PRINCIPLES

4.1 This policy aims to ensure that a property is properly managed when it becomes vacant, is brought up to the council's relet standard before a new tenant moves in, and that the rent loss is minimised within the whole process. This policy will, at all times be aligned to the council's Lettings Policy to ensure the most effective use of the housing stock in order to help meet housing demand in Cambridge.

4.2 The policy will ensure that a strategic approach is adopted to void management by:

- 4.2.1 Ensuring that outgoing tenants are aware of their responsibilities prior to leaving the property, in order to keep repair costs to a minimum.
- 4.2.2 Ensuring that tenants who are found to have deliberately damaged the property are recharged for repairs.
- 4.2.3 Reducing rent and council tax loss by minimising the length of time during which properties are being repaired.
- 4.2.4 Ensuring properties are available as quickly as possible for people in housing need.

5.0 END OF TENANCY

5.1 There are circumstances where tenancy terminations will result in properties being classed as empty but without a vacating tenant, such as abandonment or long-term absence, eviction and death. These scenarios are dealt with under their own individual Policies and Procedures.

5.2 When ending a tenancy, tenants must meet their obligations as described in their Tenancy Agreement, including giving the required 28 days' notice and leaving the property in an acceptable condition which as far as practically possible meets the Relet Standard (see Appendix A) with the exception of fair wear and tear.

5.3 Once written notice has been received, or confirmation that the tenant is transferring to another council property, a pre-termination visit will be undertaken. This visit will determine

the condition of the property and highlight any repairs that the tenant is responsible for rectifying prior to leaving the property. Final costs for rechargeable works not rectified will be identified at the void inspection (see below).

- 5.4 At this stage if the tenant has undertaken their own improvements, where permission has not been authorised, the inspecting officer will look for damage to the property. If the outgoing tenant is advised that they need to remove the improvement work, they are liable for all costs associated with returning the property to the original state.
- 5.5 Where improvement work has been carried out to the property (with the appropriate permissions granted where applicable) the outgoing tenant may request compensation to cover part of the costs. Full details may be found in the Tenant & Leaseholder Alterations & Improvements Policy.
- 5.6 The council will recharge outgoing tenants for any repairs required to the property, using a Rechargeable Works Schedule (based on the National Schedule of Rates) to assign a value to the work required, which are due to tenant damage, unauthorised repairs or improvements, disrepair or neglect or for the cost of removing rubbish, furniture or personal belongings.
- 5.7 A void inspection will be undertaken on all void properties as soon as possible after the tenant leaves. The purpose of this inspection will be to complete a checklist on the following:
 - 5.7.1 Ensure the property is empty, and to remove any items that pose a risk to the health and safety of prospective tenant(s) or contractors.
 - 5.7.2 Determine whether prospective tenants can be allowed to view the property once the health and safety check has been carried out (in the presence of the Voids Supervisor).
 - 5.7.3 Ensure the property is secure and arrange for the front and back door locks to be changed.
 - 5.7.4 Identify any outstanding disrepair which may be the responsibility of the previous tenant.
 - 5.7.5 Arrange for appliances and installations to be checked.
 - 5.7.6 Identify whether an asbestos survey is required and arrange for the Asbestos Contractor to attend the property.
 - 5.7.7 Undertake a Decent Homes Survey*
 - 5.7.8 Identify any major repairs that will result in Business Case approval being required.
 - 5.7.9 Identify works needed to comply with health and safety requirements.
 - 5.7.10 Identify necessary repairs which are required to achieve the relet standard.

5.7.11 Identify repairs that can be passed to the day-to-day repairs or planned works teams for completion once the new tenant has moved in.

* in development

6.0 RECHARGEABLE REPAIRS

- 6.1 The Council will recharge any outgoing tenant for the costs of making good or renewing any damage caused to the property (outside of normal wear and tear), undertaking repairs to poorly fitted tenant improvement works and for clearing any rubbish and/or belongings that have been left at the property. Recharges may also be applied for the cost of cleaning and/or de-infesting the property. Photographic evidence will be obtained before the void works are carried out to formally record and prove the need for the recharge.
- 6.2 The City Council will make every reasonable effort to contact the previous tenant to inform them of any outstanding items for which they will be recharged and the available means of payment.
- 6.3 All recharges will be added to the tenant's rent sub-account and may affect any future application for re-housing if they are not cleared.
- 6.4 Further information on charges and recovery of rechargeable repairs are contained in the Rechargeable Repairs Policy.

7.0 THE CAMBRIDGE RE-LET STANDARD

- 7.1 The Cambridge Re-Let Standard states the property will be as follows:
- Safe and Secure
 - Fit to live in
 - Compliant with legal requirements
- 7.2 The void/relet standard is a minimum standard required to let a dwelling and has the core principles of safety and security. It is not a modernisation or improvement standard.
- 7.3 The key elements that make up the Relet Standard are listed at Appendix A and will be made available to tenants at the point of let and communicated via the Housing Website and tenant portal.

- 7.4 The council will ensure that prospective tenants are kept fully informed about the commencement of their tenancy and about any work delays which could affect when they can move in.
- 7.5 In exceptional circumstances and at the approval of the Operations Manager, decoration vouchers will be issued to the incoming tenant.

8.0 BUSINESS CASE VOIDS

- 8.1 If a void property requires major works, and therefore a high level of investment, to be brought up to the re-let standard, a business case will be undertaken and presented to the Housing Management Team in order to assess whether the works should be completed, or if the property should be taken out of use. Consideration will be given to:
- Level of rent loss if the property is not tenanted and the expected impact on the HRA
 - Whether the property is part of a possible future re-development scheme
 - The level of demand for the property type
 - The overall cost of the works required
- 8.2 If the assessment finds that the works are financially viable, they will be completed. For properties where the assessment finds that it is not financially viable to undertake the works, the property will be taken out of use. In some cases, disposal will be considered.

9.0 MANAGEMENT VOIDS

- 9.1 In some instances, the council will hold back empty properties for specific clients on the register. These include:
- Properties that have received significant disabled adaptations
 - Properties that require adaptations to be fitted, as there are no suitable properties currently vacant
 - Properties that meet a specific need for a particular household
 - Properties required to meet demand elsewhere in housing, e.g. a general needs dwelling reassigned for temporary or emergency use, or a special projects initiative such as the Refugee resettlement programme or for temporary rough sleeper accommodation.
- 9.2 There are no targets set for these properties, and the re-let times are removed from day-to-day void monitoring statistics.

10. POST MOVE-IN REPAIRS

- 10.1 Any repair work, (including replacements) that are identified as being necessary to achieve decent homes but are not a health and safety requirement and can therefore be carried out once a new tenant has moved in will be passed to the Response Repairs Team for action or the Planned Works for scheduling onto an imminent programme. The new tenant will be kept informed of timescales of when the work will be completed.

11.0 LEGISLATIVE REQUIREMENTS

- 11.1 This Void Management Policy and the way in which services are delivered comply with the requirements of the following standards and legislation:

- Localism Act 2011.
- The Housing Act 1985.
- Local Government (Miscellaneous Provisions) Act 1982.
- Housing Act 1996 (Part 6).
- Gas Safety (Installation and Use) Regulations 1998 (GSIUR) as amended 2018. Approved Code of Practice and guidance.
- British Standard 7671 As Amended (Electrical Installations)
- Data Protection Act 2018 and GDPR.
- Equalities Act 2010

12.0 GENERAL

- 12.1 The Decent Homes Standard will be adhered to when replacing elements when either the property is empty or post move in.
- 12.2 All void properties will be cleaned, including any mold removed, prior to relet. The agreed cleaning specification is available on the council's website.
- 12.3 To combat condensation and mold, gutters, downpipes, airbricks and extractors will be cleared of debris during the void period and windows will be checked and serviced where required.
- 12.3 In circumstances where items, fixtures and fittings are in good working condition these may be offered to the incoming tenant. This will mean that the new tenant takes on

responsibility for any repair or replacement of that item, fixture or fitting going forward for which they will be asked to sign a disclaimer. All such items will be recorded against the tenancy.

- 12.4 When this tenancy comes to an end, the gifted items will be re-assessed for condition and either removed or offered to the next tenant. Again, the tenant file will be updated accordingly.
- 12.4 All properties will meet the Housing Health Safety Rating System requirements and must specifically have an EPC rating of at least band D. Social housing providers have a target to obtain band C or above for all social housing stock by 2030; to help achieve this any empty properties with a rating lower than band D will have improvement work to improve energy efficiency up to band D or higher either prior to reletting, or as part of an imminent planned works programme to achieve a EPC rating of C. This would normally involve improvements to heating systems, windows and insulation. Tenants will be kept informed of when any planned works is scheduled to take place.
- 12.5 This policy works alongside a number of other council's key policies, including:
- Lettings Policy
 - Tenants & Leaseholders Alterations and Improvements Policy
 - Decoration Voucher Scheme Procedure
 - Rechargeable Works Policy
 - Disposal of Personal Possessions Policy
 - Fencing Policy
- 12.6 It should also be considered in conjunction with the Council's other wider policies and policy framework.
- 12.7 The work of the voids team informs and works alongside the Council's HRA Asset Management Strategy, and links to Council-wide objectives in relation to achieving net zero, sustainability and helping residents with the cost of living.
- 12.8 Performance against the void repair and re-letting targets are monitored monthly at Operations Meetings, quarterly at Housing Management meetings and 6-monthly at Tenant & Resident Meetings. The service is also a member of Housemark, the national social housing benchmarking club, and uses comparable peer group data to help inform service levels and targets. Data is shared on the Housing Performance & Datasets intranet pages.

APPENDIX A – The Cambridge Re-Let Standard

This is the Cambridge Re-let Standard for empty properties, where the previous tenancy has ended, and the property is being repaired in preparation for the new tenant to move in. This sets out our expectations for staff and contractors, to ensure that:

- We are consistent in the quality and standard of all properties managed through the void and letting process
- We provide safe properties at an acceptable standard for tenants to start living in their new home
- We achieve value for money in the repairs and investments that we make
- We achieve an efficient relet time, minimise rent loss and reduce other costs associated with an empty property.

The core principles of the Cambridge Re-let Standard are that each empty dwelling when offered will be:-

- *Safe and Secure*
- *Fit to live in*
- *Compliant with legal requirements*

Safe and Secure

- Any garden boundaries will be clearly marked.
- External doors will be secure, weather-tight and in working order.
- Glazing will be intact and windows will be safe, secure and in working order.
- Stairs and staircases will have a secure balustrade, handrail, treads and risers along the whole length.
- Any communal areas will be well lit and clear of any trip hazards.

Fit to live in

- The property (and any communal areas) will be cleaned to the Council's specification (see website for details).
- The dwelling will be checked and treated for damp and mold.

- There will be at least two power sockets in each room (except the bathroom)
- There will be adequate means of heating to all room spaces
- Adequate space will be left to accommodate a washing machine, cooker and fridge freezer where possible.
- The floor will be prepared for you to fit your own flooring.
- Decoration will be the responsibility of the tenant. (We may offer decoration vouchers in exceptional circumstances)
- There will be no rubbish left in gardens, garages or sheds.

Compliant with legal requirements

- Gas, water and electrical installations, includes all smoke and fire alarms, will be tested and certified to say that they are in good working order and comply to current Legislation.
- CO2 and heat detector monitors will be fitted.
- Fire doors and fire prevention mechanisms will be checked and if necessary replaced to the current relevant Legislative standard.
- Roof insulation levels will be checked, and where insufficient (less than 150mm), either added to a roof insulation programme or, if impacting the EPC rating to below a D, rectified prior to reletting.
- Cavity wall insulation levels will be checked.

Appendix B: Temporary & Emergency Accommodation Voids Management

This addendum to the General Voids Management Policy outlines Cambridge City Council's approach to repairing void properties used as temporary and emergency accommodation; used during (emergency housing) and after (temporary housing) the council's assessment of duty to a homeless applicant (please refer to the Council's Lettings Policy for further information). In these properties, the re-let standard has a number of additional specifications that do not apply to general needs re-lets.

Background

The Council uses a range of different types of temporary accommodation; chosen to cover the range of customers, likely length of occupation and overall numbers in need at that time. This means that some accommodation will be provided directly by the Council, whilst other accommodation will be owned and/or managed by external providers.

For the purpose of this Policy, only properties where the council has responsibility for the repairs and maintenance of the property are in scope. These are:

- Separate and self-contained premises owned by the Council used as temporary accommodation.
- Self-contained, leased accommodation (Leased accommodation means privately owned separate and self-contained premises (flats, maisonettes and houses) which the Council has leased for the purpose of providing temporary accommodation and is responsible for all repairs and maintenance
- Hostel Accommodation, which the Council has leased for the purpose of providing temporary accommodation and is responsible for all repairs and maintenance

Re-Let Standard

The Re-let Standard general needs and sheltered housing is the same for temporary and emergency accommodation. However there are some additional requirements specific to temporary and emergency accommodation, as summarised below:

- The council's temporary accommodation will be furnished with a cooker, fridge, bedframes, mattresses and curtain track, as it is not always possible for homeless applicants to take all of their furniture into temporary or emergency accommodation.
- Emergency accommodation will be furnished as above, but with the addition of crockery and cutlery, and the offer of duvets, pillows and bedding where required (see above).
- Flooring will be cleaned and if necessary, replaced.

- Locks for loft hatches to be in place as no access is granted to roof spaces.
- Fire extinguishers in shared houses will be present, operational and within the certified test date.
- The property will be cleaned to the Temporary accommodation (including housekeeping) cleaning specification (details available on the council's website)

Re-chargeable works

- Damage to furniture, fixtures and fittings provided in temporary and emergency accommodation will be charged according to the council's Rechargeable Works schedule (available on the council's website).

Appendix C: Equalities Impact Assessment

Cambridge City Council Equality Impact Assessment (EqIA)



1. Title of strategy, policy, plan, project, contract or major change to your service	
Voids Management Policy & revised Re-Let Standard	
2. Webpage link to full details of the strategy, policy, plan, project, contract or major change to your service (if available)	
Documents will be published here: Agenda for Housing Scrutiny Committee on Tuesday, 24th January, 2023, 5.30 pm - Cambridge Council	
3. What is the objective or purpose of your strategy, policy, plan, project, contract or major change to your service?	
This EqIA considers equality impacts of the Void Management Policy and revised Re-Let Standard.	
4. Responsible service	
Housing Maintenance & Assets	
5. Who will be affected by this strategy, policy, plan, project, contract or major change to your service? (Please tick all that apply)	<input checked="" type="checkbox"/> Residents <input type="checkbox"/> Visitors <input type="checkbox"/> Staff
This EqIA specifically considers any equalities impact for City Council tenants, in particular those vacating a council property or those about to start a tenancy	
6. What type of strategy, policy, plan, project, contract or major change to your service is this?	<input checked="" type="checkbox"/> New <input type="checkbox"/> Major change <input type="checkbox"/> Minor change

7. Are other departments or partners involved in delivering this strategy, policy, plan, project, contract or major change to your service? (Please tick)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
The Policy outlines how the service will prioritise repairs in empty properties to enable them to be relet efficiently. There is some involvement from other Departments to allow this to happen, including City Homes, Streets and Open Spaces, Asset Management and Compliance and the use of external contractors.	

8. Has the report on your strategy, policy, plan, project, contract or major change to your service gone to Committee? If so, which one?
The Void Management Policy is being presented to Housing Scrutiny Committee on 24th January 2023.

9. What research methods/ evidence have you used in order to identify equality impacts of your strategy, policy, plan, project, contract or major change to your service?
Practices by other social housing providers have been looked at extensively to shape the Policy

10. Potential impacts For each category below, please explain if the strategy, policy, plan, project, contract or major change to your service could have a positive/ negative impact or no impact. Where an impact has been identified, please explain what it is. Consider impacts on service users, visitors and staff members separately.

(a) Age - Please also consider any safeguarding issues for children and adults at risk
<p>Standardising works in void properties ensures properties are consistently safe, secure, fit to live in and compliant with latest legislation relating to Health & Safety. This therefore has a positive impact on all age groups.</p> <p>There is therefore no impact expected by the Void Management Policy on any particular age group. It is noted however that alterations and adjustments could be required to the property once an incoming tenant has been identified as having additional needs due to their age, of which some may have to be done during the period the property is empty and prior to the household moving in.</p> <p>There is an expectation that a tenant vacating a property will leave the property in a fair condition, and that any damage, unauthorised alterations and belongs left behind will be</p>

rechargeable to the tenant. This could negatively impact older tenants who may not be able to physically deliver against this expectation.

(b) Disability

Standardising works in void properties ensures properties are consistently safe, secure, fit to live in and compliant with latest legislation relating to Health & Safety. This therefore has a positive impact on all tenants with disabilities.

There is therefore no impact expected by the Void Management Policy on any particular disability. It is noted however that alterations and adjustments could be required to the property once an incoming tenant/household has been identified as having additional needs due to their disabilities, of which some may have to be done during the period the property is empty and prior to the household moving in.

There is an expectation that a tenant vacating a property will leave the property in a fair condition, and that any damage, unauthorised alterations and belongs left behind will be rechargeable to the tenant. This could negatively impact disabled tenants who may not be able to physically or mentally deliver against this expectation.

(c) Gender reassignment

There are no equality impacts identified specific to this protected characteristic

(d) Marriage and civil partnership

There are no equality impacts identified specific to this protected characteristic

(e) Pregnancy and maternity

There are no equality impacts identified specific to this protected characteristic

(f) Race – Note that the protected characteristic ‘race’ refers to a group of people defined by their race, colour, and nationality (including citizenship) ethnic or national origins.

There are no equality impacts identified specific to this protected characteristic

(g) Religion or belief

There are no equality impacts identified specific to this protected characteristic

(h) Sex

There are no equality impacts identified specific to this protected characteristic

(i) Sexual orientation

There are no equality impacts identified specific to this protected characteristic

(j) Other factors that may lead to inequality – in particular, please consider the impact of any changes on:

Low-income groups or those experiencing the impacts of poverty

Groups who have more than one protected characteristic that taken together create overlapping and interdependent systems of discrimination or disadvantage. (Here you are being asked to consider intersectionality, and for more information see: <https://media.ed.ac.uk/media/1159kt25q>).

The purpose of the Policy is to ensure tenants moving into a council property have a safe secure, compliant environment in which to set up a home, as well as reduce the waiting times of those on the housing register who could currently be in more expensive alternative accommodation whilst waiting for a council home.

It is not expected that the Void Management Policy or Re-Let Standard will negatively impact those who are struggling financially, but the service recognises that there is increasing pressure on households in general to be able to afford even basic supplies for decorating and furnishing a new home.

There is an expectation that a tenant vacating a property will leave the property in a fair condition, and that any damage, unauthorised alterations and belongings left behind will be rechargeable to the tenant. This could have a negative impact on tenants who cannot afford to undertake the works required prior to moving out.

11. Action plan – New equality impacts will be identified in different stages throughout the planning and implementation stages of changes to your strategy, policy, plan, project, contract or major change to your service. How will you monitor these going forward? Also, how will you ensure that any potential negative impacts of the changes will be mitigated? (Please include dates where possible for when you will update this EqlA accordingly.)

1. Additional works required in a void once the new tenant identified

A void will be ready to let once the works to achieve the Re-Let Standard has taken place. Any extra work required inside an empty property due to the incoming tenant or household's needs will continue to be addressed in liaison between the Lettings and Voids Teams. Where possible, all extra work will be scheduled post move-in. If some work has to be done prior to move in (adaptations etc), this is classed as major works and removed from the day-to-day void repair time statistics (for benchmarking reporting purposes) and monitored separately. The incoming tenant will be kept informed about the expected move-in date.

Responsibility: Voids Surveyor/Voids Supervisor/Lettings Team – ongoing monitoring

2. Returning the property in a fair condition and unauthorised alterations returned to original condition.

Tenants are promptly provided with the list of repair requirements following the pre-void inspection. All tenants are asked to ensure the property is left in a clean and tidy condition prior to moving out, and the Lettings Team will work closely with the tenant, and, where relevant, the Housing Officer or Support worker to ensure the tenant can access help to achieve this.

Re-chargeable repair arrears are monitored and payment plans have been set up in a number of cases. The service will follow the Former Tenant Arrears procedure to recover any money owed due to rechargeable repairs.

Responsibility: Voids Surveyor/Voids Supervisor/Lettings Team – ongoing monitoring

3. Affordability of decorating and furnishing a new home

The Re-Let Standard ensures the property is ready to decorate. Wherever feasible, and in liaison with the incoming tenant, the council will leave in -situ any floor coverings or fixtures that are in reasonable condition. The tenant will take responsibility for the upkeep of these items.

The housing webpages will be checked, and where necessary, updated to provide a number of signposts to organisations who can provide support and advice, access to furniture and furnishings or decorating materials, and this information will also be highlighted in the sign-up pack.

Responsibility: Voids Surveyor/Voids Supervisor/Lettings Team – ongoing monitoring

12. Do you have any additional comments?

This EqlA provides an overall assessment of the equality impacts of budget proposals included in the Housing Revenue Account budget proposed for 2023/24. Individual service managers shall be responsible for delivery of the actions identified in this impact assessment.

13. Sign off

Name and job title of lead officer for this equality impact assessment:

Catherine Buckle, Business Development Manager (Housing)

Names and job titles of other assessment team members and people consulted:

- Lynn Bradley, Head of Housing Maintenance and Assets

Date of EqlA sign off: 02/01/2023

Date of next review of the equalities impact assessment: After 23/02/2023

Date to be published on Cambridge City Council website: Published for proposals to be considered by Housing Scrutiny Committee on 24th January 2023



Item

Update on new build council housing delivery

To:

Councillor Gerri Bird, Executive Councillor for Housing
Housing Scrutiny Committee 24/01/2022

Report by:

Claire Flowers, Head of Housing Development Agency
Tel: 01223 - 457928 Email: claire.flowers@cambridge.gov.uk

Wards affected:

All

1 Executive Summary

- 1.1. This report provides an update on the housing development programme.
- 1.2. 502 homes have been completed across 13 sites under the City Council programme, with 260 being net new Council homes
- 1.3. In parallel with this committee report quarterly update statistics for the Councils Affordable housing delivery will be published to the Councils website to facilitate public perusal.

2. Recommendations

The Executive Councillor is recommended to:

- 2.1. Note the continued progress on the delivery of the approved housing programme.

3. Reporting

- 3.1 This is a regular quarterly report showing progress on the City Council's new housing developments.

4 Delivery Programme

4.1 The current delivery programme confirms

- the 500 devolution programme consisting 930 (including market sale) homes in total and 538 net affordable homes
- the 10-year New Homes Programme consisting of 343 homes with scheme approval, delivering 117 net Council rented HRA homes.

The tables below show the breakdown of homes and the stage they are at:

500 Homes Programme- net	Completed	On site	Approved	Totals
Total Homes	502	426	2	930
Replacement homes	-31	-45	0	-76
Market Sale	-211	-105	0	-316
Net new Council rented HRA homes	260	276	2	538
% of target				108%

10yr New Homes Programme	Completed	On site	Approved	Totals
Total Homes	0	154	189	343
Replacement homes	0	0	-71	-71
Affordable (80% of market rents)	0	-61	-94	-155
Market Sale	0	0	0	0
Net new Council rented HRA homes	0	93	24	117
% of target				12%

Modular Homes Project	Completed	On site	Approved	Totals
Total Homes	16	0	0	16
Replacement homes	0	0	0	0
Market Sale	0	0	0	0
Net new homes (not HRA)	16	0	0	16

4.2 Appendix 1 shows the current programme, indicating total housing provided per scheme as well as the net gain of Council homes. The Budget Setting Report to this Committee includes all financial information for respective scheme budgets and net cost to the Council's Housing Revenue account.

5 Profile of Start on Sites

Table 1: Start on Site Forecast Profiles for Council rented affordable homes in HRA.

500 Programme (net of replacements)

Progress to 500 starts on site	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24
Starts by year	2	159	158	203	14	0	2
Cumulative total	2	161	319	522	536	537	538

10yr New Homes Programme (net of replacements and 80% market rents)

Forecast Progress	2021/22	2022/23	2023/24	2024/25	2025/26	2026/27	2027/28	2028/29
Starts by year	10	67	30	10	0	0	0	0
Cumulative total	10	77	117	117	117	117	117	117

6 Scheme details

6.1 Schemes Completed:

Scheme Name	Net Affordable	Market Sale	Replacement	Delivery	Completion Date
Uphall Road	2	0	0	E&F	Jan-18
Nuns Way & Wiles Close	10	0	0	Tender	Aug-19
Ditchburn Place Community Rooms	2	0	0	Tender	Sep-19
Queens Meadow	2	0	0	CIP	Jun-20
Anstey Way	29	0	27	CIP	Jun-20
Colville Garages	3	0	0	CIP	Jul-20
Gunhild Way	2	0	0	CIP	Jul-20
Wulfstan Way	3	0	0	CIP	Sep-20
Markham Close	5	0	0	CIP	Sep-20
Ventress Close	13	0	2	CIP	Feb-21
Akeman Street	12	0	2	CIP	May-21
Mill Road	112	116	0	CIP	In progress
Cromwell Road	65	95	0	CIP	In progress
Total	260	211	31		

6.2 Schemes on Site:

Scheme Name	Social, LHA and 60% of Market rent	80% Market Rent	Market Sale	Practical Completion	Programme status
Mill Road	6	0	1	Jan 23	Handover dates reforecast but remain subject to change.

Cromwell Road	53	0	60	Mar-23	Handover dates reforecast but remain subject to change.
Colville Phase 2*	47	0	0	Jan-23	Handovers expected in January.
Meadows and Buchan	106	0	0	Aug-24	Progressing to programme currently. First handovers early 2023
Campkin Road*	50	0	0	Apr-23	Scheme remains as programmed
Clerk Maxwell Road	14	0	25	Mar-23	Timeline for March 2023 completion remains as forecast
L2 Orchard Park	30	45	0	Nov-23	On programme currently
The Mews, Histon Road	10	0	0	Feb-23	Theft-related delays have required reforecasting of Completion
Fen Road – PHPP	12	0	0	Nov-23	Start on Site reached August 2022.
Colville Road Phase 3*	32	16	0	May-24	Start on Site reached September 2022
Ditton Fields - PHPP	6	0	0	Sep-23	Start on Site reached September 2022
Borrowdale - PHPP	3	0	0	Sep-23	Start on site reached October 2022
Total	369	61	86		
New HRA stock	430				
Less replacements	61				
Total new net provision	369				

Schemes marked * include replacement homes.

6.3 Approved schemes;

Scheme Name	Social, LHA, 60% of Market rent	80% Market Rent	Market Sale	Start on Site	Programme status
Kendal Way	1	0	0	May-23	Revised SOS. Planning Approval received June 2022
Aragon Close - PHPP	0	7	0	Apr-23	Resolution to grant Planning Received October 2022
Sackville Close - PHPP	0	7	0	Apr-23	Resolution to grant Planning Received October 2022
Aylesborough Close Phase 2 – PHPP*	41	29	0	Apr-23	Resolution to grant Planning Received October 2022
Tedder Way	1	0	0	May-23	Planning Approved November 2022
Paget Rd - ERDF Net Zero	2	2	0	Dec-23	Revised unit mix detailed in Part 6.5. Revised SOS Forecast
St Thomas Rd - ERDF Net Zero	8	0	0	Dec-23	Scheme details remain under review through design process

Fanshawe Road *	44	49	0	Jan-24	Decanting underway. Planning submission forecast for early 2023
Total	97	94	0		
New HRA STOCK	191				
Less replacements	55				
TOTAL net new provision	136				

Schemes marked * include replacement homes.

7 New Programme Funding

7.1 Funding is being provided for the following schemes through the Grant Agreement with Homes England as signed for the 21-26 HE Affordable Homes Programme for Continuous Market Engagement:

- Colville Road Phase 3,
- Fen Road,
- Ditton Fields,
- Borrowdale.

7.2 Further submissions for grant funding will be submitted to Homes England as additional schemes receive Resolution to Grant Planning. Outcomes of funding bids will be reported to this Committee as received.

7.3 A Bid for infrastructure funding under the Brownfield Land Release Fund 2 (BLRF2), delivered by the One Public Estate (OPE) Programme, has been successful. Funding has been allocated to support demolition and infrastructure costs at the 100% affordable housing scheme at Aylesborough Close Phase 2.

8 Delivering Accessible Housing

8.1 Cambridge City Council is committed to providing a range of housing options for residents with limited mobility. The Council adheres to the accessibility standards laid out in the Local Plan 2018. This requires 100% of new build Council homes to be M4(2) (accessible and adaptable dwellings), and 5% of new build affordable homes to be M4(3) (wheelchair user dwellings). Some of the developments attained planning on the pre-2018 local plan but the designs were

changed to ensure M4(2) was adhered to and an enhanced M4(2) was also provided.

- 8.2 There are currently 34 fully adapted wheelchair user dwellings and 5 enhanced M4(2) adapted homes held within the HSC-approved delivery schemes as per below:

Table 2: Wheelchair user homes

	Total Council rented homes (at least 100% M4 (2) wheelchair adaptable)	Of which M4 (3) wheelchair user homes	Of which Enhanced (M4(2) 1 bed	Total 1 bed M4 (3)	Total 2 bed M4(3)	Total 3 bed M4(3)	Total 4 bed M4(3)
500 programme							
Mill Road phases 1 & 2	118	3	5	3	0		
Anstey Way	56	3		3	0		
Cromwell Road	118	6		4	2		
Colville Road Ph 2	69	4		0	4		
Campkin Road	75	4		1	3		
Meadows & Buchan	106	5		2	3		
Tedder Way	1	1					1
Kendal Way	1	1				1	
Clerk Maxwell*1	14	0					
10yr programme							
L2 Orchard Park*2	73						
Colville Road Phase 3	48	2			2		
Histon Road*1	10						
Fen Road - PHPP	12	2				1	1
Ditton Fields - PHPP	6						
Aragon Close - PHPP	7						
Sackville Close - PHPP	7						
Borrowdale - PHPP	3						
Aylesborough Close Phase 2 - PHPP	70	3		2	1		
Paget Rd - ERDF Net Zero	4	0					
St Thomas Rd - ERDF Net Zero	8	TBD		TBD	TBD	TBD	TBD
Fanshawe Road	93	TBD		TBD	TBD	TBD	TBD
TOTAL	899	34	5	15	15	2	2

*1: S106 acquisition

*2: South Cambridgeshire; 2x homes proposed originally for Private tenure do not conform to M4(2)

9 Sustainability

- 9.1 The Council's 2021 Sustainable Housing Design Guide continues to guide all new schemes and the table below confirms that all schemes apart from one significantly exceed current Local Plan

policy requirements. Histon Road which meets the Local Plan is an off the shelf s106 scheme not designed by the council.

9.2 The council now has 213 homes in development which are targeting Passivhaus or equivalent performance levels.

	Development targets									
	HSC target					Progress to date				
	Energy	Carbon	Water	Bio-diversity	Car park ratios	Energy	Carbon	Water	Bio-diversity	Car park ratios
<i>What is it?</i>	<i>Energy per m²</i>	<i>Carbon Emissions below 2013 building regs</i>	<i>Litres per person per day</i>	<i>% uplift</i>	<i>No. of car bays per home</i>	<i>Energy per m²</i>	<i>Carbon Emissions below 2013 building regs</i>	<i>Litres per person per day</i>	<i>% uplift</i>	<i>No. of car bays per home</i>
Scheme										
L2	45	35%-40%	110	0%	0.34	45	35%-40%	110	0%-10%	0.34
Colville Road Phase 3	45	35%-40%	100-110	10%	0.5	45	35%-40%	100-110	10%	0.5
Mews Histon Rd	65	19%	110	n/a	0.7	65	19%	110	n/a	0.7
Fen Road	28	35%-40%	100	10%	1	28	35%-40%	100	10%	0.9
Ditton Fields	28	35%-40%	100	10%	1	28	35%-40%	100	10%	1
Aragon Close	28	35%-40%	100	10%	1	28-35	35%-40%	100	20%	1
Sackville Close	28	35%-40%	100	10%	1	28-35	35%-40%	100	20%	1
Borrowdale	28	35%-40%	100	10%	0.66	28	35%-40%	100	10%	0.66
Aylesborough	28	35%-40%	90	20%	0.5 or less	28-35	35%-40%	90-100	20% some offsite	0.4
Paget Road (Net Zero)	15	100%	80	20%	0.5 or less	15-28	50%-100%	90	20% some offsite	0.5-0.6
St Thomas Road (Net Zero)	15	100%	80	20%	0.5 or less	15-28	50%-100%	90	20% some offsite	0.5-0.6
Fanshawe	28	35%-40%	90	20%	0.5 or less	TBD	TBD	TBD	TBD	TBD

Current 2018 Cambridge Local Plan minimum target	65	19%	110	10%	n/a
--	----	-----	-----	-----	-----

10.Risks

Risk	Likelihood	Impact	Mitigation
Cost increases on approved projects	Medium— Risk remains of increased budget requirements due to COVID-related delays/ rescheduling or Brexit-	Medium - depending on the extent of the additional cost this may be managed within scheme level	Cost plans are regularly reviewed and updated, and contracts are fixed price to the council.

Risk	Likelihood	Impact	Mitigation
	related cost increases and now supply chain cost increases. Delays on SOS due to funding uncertainties increase potential for risk	contingencies approved in Budget Setting Report.	Latest budgets consistently reviewed as part of BSR. Regular updated risk management budgeting completed as part of risk reviews work across the Council. Supply chain and materials concerns under close monitoring. Committee approval to progress schemes ahead of firm grant certainty mitigates cost increases ahead of entering into build contracts.
Securing Planning on new schemes	Medium – Schemes are developed with planners through the pre-application process.	Medium- not securing planning would cause delays and increase costs for a revised application. Delays in receiving a planning decision lead to increased costs being incurred and delays in submission of Funding Bids.	Pre-app process used effectively, and schemes aim to be policy compliant. Build in of additional lead time where required to ensure schemes progressing within target schedules
Sales risk – exposing Council cash flow forecast	Medium – Housing market fluctuations are beyond council control and current circumstances may exacerbate such fluctuations or delay buyer activities in the short-medium term. Market sales have however performed well with all plots at Mill Rd now sold and 54% of properties sold at Cromwell Rd.	Medium –reliant on sales income to support programme currently, however bulk of sales now completed on committed sites.	All homes at Mill Road are now sold. and Cromwell Road sales are progressing with reporting through CIP processes on sales. Regular updates received in the market for sales of these sites. Currently values are being achieved in line with appraisal and sales rate in line with expectations.
Decanting residents / leaseholders	Medium – Full decant of schemes within the 500 programme has now been reached. Decant of Schemes under the 1,000 programme is on-going and if this is not achieved on time there will be impact on the costs of the project	High – regeneration schemes will not be progressed if residents are not decanted.	Decant and rehousing officer regularly liaising with residents requiring decanting to ensure successful rehoming. Decanting and liaison with tenants started early on in the development process. CPO and NOSP process outlined to be proceeded as necessary on future schemes. Additional resource to support this has been allocated.
Not securing necessary grant for new schemes	Medium- Grant funding now secured on 5 of the 12 schemes approved under the new 1,000 programme. Remaining grant across new	High - if grant is not secured or at a lower level the business plan may need to be reviewed and the level of housing and tenure	Continual discussions with Homes England are providing greater security on grant funding ability. Issues in securing the level required to support the costs of developing

Risk	Likelihood	Impact	Mitigation
	programme schemes not yet secured, other than that committed by the Council. The business plan for the MTFS assumed grant.	delivered may need to change.	in Cambridge are an issue, and we will continue to review assumptions in the business plan as negotiations develop. A recent report from DLUHC has additionally highlighted major risk to the governments Affordable housing programme if grant rates remain static against current inflation.
Labour market/materials/build prices increasing	Medium/High – situation is being proactively managed and is currently seen as a short-term risk, which must be managed, but may impact programme if not price	Medium/High – services or materials shortages may lead to delays in project delivery and an overall increase on programme cashflow. Contracts with the council are fixed price minimizing cost risks which lie with CIP.	Fixed price contracts and liaising working closely with Hill to ensure all materials are placed and ordered as soon as reasonably possible and stock-piled on site or using additional storage as required. Key packages are being procured as early as possible. Hills existing supply chain relationships are being used to ensure service.

11. New programme – Work in progress

- **Garages at Corner of East Road and St Mathews Street** – Scheme specific report is being presented to this January 2022 Meeting of the Committee for decision.
- As previously reported options are under consideration at **Hanover and Princess Court and Ekin Road estates** – There are no recommendations at this point. Resident engagement is on-going.
- **East Barnwell local centre** – Following the approval in September 2022 there has been subsequent approval by the County Council in support of this project. Local stakeholder engagement is on-going. A further report will be presented with scheme proposals and impact on the HRA in 2023.
- There has been a recent acquisition of land at **Murketts, Histon Road** by the Cambridge Investment Partnership, proposals for the affordable housing on this site will be presented at a future committee.

12.Implications

(A) Financial Implications

The Budget Setting Report to this Committee includes all financial information for respective scheme budgets and net cost to the Council's Housing Revenue Account.

(B) Staffing Implications

All housing development schemes will be project managed by the Cambridge City Council Housing Development Agency in liaison with City Homes; Housing Maintenance & Assets; and the Council's corporate support teams. A large proportion of the schemes are being delivered through the Cambridge Investment Partnership which provides additional resources.

(C) Equality and Poverty Implications

The development framework for new housing by the Council, approved at the March 2017 Housing Scrutiny Committee was informed by an EQIA. Each scheme specific approval is now additionally informed by an EQIA as it proceeds for Committee approval.

(D) Net Zero Carbon, Climate Change and Environmental Implications

There are no environmental implications of this report. Each scheme specific approval will cover any specific implications.

(E) Procurement Implications

Advice specific to each project.

(F) Consultation and communication

The development framework for new housing by the Council approved at the March 2017 Housing Scrutiny Committee sets out the Council's commitment to involve residents in new housing schemes.

An updated Regeneration policy outlining procedure for resident engagement was approved by the September 2021 meeting of this Committee (21/48/HSC) and guides all resident involvement exercises.

(G)Community Safety

There are no community safety implications for this report. Each scheme specific approval will cover any community safety implications.

13.Background papers

Background papers used in the preparation of this report:

- 22/45/HSC: Update on new build council housing delivery
- 21/48/HSC: Report on progress toward HRA Estate Regeneration programme Including a report on a proposed scheme at Aylesborough Close

14.Appendices

14.3 Appendix 1: Programme milestone summary

15.Inspection of papers

To inspect the background papers or if you have a query on the report please contact Claire Flowers, Head of Housing Development Agency, tel: 01223 – 457 928, email: claire.flowers@cambridge.gov.uk.

This page is intentionally left blank

HDA Delivery Programme		09/01/2023									
Scheme Name	Ward	Net Affordable	Market homes	Total homes	Delivery	Committee	Approval date	Planning Submitted	Planning Granted	Est. SOS	Practical Completion
BUILD COMPLETE											
Uphall Road	Romsey	2	0	2 E&F	HSC	Mar-15	Aug-16	Dec-16	Jun-17	Jan-18	
Nuns Way & Wiles Close	Kings Hedges	10	0	10 Tender	HSC	Mar-15	Aug-16	Jul-17	Jan-19	Aug-19	
Ditchburn Place Community Rooms	Petersfield	2	0	2 Tender	S & R	Sep-18	Aug-18	Nov-18	Jan-19	Sep-19	
Queens Meadow	Cherry Hinton	2	0	2 CIP	HSC	Jun-17	Dec-17	Jul-18	May-19	Jun-20	
Anstey Way	Trumpington	29	0	56 CIP	HSC	Mar-17	Jan-18	Jul-18	Oct-18	Jun-20	
Colville Garages	Cherry Hinton	3	0	3 CIP	HSC	Sep-17	Sep-18	Nov-18	May-19	Jul-20	
Gunhild Way	Queen Ediths	2	0	2 CIP	HSC	Jan-18	Jul-18	Oct-18	May-19	Jul-20	
Wulfstan Way	Queen Ediths	3	0	3 CIP	HSC	Sep-17	Oct-18	Jan-19	May-19	Sep-20	
Markham Close	Kings Hedges	5	0	5 CIP	HSC	Jan-18	May-18	Oct-18	May-19	Sep-20	
Ventress Close	Queen Ediths	13	0	15 CIP	HSC	Mar-17	Sep-18	Mar-19	Oct-19	Feb-21	
Akeman Street	Arbury	12	0	14 CIP	HSC	Jun-18	Apr-19	Jul-19	Oct-19	May-21	
Mill Road	Petersfield	112	116	228 CIP	S & R	Nov-17	Dec-17	Jun-18	Aug-18	Dec-22	
Cromwell Road	Romsey	65	95	160 CIP	S & R	Mar-18	Mar-19	Jul-19	Dec-19	Feb-23	
Sub total		260	211	502							
ON SITE											
Mill Road	Petersfield	6	2	8 CIP	S & R	Nov-17	Dec-17	Jun-18	Aug-18	Jan-23	
Cromwell Road	Romsey	53	82	135 CIP	S & R	Mar-18	Mar-19	Jun-19	Dec-19	Mar-23	
Colville Phase 2	Cherry Hinton	47	0	67 CIP	HSC	Jan-19	Jul-19	Dec-19	Nov-20	Jan-23	
Meadows and Buchan	Kings Hedges	106	0	106 CIP	HSC	Jan-19	Dec-19	Aug-20	Feb-21	Aug-24	
Campkin Road	Kings Hedges	50	0	75 CIP	HSC	Jul-19	Nov-19	Mar-20	Mar-21	Apr-23	
Clerk Maxwell Road	Newnham	14	21	35 S106	HSC	Jan-19	Dec-19	Jul-20	Feb-22	Mar-23	
Sub total		276	105	426							
PLANNING APPROVED											
Kendal Way	East Chesterton	1	0	1 Tender	HSC	Jan-21	Feb-22	Jun-22	May-23	Feb-24	
Tedder Way	Arbury	1	0	1 Tender	HSC	Jan-21	Jan-22	Nov-22	May-23	Feb-24	
Sub total		2	0	2							
GRAND TOTAL		538	316	930							
Progress to 500 starts on site	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24				
Starts by year	2	159	158	203	14	0	1				
Cumulative total	2	161	319	522	536	536	538				
Progress to 500 Completions	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25			
Net Completions by year	2	0	17	58	70	293	14	88			
Cumulative total	2	2	19	77	147	440	454	542			

HSC Approved New programme schemes		09/01/2023												
Scheme Name	Ward	Social Rent	LHA/60%	80% of market rent	Replacement homes	Market	Total Homes	Delivery	Committee	Committee Approved	Planning Submitted	Planning Granted	Est. SOS	Practical Completion
L2 Orchard Park	SCDC	30	0	45	0	0	75	CIP	HSC	Sep-20	Aug-20	May-21	Apr-22	Nov-23
Colville Road Phase 3	Cherry Hinton	32	0	16	16	0	48	CIP	HSC	Sep-20	Jun-21	Dec-21	Sep-22	May-24
The Mews, Histon Road	Arbury	0	10	0	0	0	10	S106 Laragh	HSC	Sep-20	May-19	Feb-20	May-21	Feb-23
Fen Road - PHPP	East Chesterton	12	0	0	0	0	12	CIP	HSC	Jan-21	Feb-21	Jul-21	Aug-22	Nov-23
Ditton Fields - PHPP	Abbey	6	0	0	0	0	6	CIP	HSC	Jan-21	Feb-21	Oct-21	Sep-22	Sep-23
Borrowdale - PHPP	Arbury	3	0	0	0	0	3	CIP	HSC	Jan-21	Jul-21	Nov-21	Oct-22	Sep-23
Aragon Close - PHPP	Kings Hedges	0	0	7	0	0	7	CIP	HSC	Jan-21	Jan-22	Oct-22	Apr-23	Aug-24
Sackville Close - PHPP	Kings Hedges	0	0	7	0	0	7	CIP	HSC	Jan-21	Jan-22	Oct-22	Apr-23	Aug-24
Aylesborough Close Phase 2 - PHPP	Arbury	41	0	29	33	0	70	CIP	HSC	Sep-21	Apr-22	Oct-22	Apr-23	Apr-25
Paget Rd - ERDF Net Zero	Trumpington	2	0	2	0	0	4	Tender	HSC	Sep-21	Feb-23	Jun-23	Dec-23	Dec-25
St thomas Rd - ERDF Net Zero	Coleridge	0	8	0	0	0	8	Tender	HSC	Sep-21	Feb-23	Jun-23	Dec-23	Dec-25
Fanshawe Road	Coleridge	44	0	49	22	0	93	CIP	HSC	Jun-22	Feb-23	Jul-23	Jan-24	Dec-25
Total		170	18	155	71	0	343							
Net new Council Stock to 1000 Homes target		272												
		117												

Progress to 1000 starts on site	2021/22	2022/23	2023/24	2024/25	2025/26	2026/27	2027/28	2028/29	2029/30	2030/31	2031/32
Starts by year	10	67	40	0	0	0	0	0	0	0	0
Cumulative total	10	77	117	117	117	117	117	117	117	117	117

Progress to 1000 Completions	2021/22	2022/23	2023/24	2024/25	2025/26	2026/27	2027/28	2028/29	2029/30	2030/31	2031/32
Net Completions by year	0	10	51	16	40	0	0	0	0	0	0
Cumulative total	0	10	61	77	117	117	117	117	117	117	117

starts on site	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25	2025/26	2026/27	2027/28	2028/29	2029/30	2030/31
Starts by year	2	159	158	203	24	67	41	0	0	0	0	0	0	0
Cumulative total	2	161	319	522	546	613	654	654	654	654	654	654	654	654

Completions	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25	2025/26	2026/27	2027/28	2028/29	2029/30	2030/31
Completions by year	2	10	68	74	110	293	14	88	0	0	0	0	0	0
Cumulative total	2	12	80	154	264	557	571	659	659	659	659	659	659	659



Homelessness Prevention Grants to Agencies 2023-24 and proposed procurement of emergency winter provision for rough sleepers

To:

Gerri Bird, Executive Councillor for Housing, Housing Scrutiny Committee,
24/01/2023

Report by:

David Greening, Head of Housing,

Tel: 01223 457997 Email: David.greening@cambridge.gov.uk

Wards: All

Key Decision

1. Executive Summary

- 1.1 This report details the annual bid round for grants made to organisations providing homelessness prevention services. It provides an overview of the process, the grant eligibility criteria and the budget. Appendix 1 details the applications received with recommendations for 2023-24 awards.
- 1.2 The report also recommends that a proportion of the grant budget is set aside in the coming year, and the following two years, to enable us to procure winter accommodation for rough sleepers under a three-year contract. This will replace the previous practice of arranging provision on a year-by-year basis.

2. Recommendations

The Executive Councillor is recommended to:

- 2.1 Approve the award of homelessness prevention grants to voluntary and community organisations for 2023-24, as set out in Appendix 1 of this report.
- 2.3 Approve that funding from this grant programme is set aside so that a procurement exercise can be opened for a three-year contract for winter accommodation for rough sleepers, beginning from the winter of 2023-24.

3. Background

Page: 2

Bid round process and award recommendations

- 3.1 Each year the Council invites agencies and organisations to submit bids for funding for homelessness-related services. The 2023-24 bid round opened for applications on 2 August 2022 and closed on 3 October 2022. A communications and publicity plan was implemented including a press release, newsletter articles, workshops, emails, networking and targeted conversations to promote the grant fund.
- 3.2 Members may wish to note that bids received totaled £453,200 against available funding of £275,000, excluding the proposed set-aside for winter provision. (When the proposed winter provision set-aside is included the total sum available is £325,000 – the same sum as was available last year). Bids were initially considered by individual officers using a common assessment matrix, and then moderated by those officers meeting as a panel.
- 3.3 Given the significant excess of claims over available funding, not all bids could be supported, or supported in full, leading to some difficult recommendations. Individual bids were assessed principally against the degree to which the proposed service would prevent or relieve homelessness, with services that could directly evidence the prevention of homelessness being particularly favoured. More broadly, officers considered the strategic and operational value of the proposed service, whether the proposed service duplicated or overlapped with an existing service, and the ability of the submitting agency to self-fund in whole or in part.
- 3.4 The Executive Councillor attended a meeting with officers to review the recommendations. The final recommendations are set out in Appendix 1

along with a brief explanation in cases of a nil award, or much reduced award relative to the bid or the previous year's award.

Winter provision procurement

- 3.5 For many years the Council has funded emergency winter accommodation for rough sleepers. Until the winter of 2021-22 provision was intermittent, and usually triggered only when sub-zero temperatures were forecast to last over several days.
- 3.6 This severe weather accommodation provision (or SWEP) was a vital but basic service, with accommodation normally provided in a large communal space. However, with the advent of Covid, communal provision was no longer seen to be a safe approach. Moreover, intermittent provision does not easily lend itself to the intensive and sustained support many people need in order to leave the streets behind.
- 3.7 Learning from the experience of 'Everyone In' – our accommodation for rough sleepers during the worst of the pandemic – from the winter of 2021-22 we have provided 20 individual ensuite rooms continuously throughout the season to locally-connected rough sleepers. During their stay (nominally lasting 14 days but extending for as long as it takes to find them more permanent accommodation) residents are linked into housing options and medical, domestic abuse, employment and other support services. The evidence is that women in particular benefit from a private space in an environment where there is 24-hour welfare and on-site security.
- 3.8 To distinguish this new service from SWEP, we refer to it as 'winter provision'. Winter provision has, naturally, proven significantly more expensive than SWEP.
- 3.9 Given this record of commitment to providing a winter service each year, it is felt that procuring a service over multiple years offers clear advantages. Foremost among these are:
- surety to rough sleepers, and agencies working with them, as to the continuity of the service;
 - the creation of a contract setting out service standards and delivery expectations, but leaving the contractor with scope to innovate and lever-in funding from its own and other sources;
 - surety to the winning bidder of secure funding, allowing better planning, the confident recruitment of staff and the procurement of

premises, and the prospect of introducing planned service improvements;

- a saving on the heavy Council officer resource consequent on the current need to plan the service annually and make decisions daily.

3.10 It is proposed that the contract sum set aside is £50,000 per annum. This is the amount the Council is presently setting aside for this service.

3.11 It is important to note that winter provision has not replaced SWEP. SWEP continues to be offered to anyone, including non-locally connected rough sleepers and people with restricted eligibility for public funding, who may find themselves on the streets of Cambridge in freezing conditions or other types of dangerous weather. SWEP will continue to be offered when the proposed new contract is in place and the responsibility for the administration of SWEP will be added to the proposed contract. The additional expense of providing SWEP will be found from another budget and is not included in the contract sum stated at 3.10, but it is worth noting that with the advent of winter provision SWEP is now a relatively minor expense.

3.12 It is proposed that, should members support the recommendation, the contract will be drawn up and opened for bidding as soon as possible in 2023. Members of this committee will be asked to approve the contract award no later than September 2023 committee.

4. Implications

a) Financial Implications

As set out in 3.2, 3.10 and Appendix 1.

Members are reminded that the award of any recommended grant is subject to the receipt of the annual central government homelessness prevention grant (HPG). On 22 December 2022 the Council was notified of its award of HPG for 2023-24 and we can therefore be confident of funding the grant sums recommended at Appendix 1.

Regarding funding the proposed three-year winter provision contract, the 22 December government notification also confirmed funding for 2024-25, meaning that, subject to committee approval, funding is secure for the first two years of the contract. Year 3 funding can also be confidently assumed, given that in its various iterations HPG has been made available in steadily-increasing amounts for more than two decades.

b) Staffing Implications

None.

c) Equality and Poverty Implications

An EqIA was completed late in 2021 and remains extant.

d) Net Zero Carbon, Climate Change and Environmental Implications

No positive or negative impact identified as the services recommended for grant aid are broadly similar to those supported in former years.

e) Procurement Implications

Please see 3.5.

f) Community Safety Implications

None

5. Consultation and communication considerations

Consultation has been carried out with the Executive Councillor, the Head of Housing and the Assistant Head of Business and Finance Management. In addition, extensive consultation was carried out with partners, service users and others in the formulation of the new Streets to Home service.

6. Background papers

No background papers were used in the preparation of this report.

7. Appendices

Appendix 1: Summary of award recommendations

8. Inspection of papers

If you have a query on the report please contact James McWilliams, Housing Services Manager - Housing Advice. Tel: 01223 457813. Email: james.mcwilliams@cambridge.gov.uk.

Appendix 1 – Homelessness Prevention Grants 2023-24 Applications and Grant Recommendations

The following recommendations are subject to the confirmation of central government funding, the Council's budget in February 2023 and, in some cases, the receipt of satisfactory information from applicant organisations (this could include projects, programmes, finances, governance etc).

- The activity being funded will be detailed in grant agreements
- Where no funding is recommended it is usually due to one or more of the reasons: high cost, organisation has unrestricted funds to deliver, duplication, impact on similar projects, poor outcomes or fit to the funding criteria.

Agency and Key Service Areas	Activity for Which Grant Sought	Full Cost of Activity	Grant Request	Proposed Award	2022-23 Award
Cambridge and District Citizens' Advice Bureau.	Specialist independent support, advice and representation around housing and debt issues: support with housing benefit, rent and other arrears, debt advice, crisis intervention, negotiation, legal advocacy, rights, tenures, bailiff issues.	£64,344	£45,000	£35,000	£35,000
Cambridge Cyrenians – Provider of accommodation for approximately 104 homeless people in Cambridge plus specialised support and services.	Older Homeless Floating Support Service for single people over 45 to access and maintain move on accommodation.	£63,682	£15,000	£5,000	£5,000
Cambridge Cyrenians	Supported Housing Service - accommodation for single homeless people meeting Council local connection policy.	£63,682	£15,000	£5,000	£5,000
CHS Group (The Cambridge Housing Society Ltd) - social enterprise and charitable housing association.	Free employment advice and coaching support for homeless and vulnerably housed people who are accepted on the Housing Benefit Plus scheme. <i>(Please see below for explanation of recommended award).</i>	£31,285	£31,285	£35,000	£30,000

Agency and Key Service Areas	Activity for Which Grant Sought	Full Cost of Activity	Grant Request	Proposed Award	2022-23 Award
CHS Group (The Cambridge Housing Society Ltd).	<p>Outreach employment advice for homeless and those vulnerably housed in Cambridge. Free outreach employment advice and coaching support service to homeless and vulnerably housed adults and young people.</p> <p><i>The recommendation is that one grant of £35,000 is awarded to cover all employment support-related activity. (Please see above).</i></p>	£23,782	£15,000	£0	£14,000
CHS Group (The Cambridge Housing Society Ltd).	Supported housing for 8 young homeless parents.	£198,242	£33,026	£15,000	£15,000
Cambridge Women's Aid - information, advice, support for women who have experienced domestic abuse	Community based specialist support service for victims of domestic abuse. Advice, advocacy, practical and emotional support as well as safe and secure accommodation to women and their children. Telephone, email, face to face support and groups and social programmes. 24hr call service.	£133,134	£43,500	£30,000	£40,000
Cambridge Women's Resources Centre	<p>Prevention of women in unsecure or homeless pathways to reduce exploitation, cuckooing and modern slavery.</p> <p><i>This is a new service. The recommendation is to support the cost of employing the officer for one year during which it can be established whether the service is viable and adds value.</i></p>	£10,700	£10,700	£4,200	NEW
Cambridgeshire Community Foundation - award grants for local projects	Street Aid fund administration and marketing, grant awards, and 12 contactless terminals.	£20,000	£20,000	£15,000	£15,000

Agency and Key Service Areas	Activity for Which Grant Sought	Full Cost of Activity	Grant Request	Proposed Award	2022-23 Award
Cambridgeshire County Council - Counting Every Adult Team -work with those hardest to reach with multiple disadvantage where previous service responses have not succeeded	Co-ordination and support for homeless adults with enduring and multiple needs. <i>This is a historic grant which is no longer vital to the sustainment of this valued service.</i>	£165,000	£20,000	£0	£20,000
Centre 33 - Service providing support to young people to help overcome their problems through a range of free, confidential services.	Young People's Homeless and Housing Support Service for 13-25 year olds.	£47,500	£47,500	£40,000	£40,000
Hope into Action UK - 35 bed spaces and support for those experiencing homelessness.	Support for 4 homes (9 bed spaces) for single men and women. <i>The Council has previously supported this services which provides accommodation for homeless people. No application was made in 2022-23. The amount of grant recommended reflects the amount awarded for this service in previous years.</i>	£96,593	£19,175	£10,000	NEW
It Takes A City – A volunteer-led charity working to strengthen existing services to improve the lives of rough sleepers.	Communication and coordination of community wide action groups and initiatives to develop and implement new solutions to homelessness to complement and support exiting services. Action groups include a Women's Homelessness Action Group, a Co-production group, a Making Every Adult Matter development group, a Business Action Group, and a Community Connects Action Group.	£59,450	£30,000	£10,000	£10,000

Agency and Key Service Areas	Activity for Which Grant Sought	Full Cost of Activity	Grant Request	Proposed Award	2022-23 Award
It Takes A City	Provision of support to rough sleepers in private sector accommodation. Survive and thrive service for anyone in self-contained or small shared accommodation with a recent history of rough sleeping or homelessness who do not have a confirmed support offer: tenancy sustainment and resettlement support, Meals, food parcels and practical help, rapid moving-in service, mentoring and befriending service employment outreach service, pastoral care and welfare	£65,450	£35,000	£20,000	£20,000
Jimmy's Cambridge - emergency accommodation and supported housing for homeless or vulnerably housed people	Support for residents of 22 modular homes including financial support, encouraging positive activities, building new relationships, signposting to specialist support, and acting as mentor/friendly face via weekly visits.	£81,972	£40,986	£10,000	£15,000
Wintercomfort for the Homeless	Employment and Learning Service: a range of activities and support programmes to increase confidence, skills and work experience to improve employability and secure paid employment	£71,202	£32,028	£30,000	£30,000

Summary

Total Grant Available	Total Bids	Offers	Remaining
£275,000.00	£453,199.60	£264,200	£10,800



Item

REPORT ON THE REDEVELOPMENT OF FORMER EAST ROAD GARAGE SITE

To:

Councillor Gerri Bird, Executive Councillor for Housing

Report by: Natalie Bailey, Acting Senior Development Manager Housing Development Agency

Tel: 07702 605 689 Email: natalie.bailey@cambridge.gov.uk

Wards affected: Petersfield

Key Decision

1. Executive Summary

- 1.1. This report seeks approval to proceed with the redevelopment of the former East Road garage site to provide circa 40 new highly sustainable homes. These new homes will be developed in parallel with the delivery of associated improvements to the adjacent housing estate.
- 1.2. This report seeks approval for a development budget and selected delivery route to allow redevelopment.
- 1.3. Approval for variation in proposed tenures is being sought, due to ongoing uncertainty as to availability and level of grant funding, national economic uncertainty, and broader uncertainty in the construction and housing markets.
- 1.4. Option A would be to deliver circa.40 (100%) affordable homes for Council rent; 16 (approx. 40%) affordable homes to be let at Social rent, and the further 24 (approx. 60%) to be let at 80% of market rent.
- 1.5. In order to retain flexibility an alternative option B is also included. Option B is that the development be delivered as 40% affordable housing (16 homes), with rents set at 60% of Market rent or Current Local Housing Allowance, whichever is lowest. The balance of the homes on the site (24) would be for market sale.

- 1.6. The preferred 100% affordable option maximises the delivery of affordable homes and is based on overall financial viability.
- 1.7. A resident engagement meeting was held at St Matthews Church, St Matthews Street Cambridge on November 8th to share proposals with residents for both the East Road site and 47-51 Norfolk Street. For the East Road site feedback was also sought on wider estate improvements. Approximately 63 people attended, 51.6% out of 64 responses support the proposals to deliver new homes, including affordable, at the East Road site. Refer Appendix 3. The feedback will be considered by the project team as part of the scheme development to planning.
- 1.8. Work on proposals for a development at 47-51 Norfolk Street is ongoing and these will be subject to further review, and as such are not addressed in this report.
- 1.9. The East Road scheme is indicative and subject to further review, and resident engagement with regards to wider estate improvements. Pre-application planning consultation remains underway.

2. Recommendations

- 2.1. The Executive Councillor is recommended to:
- 2.2. Approve that the 100% affordable housing scheme (option A) be brought forward and be included in the Housing Capital Programme, with an indicative capital budget of **£10,964,000**. Budget will be drawn down from the sum already ear-marked and approved for investment in new homes.
- 2.3. Authorise the Strategic Director in consultation with the Executive Councillor for housing to approve variations to the scheme including the affordable rent levels, number of units and mix of property types, sizes and tenure as outlined in this report.
- 2.4. Authorise the Strategic Director in consultation with the Executive Councillor for housing to adopt option B; to deliver 40% affordable housing (16 homes), with rents set at 60% of Market rent or Current Local Housing Allowance, whichever is lowest, should this be necessary to ensure continued financial viability.
- 2.5. Approve delegation to the Head of Finance, as Section 151 Officer, to agree the terms in relation to the sale of land, should option B be adopted and market sale units be delivered upon which a capital receipt to the council would be due.

- 2.6. Approve that delegated authority be given to the Executive Councillor for Housing in conjunction with the Strategic Director to enable the site to be developed through Cambridge Investment Partnership (CIP) subject to a value for money assessment to be carried out on behalf of the Council.

3. Background

- 3.1. This Development opportunity addresses all the Council's key Corporate Priorities for 2022-27:

3.1.1. Priority 1 - Leading Cambridge's response to the climate change and biodiversity emergencies

This proposal is to replace a former garage site with highly sustainable, low energy homes. The new homes will provide overheating management and reduced water consumption, as well as being low carbon and gas free. A minimum of 20% biodiversity net gain will also be targeted across the site.

3.1.2. Priority 2 - Tackling poverty and inequality and helping people in the greatest need

An increase in new council homes will benefit low-income residents across the city. The sustainability standard should mean increased energy efficiency will help to reduced energy consumption within these homes and therefore energy bills are expected to be lower for residents.

3.1.3. Priority 3 - Building a new generation of council and affordable homes and reducing homelessness

There is a recognised need for more council housing across the city. As of September 2022, there were 2,256 households in need of affordable homes across the city; progressing this scheme will help in meeting the needs of those on the waiting list.

3.1.4. Priority 4: Modernising the council to lead a greener city that is fair for all

A target of 20% biodiversity net gain will contribute towards this. Increased diversity of planting such as wildflower areas and different species of trees will be explored as part of the landscaping. Bird boxes, bat boxes and insect hotels will be included where appropriate.

In addition to this, modern methods of heating and cooling will be included, such as mechanical ventilation and heat recovery, underfloor heating, triple glazed windows, extra thick wall cavities.

Further innovation and future proofing will also include consideration of underground 'iceberg' bins. The proposed development is car-free, and extensive cycle parking will be incorporated within the design. The promotion of other sustainable methods of transport such as walking and the use of public transport will also be a key aspect of this development.

3.2. This development also meets the objectives of:

3.2.1. The Greater Cambridge Housing Strategy 2019-23: Building the right homes in the right places that people need and can afford to live in; enabling people to live settled lives; and building strong partnerships

3.2.2. The Council's Homelessness & Rough Sleeping Strategy 2021-26

3.3. The Site



Location plan- Existing

3.3.1. The Public Reports Pack submitted to September 2021 HSC noted that work had started to explore redevelopment possibilities on a number of estates, with detailed scheme reporting to be brought to future meetings as any potential schemes developed. The ageing garage block at East Road was listed as being under active consideration for redevelopment.

3.3.2. On the 18th of February 2022, the garage block suffered a partial collapse due to high winds. This rendered them unsafe for continue use and an Urgent Decision recommending demolition was taken 20th May 2022, based on the consideration that the block was beyond any scope for economical repair.

3.3.3. The demolition of the garage block was completed on 5th September 2022, at which point the site was fully hoarded and utilities and services were disconnected.

- 3.3.4. The development site is approximately 0.11 hectares in size. It formerly housed a block of 116 individually let garages on three floors.
- 3.3.5. It is located opposite Cambridge Crown Court, at the junction of St Matthews Street and East Road. Former vehicular access to the garages was from St Matthew's Street although the site can also be accessed via Staffordshire Street.
- 3.3.6. To the south of the site are three two-storey residential blocks (Glenmore, Hollymount and Inveran). The freehold interest of a number of the properties within these blocks have been sold under Right to Buy legislation.
- 3.3.7. The site is directly adjacent to four storey Hilderstone House, which is owned by the Council under a freehold interest. This block is occupied by 14 households, of which 6 are leasehold and the remainder are council tenants. The dwellings are a mixture of maisonettes and flats.
- 3.3.8. To the west of the site between Hilderstone House and Wheaton House there is an existing triangular area of green space next to East Road. There are also some longer green areas that run towards the southern end of the estate and are linked by pedestrian routes.
- 3.3.9. The former garage block was connected by a staircase to one side of Hilderstone House. Access via this staircase was closed during demolition but reinstated afterwards. As part of the proposed redevelopment the staircase will need to be reviewed and possibly relocated closer to the existing residential block it serves.
- 3.3.10. The area adjacent to the staircase serves as a communal bin store for Hilderstone House and has a number of locked storage cupboards, which are owned by leaseholders or rented by tenants. This area is currently in a poor condition and there is an opportunity to re-provide and possibly reconfigure these as part of the redevelopment.
- 3.3.11. As part of the proposed redevelopment, the HDA is working with Estates and Facilities to deliver wider improvements to the estate. These improvements will be funded through the existing Estate Investment Scheme budget. Details of the wider improvements will be developed via engagement with residents. Suggestions at the consultation event included enhancements to biodiversity, and improved lighting and planting to encourage relaxation and play.

3.4. Protected Open Space

- 3.4.1. There is no Protected Open Space at this location

3.5. Local Housing Need

There is a recognised need for more affordable housing across the city. The table below demonstrates the number of households on the Housing Needs Register as of September 2022. This scheme will help in meeting the needs of those on the register:

Cambridge City	1 Bed	2 Bed	3 Bed	4 Bed	Total
	1,231	569	358	98	2,256

3.5.1. Tenure

This mix is in alignment with the proposed changes to rent levels as outlined in the Update on New Build Council Housing Delivery Report as submitted to HSC 21st June 2022.

3.5.2. There is a specifically identified need for an increase in affordable rented accommodation. Given the current economic climate in terms of inflation and cost of living rising significantly in recent months, this would benefit low-income families at a much-needed time.

3.5.3. Homes at varied affordable rent (Social rent and 80% of median market rent), will not only help scheme viability but also addresses an identified market gap. Cambridge has a higher-than-average proportion of private rented accommodation, which are of poorer quality than national averages. While there are many good private rental providers in the city, the data is clear that social stock is delivering to a higher standard on average.

3.5.4. A detailed affordability analysis conducted by Savills in 2017, suggested a large gap in terms of affordable housing for incomes of around £25-£45k in Cambridge. An affordable rented product offered at an increased 80% market rental would allow the council to target this marginalised demographic which currently falls between products being delivered by Registered Housing Providers and the market.

3.5.5. Located directly adjacent to existing housing stock, the development would bring some more units to the area, supporting sustainable communities.

Unit Type	Units
1B2P Flat	26
2B3P Flat	3
2B4P Flat	9
3B4P Flat	2
Total	40

3.5.6. It is recommended that the development is delivered as:

3.5.7. Option A: 40 (100%) affordable homes for Council rent, with 16 (approx. 40%) affordable homes to be let at Social rents, and the further 24 (approx. 60%) to be let at 80% of market rent. This option requires grant funding.

3.5.8. Under this proposal all the homes will be owned and managed by Cambridge City Council and let on Cambridge City Council tenancies. The indicative mix of the proposed scheme will provide 40 Council rented homes, with an overall net gain of 40 Council rented homes.

3.5.9. Option B: An alternative option which does not require grant funding. Option B would deliver 16 (40%) affordable rented homes to be let at 60% of market rent, and 24 homes for market sale. Having this option helps mitigate financial risk to the Council and allows for the development to proceed should an application for grant funding prove unsuccessful.

3.5.10. Current CIP proposals are subject to planning and show two blocks, being six storeys and four storeys in height. The scheme is indicative and subject to further review, public engagement with regards to wider estate improvements, and statutory pre-application planning consultation.

3.6. Budget

3.6.1. This report seeks approval of a capital budget for the scheme, based on the indicative capacity study which has been undertaken for the site and the outline appraisals referenced in this report, and for the delivery route to be adopted. The design ambition is to deliver the scheme to Passivhaus standards or equivalent level of sustainability, subject to financial viability, or at the minimum to 35% below 2013 building regulations, and to be gas free.

3.6.2. The total indicative cost of this development is **£10,964,000**. This budget allows for the delivery of 40 homes, and includes legal, Section 106 costs, Clerk of Works and Employer's Agent fees and H.D.A project management allowance.

3.6.3. Further surveys and investigations will be undertaken by Cambridge Investment Partnership.

3.7. Delivery Alternatives

3.7.1. As part of the scheme development of the two options proposed the following considerations have been taken into account as set out below:

	Option A	Option B
No. of dwellings	40	40
Affordable Homes	16	16
Market Homes	0	24
National Guidelines for space standards	✓	✓
Amenity Space – balcony or private garden	✓	✓

Accessibility for wheelchair users	✓	✓
Wheelchair user adapted homes	TBC	TBC
Security – crime designed out	✓	✓
Heating	TBC- Detailed design to be developed	TBC- Detailed design to be developed
Energy Bills	Low	Low
Ventilation	Mechanical	Mechanical
Bike Storage	✓	✓
Water l/pd	90	90
Biodiversity Net gain	+20%	+20%
Underground bins	✓	✓
Wider estate Improvements	✓	✓

3.8. Alternative options considered

3.8.1. Retain as existing

Retention of the existing structure is not an option as the garages have been demolished for safety reasons. Reinstatement of the garages would not align with the Council's key Corporate Priorities for 2022-27.

3.8.2. Disposal of site on the open market

Disposal of the site would likely generate a favourable return to the HRA as it is in a good location in the City Centre. This route would however offer significantly less opportunity to ensure the delivery of a high quality development integrated with the existing estate. Based on the fact that the development scheme for 40 homes through the Cambridge Investment Partnership is viable to the HRA this option has not been pursued.

4. Design and Sustainability

4.1. The design ambition is to deliver all units on the scheme to Passivhaus or equivalent level of sustainability performance, but at least at a minimum of 35% below 2013 building regulations and to be gas free. There are also sustainability targets for water, biodiversity, car park ratios which are all significant improvements on the current Local Plan. This will follow principles of the updated Sustainable Housing Design Guide (SHDG) which was approved at January 2022 HSC.

4.2. The sustainability targets for this site are set out on the matrix below. The scheme is at design stage and the actual performance of the building/detail will be developed over time against this aspiration. There may be financial, viability or technical constraints which will mean the exact targets set out cannot be met; they may also be exceeded. There needs to be the intent for Cambridge Investment Partnership to be focused on design solutions which achieve the carbon emissions reduction, energy bills and annual maintenance costs associated with these standards.

SHDG Range of Targets		This Development targets
	Local Plan	Passivhaus or equivalent level of sustainability
Units		40
PHPP kWh/m ²	65	Up to 28 – as close to Passivhaus level as achievable
Water l/d	110	90
Biodiversity Net gain	10%	20%
Car Parking ratios across schemes	0.7-0.9	0.5 or less
Are there technical constraints?	PHPP: This scheme will aim to deliver Passivhaus or equivalent level of sustainability. These principles have been incorporated from the outset.	
	Water: The target is 90lppd but the detailed design to deliver this has not yet been developed.	
	Biodiversity: The opportunities for improvement are included and a 20% improvement is being targeted	
	Car Parking: The target is 0.5 or less	
Are there financial constraints	Estimated costs for the programme have included a cost allowance for Passivhaus or equivalent standards	
Recommended Sustainability Target	Passivhaus or equivalent standards	
Additional measures included to meet Net Zero Carbon in the future	Future proofing - Measures in future are likely to include Solar PV and battery storage	

5. Programme

5.1. The indicative programme for the development is as follows:

November	2022	Resident consultation event
January	2023	HSC Report on possible redevelopment
March	2023	Planning Submission
September	2023	Planning Approval
February	2024	Start on Site
July	2025	Practical Completion

5.2. Demolition notices

There is no requirement at this location to issue Demolition Notices under the Housing Act 1985 in order to suspend the Right to Buy.

5.3. Tenant Decants

There are no tenant decants proposed at this location.

5.4. Compulsory Purchase Order

There are no CPOs required at this location.

6. Financial Implications

6.1. Budget / Funding

6.1.1. The total indicative cost is currently estimated at £10,964,000 (In addition to the construction costs, this includes pre and post statutory planning fees, professional consultant fees, survey and site investigation costs, other associated costs and HDA fees.

6.1.2. It is proposed that the investment will be met from HRA resources as below.

This will result in the following mix of funding:

Right to Buy receipts:	£0
Grant Funding (assumed):	£2,576,000
HRA resources and borrowing:	£8,388,000
Total:	£10,964,000

6.1.3. The indicative capital cost to the HRA is expected to be £10,964,000 to deliver 40 new homes.

6.1.4. Option A appraisal assumes grant will be secured, and funding bids are proposed to be submitted to Homes England through Continuous Market Engagement. Alternative funding streams will be investigated as these become available. Grant assumptions used in this budget are projected based on discussions with Homes England and grant identified to date, and exact levels which may be agreed are subject to variation.

6.1.5. Option B appraisal assumes no grant, and the scheme viability would be achieved via the inclusion of private sale properties.

6.1.6. Should sufficient grant not be identified, then option B would be to deliver approx. 16 (40%) affordable homes for Council rent through the Cambridge Investment Partnership. The council is requesting delegated authority allowing the Executive Director in consultation with the Exec Councillor to deliver the scheme with (40%) affordable homes to be let at 60% of market rent, and 24 market homes for market sale, subject to continued financial viability.

6.1.7. Moving from a grant funded affordable rented scheme to mixed tenure would have additional budgetary implications in respect of SDLT and Section 106 planning contributions. These will need to be quantified and re-appraised in line with the latest market assumptions at the point at which option B may need to be adopted.

7. Implications

(a) Staffing Implications

The development scheme will be managed by the Housing Development Agency which will also provide the Council's staffing contribution to the development of the scheme. The scheme will be developed by the Cambridge Investment Partnership (CIP) which is a 50-50 Joint Venture Partnership. This will follow principles of the CIP scheme delivery routes approved at September 2019 HSC.

(b) Equality and Poverty Implications

A scheme specific EQIA has been completed and accepted.

(c) Environmental Implications

A scheme specific Climate Change Rating Tool has been completed and accepted. The overall impact is classified as Net Low Positive.

(d) Procurement Implications

The scheme will be delivered by the Cambridge Investment Partnership (CIP). The Council will both draw on the experience which Hill can bring to CIP of delivering projects to Passivhaus or equivalent standards and will ensure that the ongoing learning is captured. The project will be subject to an independent Value for Money assessment by the Employers Agent for the Council.

(e) Community Safety Implications

The scheme will be built in accordance to Secure by Design guidelines as set out within the City Councils Design Brief.

8. Consultation and communication considerations

- 8.1. There has been communication with surrounding residents prior to this report being presented. All adjacent tenants and residential leaseholders were contacted with an invitation to attend a consultation event on November 8th to view our initial proposals and provide feedback. This meeting was organised on a drop-in basis over a period of four hours from afternoon to early evening to discuss the council's proposals. The meeting was in a location very near to the former garage site and followed current Government COVID guidelines.
- 8.2. Approximately 63 people attended, and all were asked to fill in a questionnaire about the proposed redevelopment. Concilio supplied a Final Feedback Report dated 28th November 2022 (Appendix 3). 64 survey responses have been received. 51.6% out of 64 responses support the proposals to deliver new homes, including affordable, at the East Road site. Refer Appendix 3. Some of the areas to note are:
- Useful suggestions made for wider estate improvements
 - Strong support for our focus on sustainability
 - 12 respondents commented on the height of the proposed buildings and generally felt that the proposed buildings were too tall and suggested preferred heights, or felt that a smaller building would be preferred over the provision of commercial space. One respondent was positive about the opportunity to increase scale in order to maximise value for the taxpayer
- 8.3. The project team will be working through this feedback as part of the next stages of design development. There will also be further engagement as part of a planning application and specifically in relation to the estate improvements.
- 8.4. There has been consultation with Ward Councillors about the proposals.
- 8.5. The HDA continues to liaise closely with colleagues in City Homes, to ensure timely and accurate information is made available to all parties affected by the proposal.
- 8.6. There will be further formal consultation through the planning process

9. Risks

- 9.1. Below is a table setting out key risks associated with the project:

Description of risk	Likelihood	Impact	Mitigation

Site size and location	Med – The site is constrained and adjacent to a busy road and residential estate. There is potential for noise from site, and disruption to neighbouring residents and traffic flow.	Disruption to neighbours and potential delays to programme if access not well managed.	Drawing on CIP experience from previous sites- noise, access and unavoidable disruption to be carefully managed. Regular communication with surrounding homes to be undertaken.
Achieving sustainability levels as outlined in this report	High – Achieving the levels of insulation and air-tightness required is demanding on all elements of the supply chain. Errors can have significant cost and delay implications.	Potentially higher build costs involved in achieving standards	Training, draw on Hill experience to get to as close to sustainability standards outlined as financially viable. A specialist advisory consultant will be employed from the outset.
Cost: Market conditions in the construction industry can also impact on estimated costs.	High- further site investigations could uncover unknown issues; current supply chain issues may mean rising costs continue into 2023/2024	High-. If costs go beyond approved budget this could lead to delays to start on site and contract negotiations leading to the potential increase in costs.	This scheme is being worked up through CIP, meaning that detailed costing is achieved at key stages. Real time procurement information is made available via other schemes progressing on site. CIP will also be tasked in providing information on impact on life-cycle costs. The HDA will also engage an Employers Agent to scrutinise costs.
S106: To be agreed following successful planning application	Med- Potential for delay in agreement of S106 following planning approval resulting in programme delay.	Med- Delay to start on site	Team have undertaken multiple negotiations for 106 agreements for similar schemes. Contract documents to be prepared for execution whilst awaiting s106 agreement.
Bringing together two different programmes (housing delivery and wider estate improvement) for the first time	Med- Possibility that residents unwilling to engage, expectations are not managed, failure to reach agreement on proposed improvements	Med- Substantial wider estate improvements are not delivered	Work with landscape architect and CCC Resident Engagement Team. Start engagement early and draw on experience both within CIP and CCC.
Planning: The planning application will be subject to the observations of consultees, the assessment of planning officers, and ultimately the decision of the Planning Committee.	Med- current scheme has been through a Pre-application discussions with Planning. There is a need to balance planning policy and views of the local people and ward members.	Med- Potential change in unit mix and numbers	Scheme will continue to be developed in response to the comments received from the pre-application discussions with the LPA which have been carried out. Further discussions will be carried out.

10. Background papers

19/42/HSC Approval for CIP scheme delivery routes

21/48/HSC: Report on progress toward HRA estate regeneration programme.

22/32/HSC: HSC Update on New Build Council Housing Delivery Report.

21/48/HSC: HSC Report on progress toward HRA Estate Regeneration programme.

Housing Key Facts, Housing Register Applications & Lettings Summary, Commentary & Data Tables September 2022 (www.cambridge.gov.uk)

Detailed affordability analysis Cambridge and South Cambridgeshire- Savills Research Report to Greater Cambridge Partnership (delivering the City Deal) June 2017 (cambridgeshireinsight.org.uk)

The Council's Homelessness & Rough Sleeping Strategy 2021-26 (www.cambridge.gov.uk)

11. Appendices

Appendix 1 – Site Location plan and red line of proposed transfer

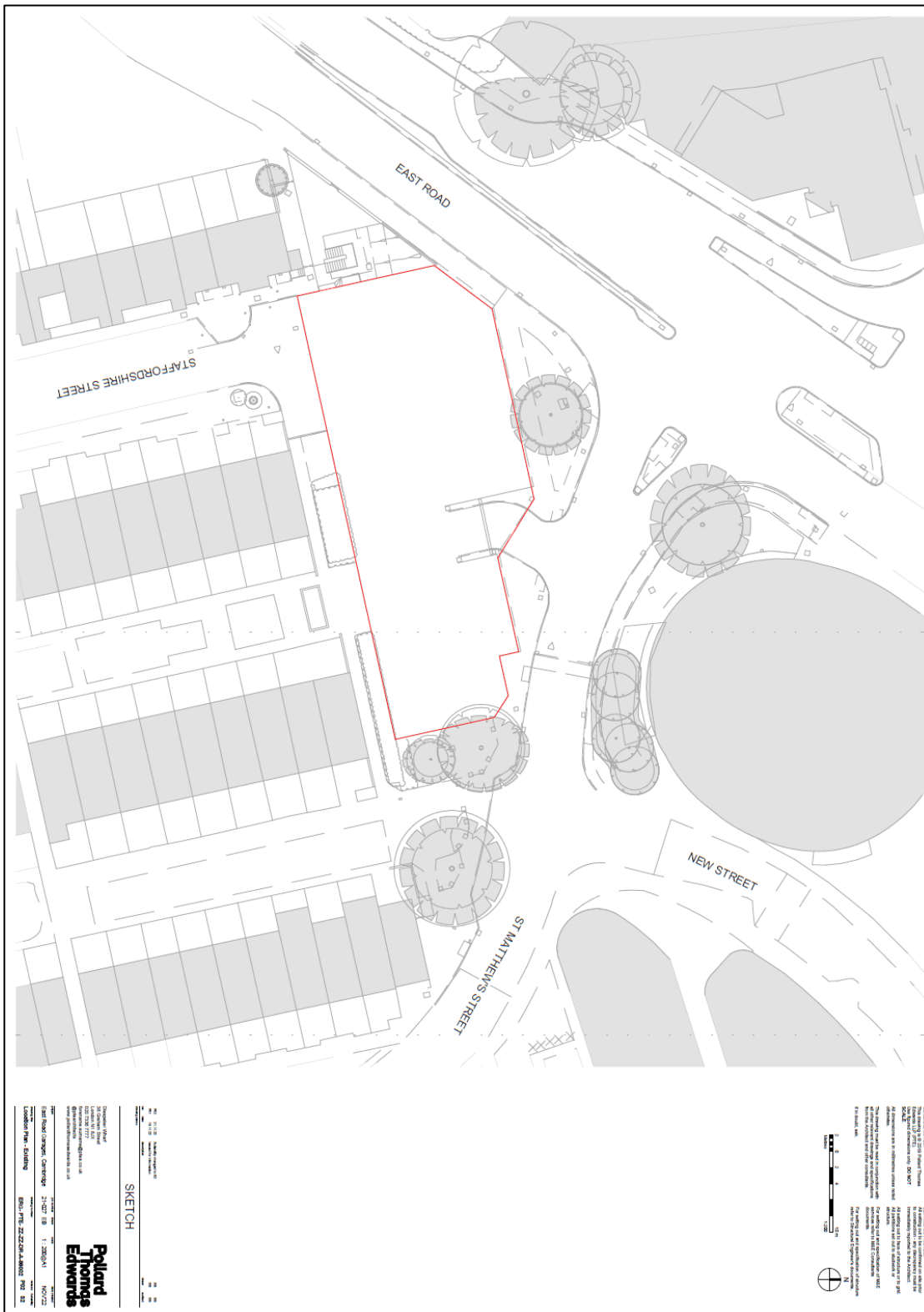
Appendix 2 – Indicative Layout

Appendix 3 - Concilio Final Feedback Report Dated 28th November 2022 – redacted to remove personal information.

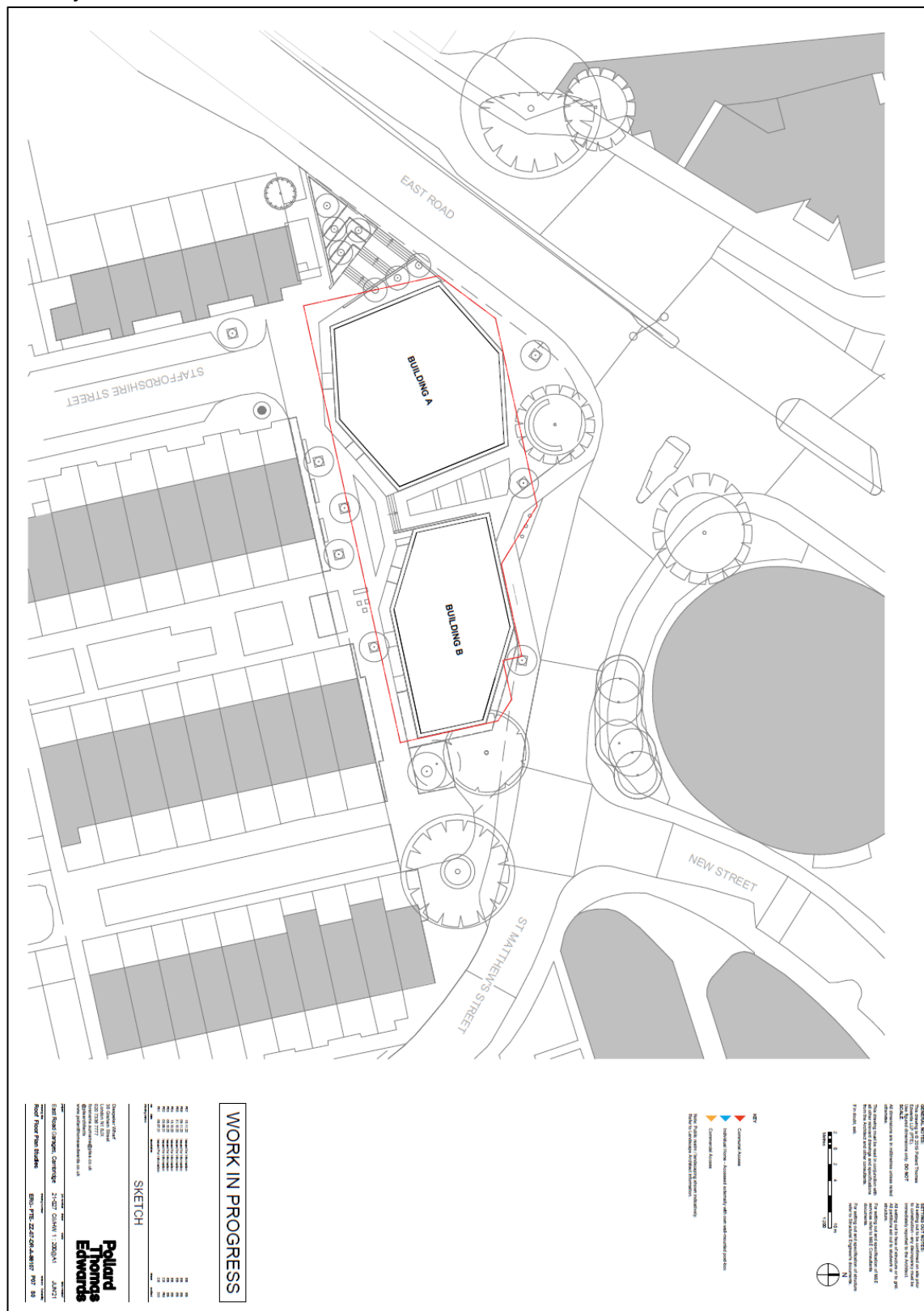
12. Inspection of papers

To inspect the background papers or if you have a query on the report please contact Natalie Bailey, Housing Development Agency, tel: 07702 605 689, email: natalie.bailey@cambridge.gov.uk

Appendix 1 – Site Location plan

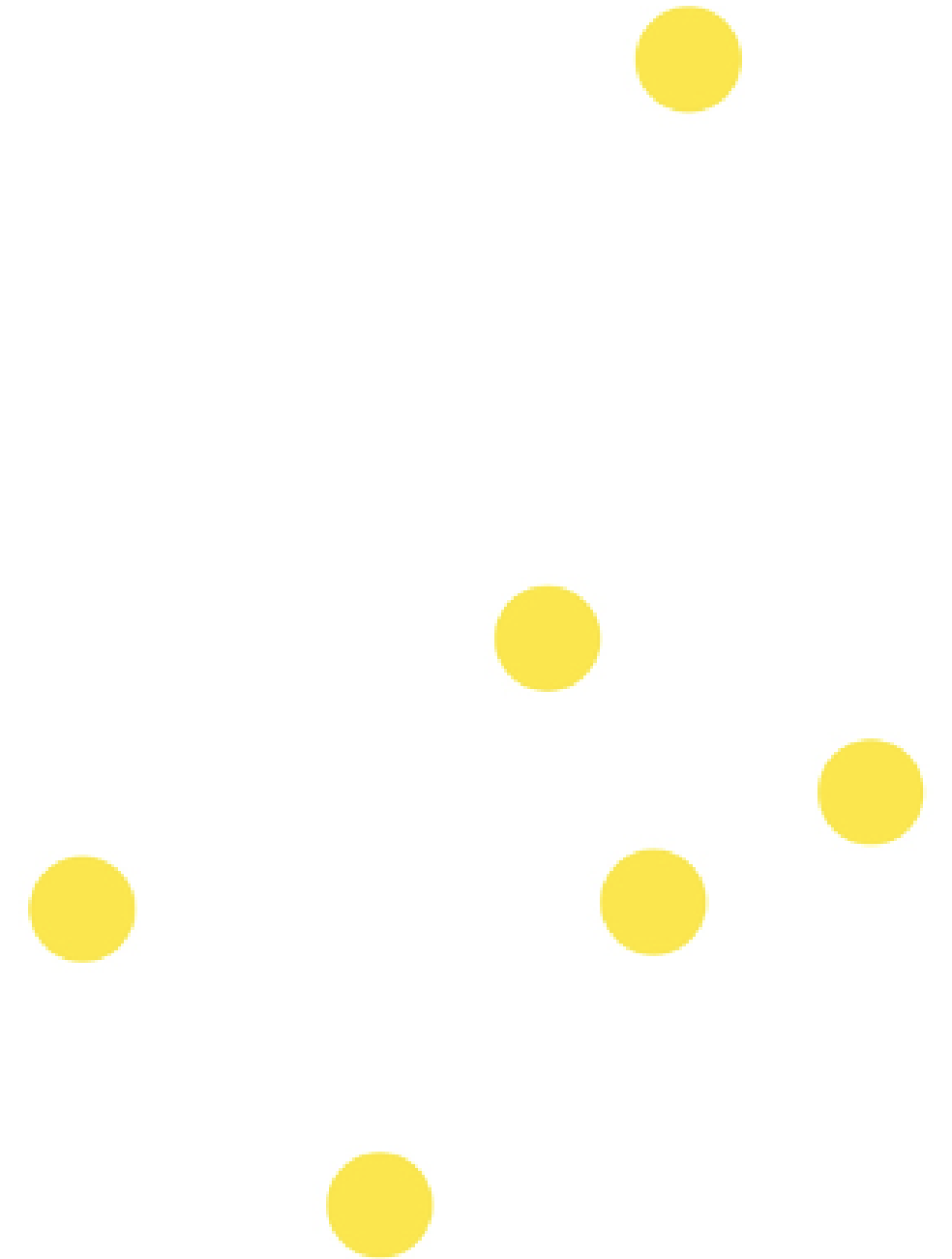


Report page no. 16 Agenda page no. Page 80



EAST ROAD AND NORFOLK STREET CONSULTATION

Final feedback Report – 28th November



The consultation:

63

Total in-person event attendees

64

Questionnaire responses received

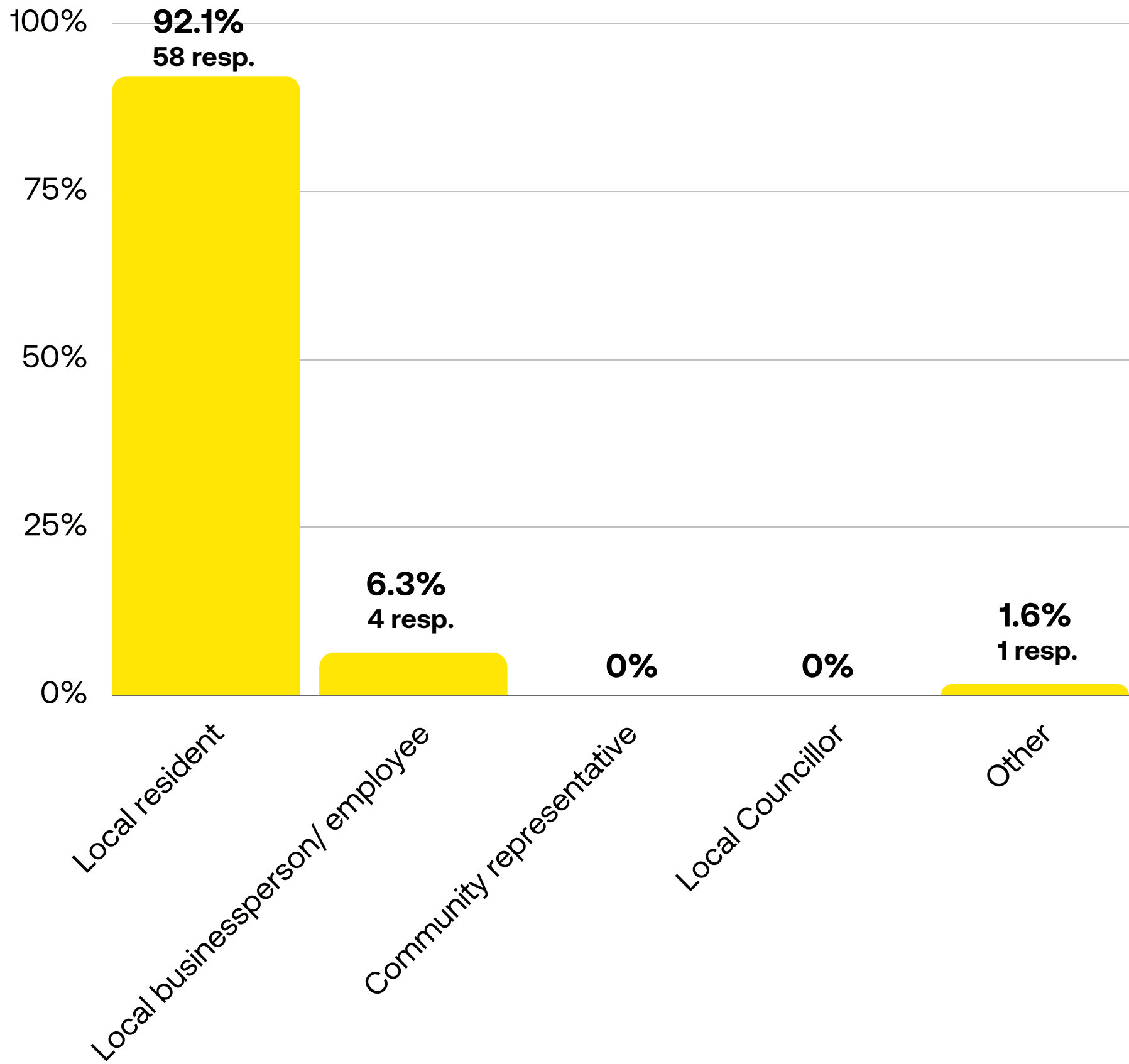
1,121

Website visits

QUESTION 1:

WHAT IS YOUR RELATIONSHIP TO THE LOCAL AREA?

63/64 Answered

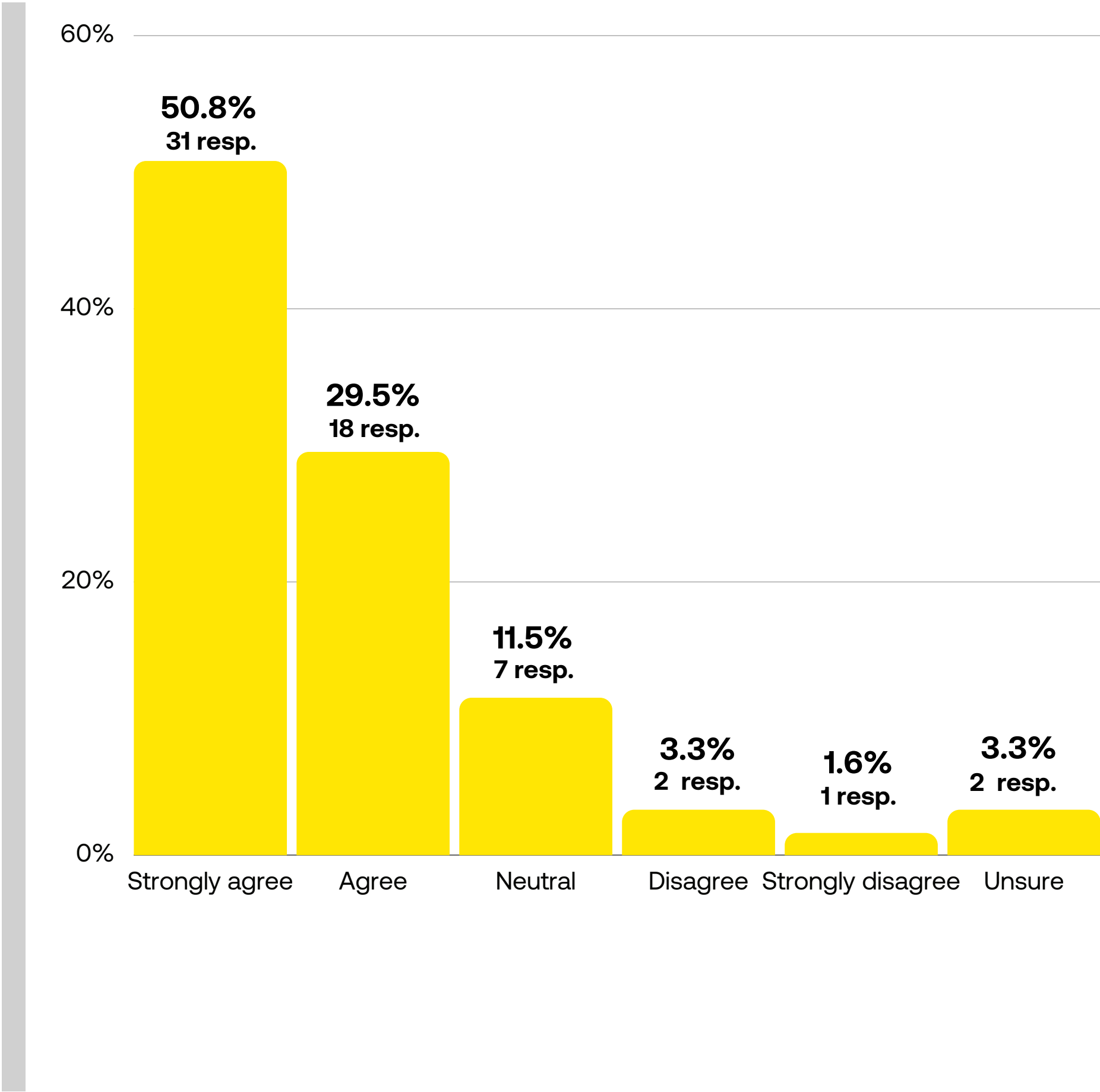


QUESTION 2:

THE PROPOSALS FOR BOTH SITES WILL SEE ALL OF THE NEW HOMES DESIGNED TO HIGH SUSTAINABILITY STANDARDS, WITH A FOCUS ON ENERGY EFFICIENCY. DO YOU AGREE WITH THE FOCUS ON SUSTAINABILITY IN THE DESIGN?

Page 84

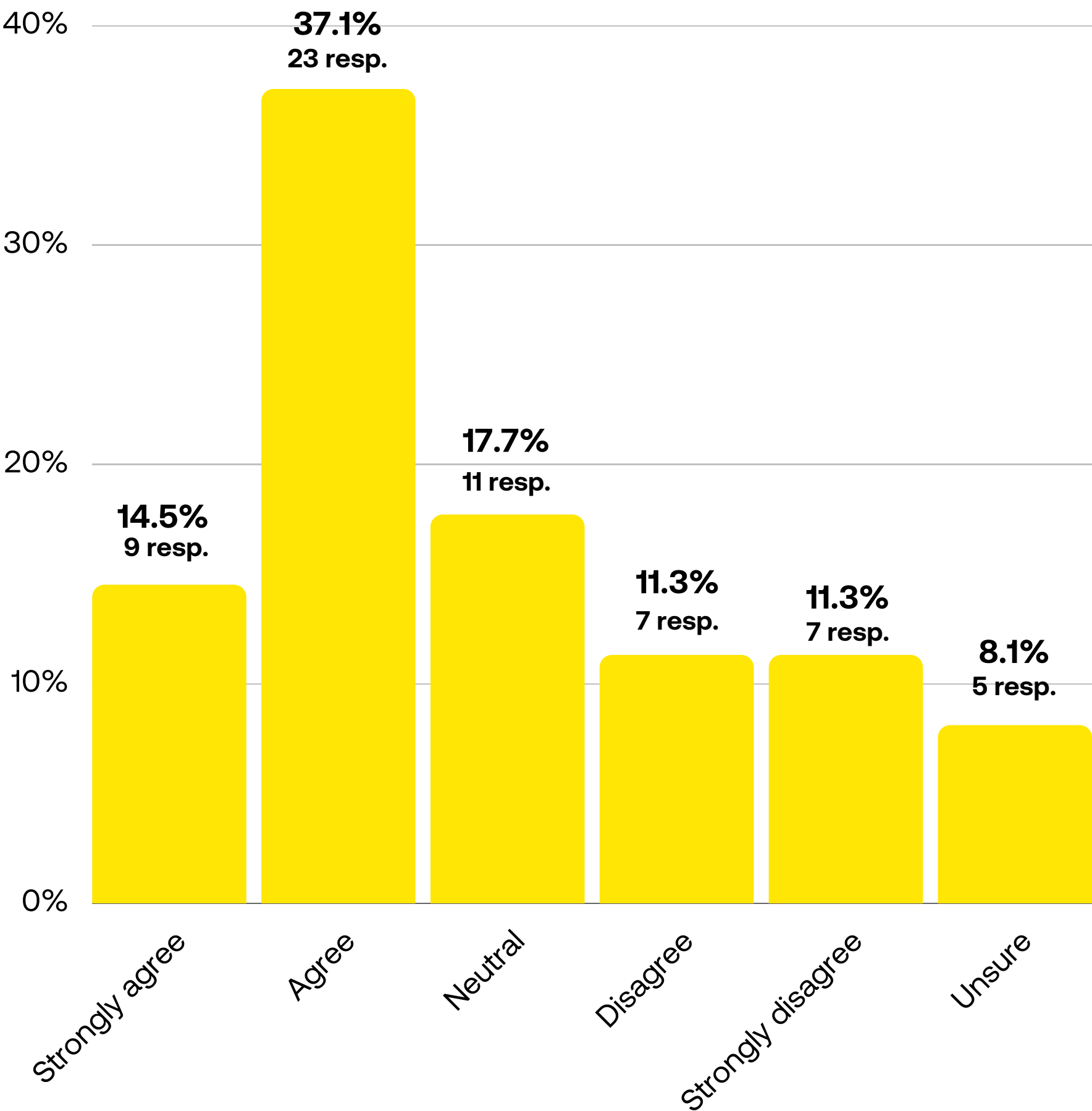
61/64 Answered



QUESTION 3:

THE PROPOSALS FOR THE FORMER GARAGES ON EAST ROAD WILL DELIVER UP TO 40 NEW HOMES, INCLUDING AFFORDABLE COUNCIL RENTED HOMES. DO YOU AGREE WITH OUR PROPOSALS TO PROVIDE MUCH NEEDED HOMES AT THIS LOCATION?

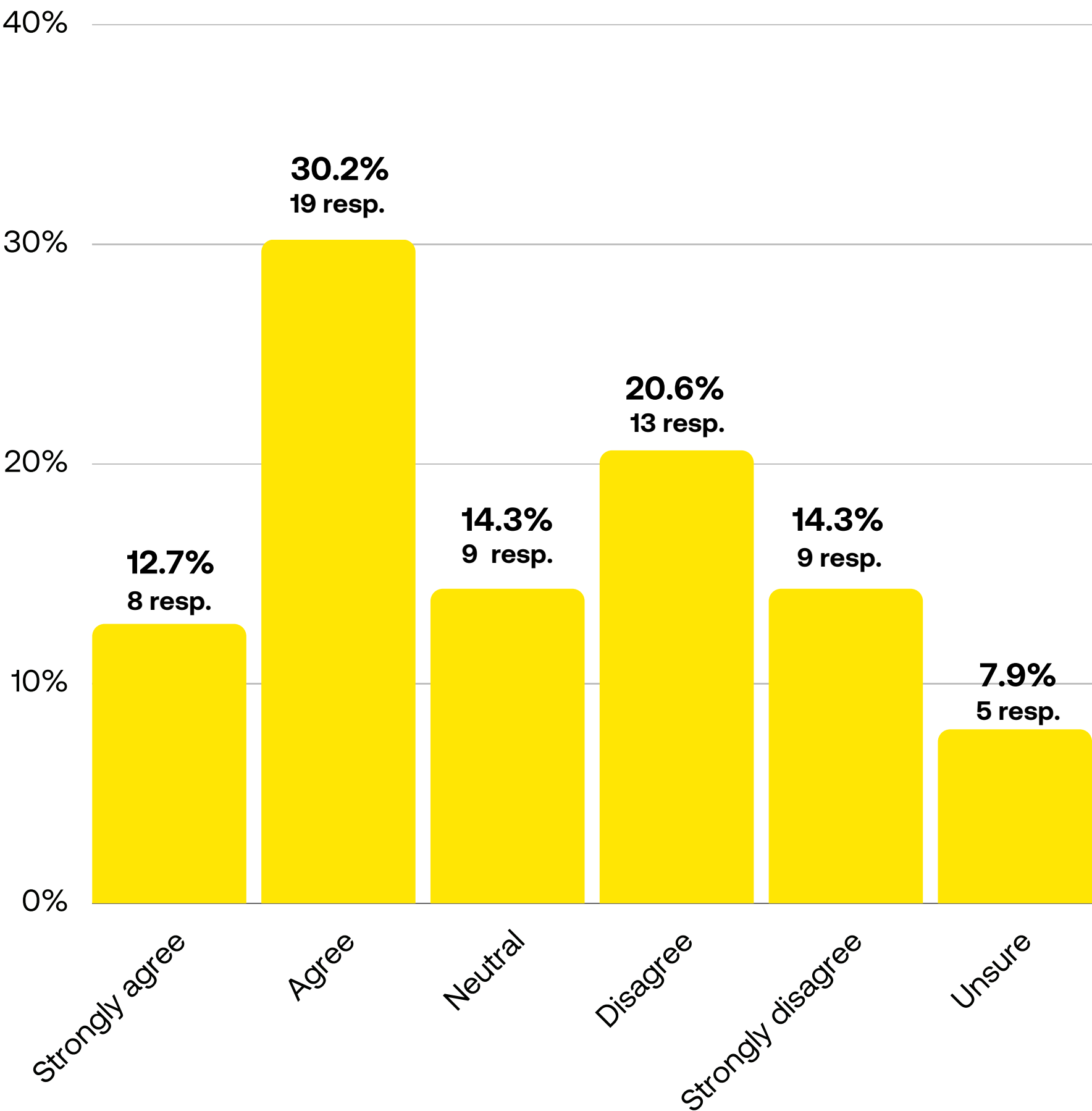
62/64 Answered



QUESTION 4:

THE PROPOSALS FOR THE FORMER GARAGES ON EAST ROAD, WILL PROVIDE THE OPPORTUNITY FOR NEW HIGH-QUALITY BUILDINGS TO IMPROVE A KEY ENTRANCE INTO THE CITY CENTRE AND INCREASE CONNECTIVITY TO EAST ROAD TO THE NORTH. DO YOU THINK THIS IS A POSITIVE ASPECT OF THESE PROPOSALS?

63/64 Answered

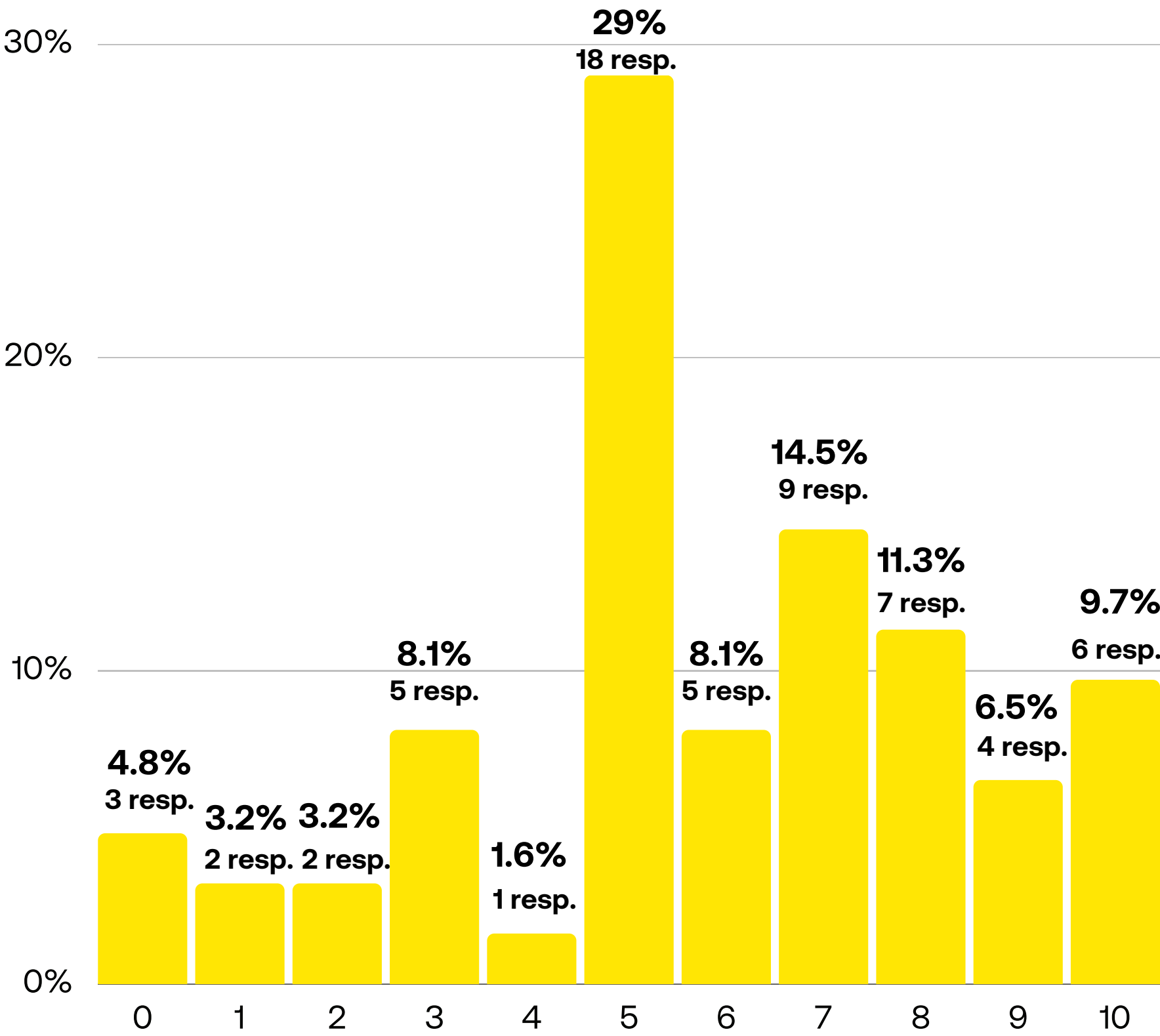


QUESTION 5:

THE LANDSCAPE PROPOSALS FOR THE FORMER GARAGES ON EAST ROAD, INCLUDE THE AIMS TO ENHANCE THE QUALITY OF THE EXISTING LANDSCAPE AND CREATE A SENSE OF PLACE THAT REDUCES NOISE AND POLLUTION FROM THE MAIN ROAD. ON A SCALE OF 1 (STRONGLY DISAGREE) TO 10 (STRONGLY AGREE), WHAT DO YOU THINK OF THE LANDSCAPE PROPOSALS?

62/64 Answered

Average rating:
6.5/10



QUESTION 6:

THE NEW BUILDINGS PROPOSED FOR EAST ROAD WILL INCLUDE SPACE FOR COMMERCIAL USES, WHAT WOULD YOU LIKE TO SEE IN THIS SPACE?

47/64 Answered

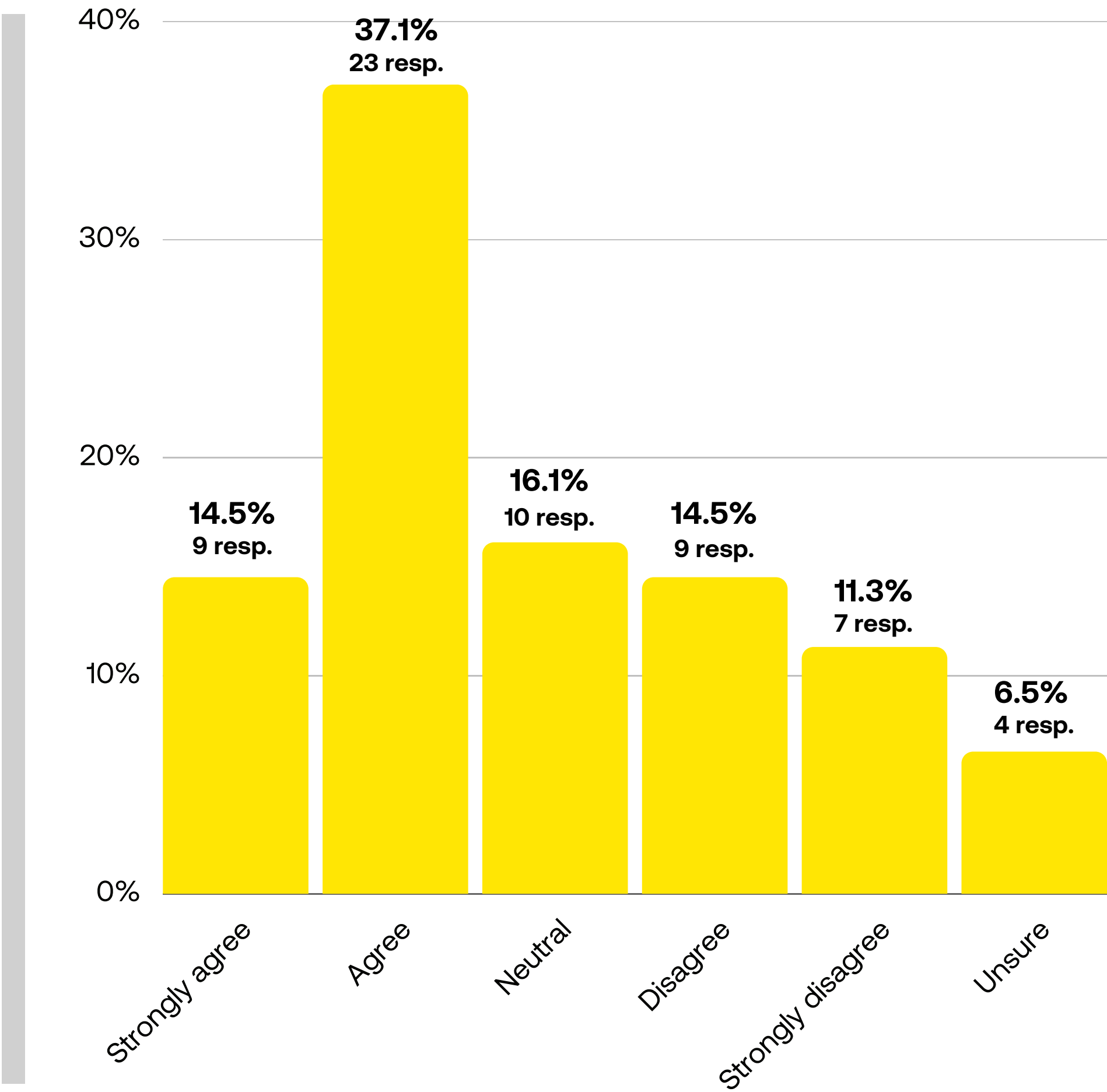
The following responses are a sample of answers. For a full list of answers, please see Appendix A at the end at this report.

- Page 88
- Don't need to attract more people to a resident area, so plenty of green space.
 - Affordable office and shop spaces for small businesses and charities.
 - Need to ensure that this works well alongside residential space, to the primary benefit of residents
 - A temporary home for [REDACTED] Box Cafe. Commercial units are not needed as evidenced by the concurrent failure of both the Beehive Site + Grafton Centre. Provide homes for what people already need and love that you are dislodging by your plans.
 - I would prefer to see space used to help local families
 - The commercial space could be a cafe or a small start-up hi-tech based company. Should it be a premises which will attract lots of groups in an already fairly stressed area - lots of traffic at the moment.
 - More Cafes! Can never have enough cafes! I'm concerned about the lack of car parking in the East Road proposal - this seems likely to lead to more pressure on the limited spaces in the Staffordshire Street estate...
 - Shops that will be of benefit to local residents or small business start-ups
 - Communal area/space, rather than commercial!
 - Youth centre of some sort - a space for young people to gather safely + have fun. Fruit + veg shop

QUESTION 7:

DO YOU SUPPORT OUR PLANS TO REDEVELOP THE FORMER EAST ROAD GARAGE SITE?

62/64 Answered

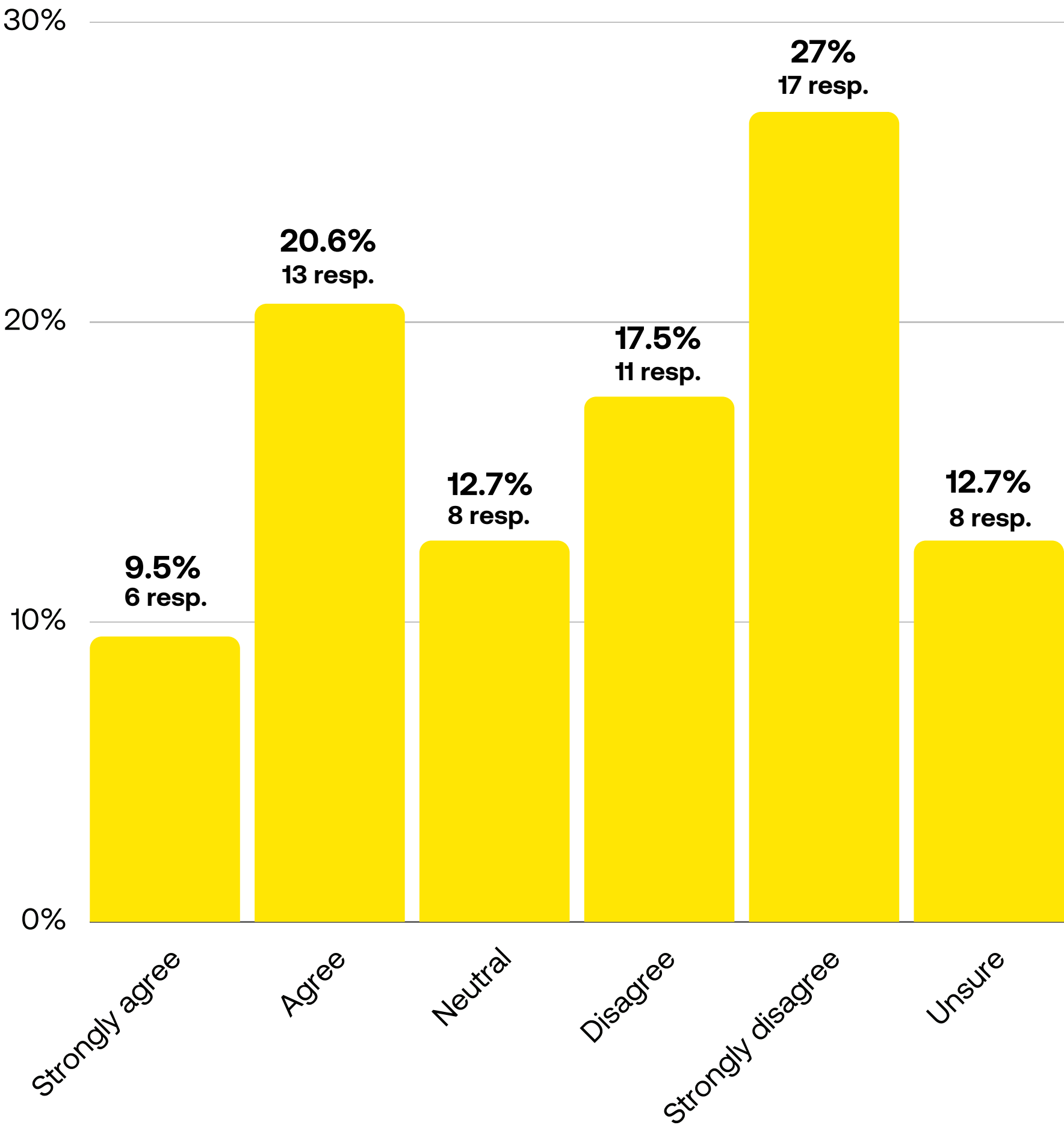


QUESTION 8:

WE ARE PROPOSING TO PROVIDE C. 4 NEW COMMERCIAL UNITS ALONGSIDE C. 7 HIGH-QUALITY HOMES AT 47-51 NORFOLK STREET, DO YOU THINK THIS IS A GOOD USE OF THE SITE?

53/64 Answered

Page 90

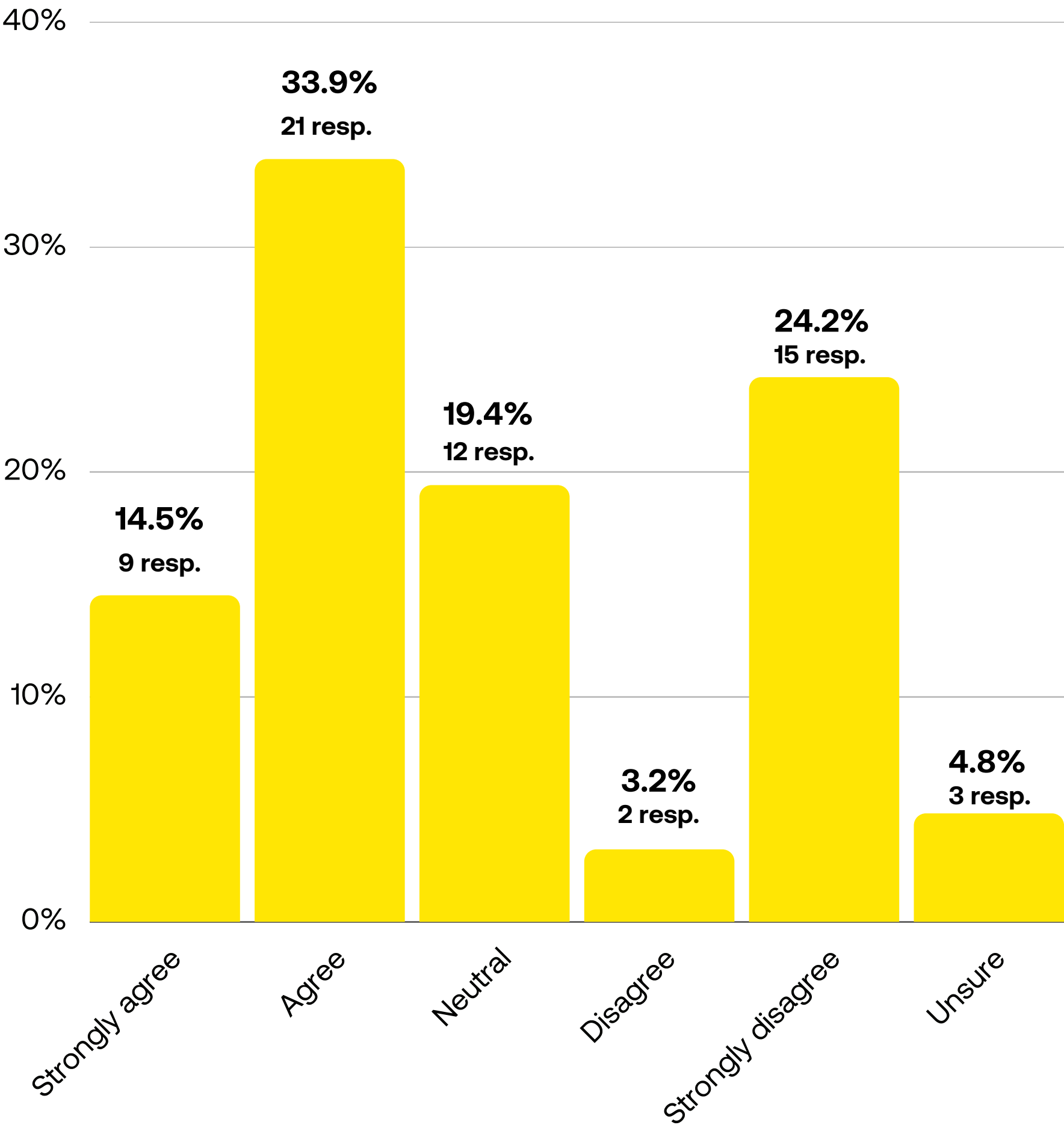


QUESTION 9:

DO YOU LIKE THE IDEA THAT THERE
COULD BE AN OUTLOOK AND POTENTIAL
LINK FROM THE PROPOSED CAFE ONTO
FLOWER STREET PARK?

62/64 Answered

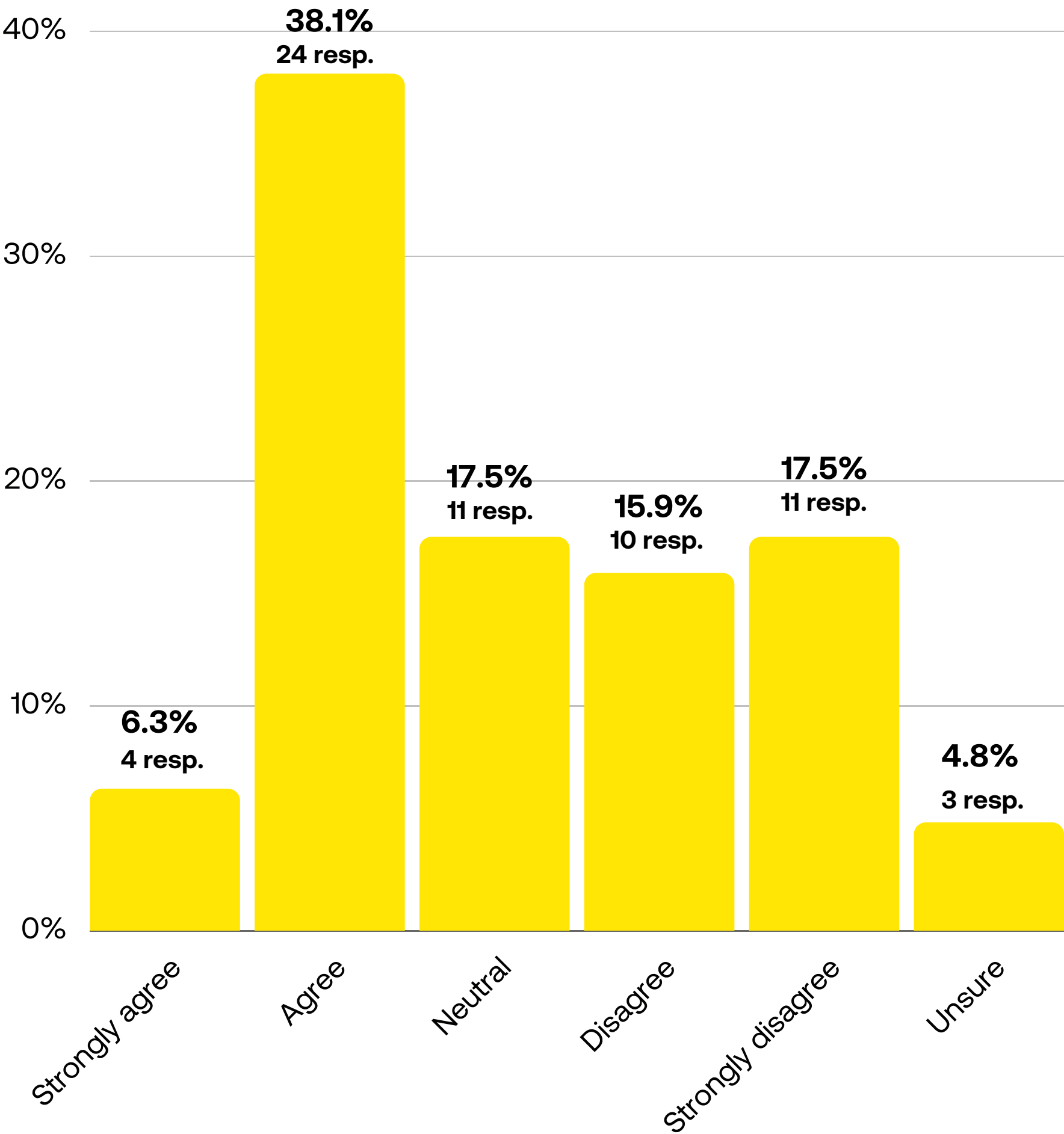
Page 91



QUESTION 10:

THE PROPOSALS FOR 47-51 NORFOLK STREET WILL SEE A NEW FAÇADE FACING NORFOLK STREET THAT WILL RELATE TO THE AREA AND FEATURE IMPROVED SHOP FRONTAGES. DO YOU THINK THESE ARE POSITIVE ASPECTS OF THE PROPOSALS?

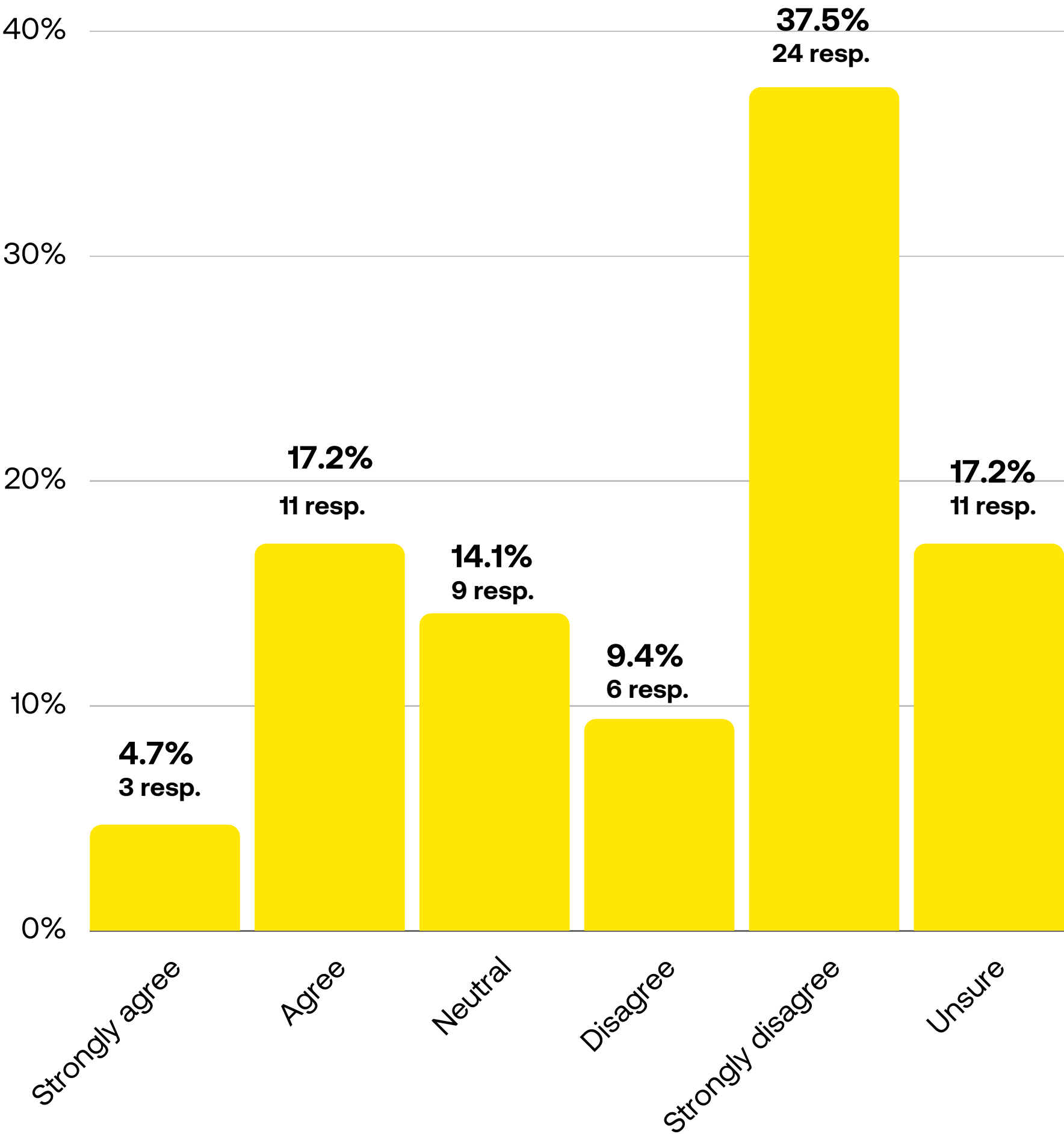
Page 92
63/64 Answered



QUESTION 11:

DO YOU SUPPORT OUR PLANS TO REDEVELOP 47-51 NORFOLK STREET?

64/64 Answered



QUESTION 12 (GENERAL):

DO YOU HAVE ANY FURTHER COMMENTS FOR THE PROJECT TEAM?

22/27 Answered

The following responses are a sample of answers. For a full list of answers, please see Appendix B at the end at this report.

- Page 94
- All development needs to be car free as the roads are at capacity in the area. I am also very worried about construction. St Matthews Street and Norfolk Street are key roads in the neighbourhood and should not be blocked during construction.
 - This will cause a lot of issues with school pick up and drop offs and safety for children is a concern here. The road is already blocked off to parents cars and having lived on a CIP estate i know that there will be numerous cars from the construction workers as well as construction vehicles parked in the surrounding area meaning nowhere to park and therefore people taking risks
 - These projects are a disgrace. Organising this event with Carter Jonas is a travesty. YOU WILL FACE OPPOSITION!! They are not sustainable as large amounts of energy will be used to build the new development. NOT GREEN!!
 - - Opportunity to increase scale/massing of development to maximise value for tax payer. Conservation area does not preclude innovative design. Petersfield already has variety of houses and density. - What is market advice re site of commercial units? Are small-scale units viable? Room for flexible space?
 - Development will create more parking problems and destroy the community + destroy the local businesses.
 - Please can you hold another drop in event, as we live on Norfolk Terrace and we're not made aware of this event happening by any leafleting or posters and feel we have not had a chance to ask questions or feed into the consultation in a meaningful way. It feels very unfair to hold a drop in event that is poorly advertised. I found out about it in the news after the fact, and I walk past this location twice a day!!
- CONCILIO

QUESTION 12: (EAST ROAD)

DO YOU HAVE ANY FURTHER COMMENTS FOR THE PROJECT TEAM?

22/27 Answered

The following responses are a sample of answers. For a full list of answers, please see Appendix C at the end at this report.

- The east street site is more permissible but the blocks are too tall. 5 to 3 storeys at absolute maximum but I am not opposed to new residential development in that location. I do not think a commercial unit is needed at this location. I won't draw in people to the area and will be underused.
- Worried that no small business parking. Some businesses have shared use let out in time slots. Now there are no longer buses along E. Rd to park & ride, how do owners get there? More housing on E. Rd = more need for buses. Currently none along E. Rd - need to look at development holistically.
- - Proposed 6 storey block A is much too high. 2 x 4 storey blocks would be better. - Have been told 40/60% split of council/private rentals. There needs to be >50% council rentals
- The height of both new proposed blocks must reference the Staffordshire Street estate. The 6 storey block will dominate the 'Irish' named blocks such as Hollymount & Glenmore. The highest block must be lower. - Rate landscape proposals for East Road 9/10, but bearing in mind only indicative. - Water conservation is important.
- East Road: - I think the concept of higher-story buildings (more than 3 or 4) should be revised strongly. No need at all. - I think that there should be a continuous connection to the local community in terms of permanently freshening the site - I propose a shared initiative platform in this regard

QUESTION 12: (NORFOLK STREET)

DO YOU HAVE ANY FURTHER COMMENTS FOR THE PROJECT TEAM?

22/27 Answered

The following responses are a sample of answers. For a full list of answers, please see Appendix D at the end at this report.

- Page 96
- Careful consideration of commercial use alongside the residential space. As a car free space, there needs to be increased (secure) bike storage. Access to site outside of trading hours to be considered so residents not inconvenienced. Impact of commercial use on Norfolk Street itself (eg deliveries)
 - The Norfolk Street site is next to a busy school. Any construction works would need a very carefully considered Construction Management Plan before progressing.
 - The current cafe on this site is popular with the local community, and just what we need. I would want to ensure that the new cafe would be affordable for the people who run it. I do not like the current building plan (47-51 Norfolk Street) it is too big, dwarfing the houses + looks brash + too modern. I would like to see more than 50% council homes.
 - The Norfolk site is worrying. The units will likely be expensive for already operational businesses beloved by the community. How is it sustainable to relocate business, knock down functional buildings to build new ones in this location. The Box Cafe is an asset to the community and should be retained as a community enterprise. The buildings are outdated but they are in keeping with the quirky nature of Norfolk street. The new development is too modern. It would be more sustainable to retrofit the old buildings to a higher spec.
 - Think the connection between residential units and the park can be improved. Issues of overlooking and security
 - We would support a redevelopment if done sensitively and with efforts made to support businesses and organisations in the current premises to stay, as well as altering the shop fronts to fit more naturally into the local area.
- CONCILIO

QUESTION 13:

DO YOU HAVE ANY IDEAS FOR WIDER ESTATE IMPROVEMENT?

22/27 Answered

The following responses are a sample of answers. For a full list of answers, please see Appendix E at the end at this report.

- Improved stairwell and security so access only to those living there
- Solar PVA panels throughout the estate
- Upgrade existing pedestrian routes through the estate. Repair of pavements damaged by tree roots. More sympathetic and prettier/bee friendly planting
- Play equipment for younger children required (0-5 years). Current playground v. limited. A 6-storey block is much too high
- I think the council should continue with and complete their programme of replacing flat roofs on the estate. Important to improve insulation in the roof of old housing stock.
- Ground source heating to be installed as part of development. Underneath blocks air - now is the time to dig that in!!!
- Please let [REDACTED] and their team stay in the cafe
- Improve environmental rating of the flats and houses etc all through the estate (ABCDE Ratings)
- Need for refreshing the public use of the area, based on continuous data-driven feedbacks from the local community
- I propose a shared platform based on collaborative and initiative, permanently to make a bridge between the community around and the changing character of the area

Appendices

APPENDIX A: (QUESTION 6 CONTINUED) - THE NEW BUILDINGS PROPOSED FOR EAST ROAD WILL INCLUDE SPACE FOR COMMERCIAL USES, WHAT WOULD YOU LIKE TO SEE IN THIS SPACE?

- Car parking and electric chargers with capacity greater than for those living in the new housing, for use with a Petersfield permit or Council contract, as the garages previously provided
- E class use is fine at this location although it is not necessary. It is easy enough to go to the shops located at the Beehive center or Grafton from this location. I doubt many residents from the area would use it. I see that it would mainly be used by the university students. I would rather the blocks were smaller than introducing unneeded commercial use.
- - Greengrocer --> old-fashioned, reasonably priced. (Not artisan/high end!) - Youth centre/youth facilities - Warm hub/local library
- Local food shops e.g. fish + chips, local supermarket, cycle repair shops
- No to: Any night club, bar, or such. Yes to: Office space, retail, community activity (maker-space?)
- Unhappy about commercial use - would prefer housing at ground level + make building 4 storeys high. If commercial activity needed to support building finances/upkeep - NO SUPERMARKET - small workshop type units preferred. Maybe crossing could be moved to nearer junction in St. Matthews Street where many children and parents with pushchairs etc. cross to reach St. Matthews Primary School + parkside via safe route.
- - Reinforce council ambitions for East Rd. as urban boulevard with variety of uses and services, creating busy, attractive and people-friendly space. - Corner plot needs strong & muscular building to harmonise with East Rd civic and commercial spaces. - Current linear open space in estate is problematic, don't replicate/exacerbate in landscape design.
- No seats on East Road aspect due to road pollution. Please include renewable energy and insulation

APPENDIX A: (QUESTION 6 CONTINUED) - THE NEW BUILDINGS PROPOSED FOR EAST ROAD WILL INCLUDE SPACE FOR COMMERCIAL USES, WHAT WOULD YOU LIKE TO SEE IN THIS SPACE?

- Independent shops
- Children related activities / club / gym / workshop
- A community centre space including a café and meeting/halls for hire, a small courtyard/garden
- Family run business in contrast with big chains
- Local shops and rentable business spaces
- The current business that have been open for years such as The Box cafe, and what was the Cogwheel trust (which is now, I believe, supporting bereaved children).
- Continuation of Box Cafe and the positive impact it has had on its local community
- Nothing. That space does not need commercial units.
- Child friendly cafe;
- No shops as there's no parking
- better childrens play area
- Supermarkets
- Don't mind
- Local and independent community focused use
- Community areas, community use.
- Small shops and businesses
- Large shops
- Local business

APPENDIX A: (QUESTION 6 CONTINUED) - THE NEW BUILDINGS PROPOSED FOR EAST ROAD WILL INCLUDE SPACE FOR COMMERCIAL USES, WHAT WOULD YOU LIKE TO SEE IN THIS SPACE?

- Restaurants/cafes
- There were just houses there before. Let's keep it at that, especially as we need more housing.
- Continuation of the box cafe and other community use spaces
- Independent shops
- Children's nursery. Not profit business
- Cafe, arts spaces
- Community facilities
- No firm views, but should take account of other proposed changes e.g. around the Grafton Centre and Fitzroy Street.
- A community room facility. I don't see the necessity for additional retail space given proximity of Grafton Centre other than possibly a small convenience store. Housing should be a priority. secure parking for cycles. This is a key site and should be prioritised for housing only to serve local population not investors
- Less height on buildings and ground floor housing. No commercial space needed.
- Newsagent. Delicatessen. Dentist. Dr's Surgery.

APPENDIX B: (QUESTION 12 - GENERAL - CONTINUED) - DO YOU HAVE ANY FURTHER COMMENTS FOR THE PROJECT TEAM?

- The proposals are not both sustainable – it is not green to demolish a building + rebuild. How much land space goes to the council housing?
- As with East Road, I'd like to see independent local businesses prioritised for the commercial units.
- Also I found this questionnaire very hard to fill out because you just state (obviously) positive things and then ask if we agree. Yes obviously we agree with the positives, but what are the tradeoffs? You would get a more balanced view if you said "we propose doing ...[positive thing].... but this will be at the expense of ...[a downside]....do you agree with this tradeoff?"
- There are a lot of leading questions in this survey. I really feel "got at".
- This survey is poorly designed , leading and not really very consultative. It feels like tokenism. This development although good is being done to the local community and the City Council are not interested in what people think
- The questionnaire is worded in a strange way and difficult to accommodate my views. The excessive building works happening all over the city is not supported by the necessary water supply. This needs to be seriously considered.
- From the information you've provided it's very unclear what you are proposing where and what we are losing. For example what would happen to the Allia site?

APPENDIX C: (QUESTION 12 - EAST ROAD - CONTINUED) - DO YOU HAVE ANY FURTHER COMMENTS FOR THE PROJECT TEAM?

- - What about grey water/recycling/reuse? Water is a critical issue - Need ground source heat pumps (esp on East Road proposals and PV solar panels to be maximally designed in on south-facing roofs. Also - where are the proposals for water/rain collection for watering all those lovely raised beds in the hot/dry summers?? Design them in!! The city does not need a key entrance at that location (East Road)!! The grotty entrance along Newmarket Rd and at the Eliz. Way roundabout needs landmark building - not this place! - 6 Storeys for building A is too tall from the point of view of the residents on the East Rd estate. You need to focus on them and their needs - not look outward at East Rd. -
- What is the % of affordable housing in the proposal? It has to be meaningful Nd not symbolic like in many developments. A space that could serve as community centre would be very much appreciated by the community and neighborhood
- The east road garages block appears too tall.
- I also question the term "affordable". How much will these units sell for? All my friends who were born here are unable to live in the city because they can't afford either rent or to buy in their own hometown. How many council houses would be part of the scheme?
- I feel all homes should be council managed and secure tenancy homes for local residents. I oppose the concept of providing privately owned homes with prices beyond the reach of any key workers and lower income residents. There is no provision for parking for residents or retail units and concerned about impact on nursery, school and medical services in this area.
- This questionnaire really only geared to what you want to hear and people will tend to agree with. Disingenuous just like the drawings that showed the 6 storey building the same height as the maisonettes.

APPENDIX D: (QUESTION 12 - NORFOLK STREET - CONTINUED) - DO YOU HAVE ANY FURTHER COMMENTS FOR THE PROJECT TEAM?

- I have concerns about the homes and the café that face flower street park. Kids play in Flower Street park every day and evening. Will the sand pit be removed? The children in the neighbourhood still get to run and play football/cricket in the park every day. Or will home owners and business managers ask them to stop because they are too loud or accidentally kick their balls into their area? Removing the wall that is currently there and having homes/cafe directly on to Flower Street park looks nice, but will take away from the community and public aspect of the park. This is a PUBLIC park and not meant to be an extension of someone's home or business. Will kids and parents now have to be mindful that their kids are not kicking balls into someone's windows or business? I see the potential of broken items. On the flipside, the future residents may be quite upset that there are kids being loud and running and playing right outside their homes and place of business. I see that this may cause arguments amongst upset current and future home owners.
- Cafe would be good to stay
- While I do agree with re-developing the Norfolk Street site the only issues I have are about the Flower Street Park, just because it's there and behind the development site it doesn't mean that it's there and free to use within your plans. Currently there are no windows looking over Flower Street Park and no public access to Flower Street Park via the development site - this should stay like this! NO to a cafe using a children's park as business area - meaning keep all business and residential links away from Flower Street Park and use Norfolk Street as main access. NO to all the residential windows and balconies overlooking all of which currently is a very private/quiet Flower Street residential area, absolute invasion of our privacy. Privacy is why many home owners of Flower Street bought their houses. Again NO to all the residential/business windows and balconies overlooking Flower Street Park! There are lots of young children living on Flower Street and the potential of paedophiles having a 'ring side seat' is disturbing! I live on Flower Street and have young children and there are lots of very strange, alcoholic and drug abusers who would take great advantage of using Flower Street Park if it ever became more accessible and usable by a cafe and residential access. Do not spoil what is currently a great child friendly area.

APPENDIX D: (QUESTION 12 - NORFOLK STREET - CONTINUED) - DO YOU HAVE ANY FURTHER COMMENTS FOR THE PROJECT TEAM?

- I'm concerned about the disruption to (or loss of) the Box Cafe. It is a much-loved family cafe, and a real asset to the area. It is a really supportive environment for young families, elderly, and people with disabilities. The other businesses in the site are all valuable charitable enterprises and it would be a shame for them to be disrupted too. Can the Box Cafe be temporarily relocated to a portakabin on Flower Street Park??
- There is already a shortage of affordable office space for social enterprises in the community, including individual entrepreneurs and the self-employed. The redevelopment proposals will cause further strain.
- 47-51 Norfolk Street: - more collaborative events based on community initiatives - permanent accessibility to the park, even when the cafe is closed - a continuous chance of proposing from the neighbourhood to make the whole area as adaptable to upcoming wishes
- Save Box Cafe!
- I disagree with the plan. The Box Cafe provides a place for the local community to meet beyond being a food business. They have been here for 13 years - The new plans should guarantee minimum disturbance to the business and ensure they will be able to remain on-site post-redevelopment.
- - 47-51 Norfolk St looks too big compared to Victorian Terrace to the right. Does that site even need to be redeveloped? - What considerations have been made for tenants of the Box Cafe, Uppercuts, Cogwheel Trust, etc. Will they be able to take over new commercial and cafe units at an equivalent rental/T+Cs??
- This is a dreadful proposal - the current buildings are home to a community hub (Box Cafe) + provide affordable space for small businesses + charities + potential for community activities such as yoga. There's already a nice family run cafe.
- The place is an oasis. Box Cafe and the related charities should be kept whatever developments take place they should not be moved out of the way to give more residential homes.

APPENDIX D: (QUESTION 12 - NORFOLK STREET - CONTINUED) - DO YOU HAVE ANY FURTHER COMMENTS FOR THE PROJECT TEAM?

- I strongly urge: a) taking excellent care of the existing subtenants (as All hasn't done), especially [REDACTED] and the vulnerable clients at Cogwheel Trust and the Red Balloon school. b) redesign the hideous industrial Norfolk Street frontage which is horrible and clashes with Victorian housing. c) improve the environmental credentials with ground source heat pumps, PV solar panels + water management + recycling. d) look after the people in the adjacent Victorian property!!! - I understand why you have to redevelop the site but oppose (strongly) how you propose to do so. You are NOT yet even close to an acceptable proposal - needs a great deal more work. And you MUST keep the small businesses/educational + therapeutic concerns in the immediate local area. I suggested to the Council rep that the Council look at the land in the car parking area of the 'Old Pye Site', opposite the Alex on Gwydir St - there are spaces for temp units to keep local services/businesses going while 47-51 is redeveloped. - Finally, you have my contact details - keep me posted of changes/developments
- I think there are serious flaws with the design as it relates to the way in which the commercial and residential properties are laid out, specifically in how they interact with the Flower Street park. I am shocked that there is not a plan for standing (6-8ft) solid wall between any open or accessible area of a residence or a commercial property and the park. Starting with the immense risk to children. That area of the park is primarily used by children ages <1 to 5 and the park as a whole is primarily used by children aged <1 - 11. Anything less than a tall and solid wall would easily allow children to access these properties accidentally (think of the toddler who wanders—crawls--off into a house with a door left open, or the baby/toddler who picks up a beverage or food that is sitting out, both highly likely scenarios under the current layout) or the 10 yr old who plays hide and seek behind patio furniture or sitting in the café or at someone's property. Then there is the highly likely—guaranteed—scenario that takes place all the time where a kid tosses sand or balls or sticks or a Tonka toy dump truck, and this would enter the property....

(Continued next page)

APPENDIX D: (QUESTION 12 - NORFOLK STREET - CONTINUED) - DO YOU HAVE ANY FURTHER COMMENTS FOR THE PROJECT TEAM?

(Continued from previous page)

- ...Further, this layout provides, or even enables, predators or potentially harmful individuals the opportunity to sit at the back of a cafe and stalk or watch children. There is simply a complete lack of an explicit and necessary boundary. The current layout invites residents and users of the property to naturally (intended or not) spill-over into the park and disrupt the intended and current use of the park. The park is an active and necessary part of the community that would be substantially affected by ANYTHING short of a solid barrier separating the park from any entrance to either a commercial or residential space.
- I am broadly supportive of the proposals, but as a very local resident (Norfolk St), I have concerns about noise, both during the building phase and afterwards when this becomes a more densely used area. What will you do to minimise this impact? How long do you expect construction to take? I didn't see a timeline.
- The proposed development of 47-51 Norfolk Street threatens local businesses, in particular the Box Cafe, that have been at the heart of our community for many years. Over the 20 or so years that I have lived on Norfolk Street, I have seen a number of cafe/ deli businesses come and go; the Box Cafe has succeeded largely due to its strong community links and has become a much-valued hub for residents. Loss of the Box Cafe would be a serious blow to residents; this likely outcome of the proposed development appears to be at odds with CIP's stated aim of benefitting the local community. I strongly oppose any development that would rob us of this amenity.
- Can you have a temporary space for the current businesses like Box café and businesses during the works period?
- We really value Box Cafe. It would be reassuring to know that they will have a place in the new development and temporary accommodation in the interim period.

APPENDIX D: (QUESTION 12 - NORFOLK STREET - CONTINUED) - DO YOU HAVE ANY FURTHER COMMENTS FOR THE PROJECT TEAM?

- The Box Cafe has been a wonderful asset to the local community. I would be very disappointed if there is no plans for re-housing the Box Cafe and the charities and social enterprises somewhere nearby during the development works, which will likely last between 12 and 18 months. (When similar works were done recently in Cherry Hinton, I believe that the council was able to provide Portakabins for the tenants until they were able to move back in.) I would equally expect some sort of commitment to keep their rent in the redeveloped building affordable for a small, authentic, family-run establishment like the Box Cafe. Otherwise the community will have to settle for a big chain like Starbucks or Costa instead. And that would be a real shame. Personally, I think the Box Cafe is a really special place and a true community asset. It would be a great shame for us to lose the Box Cafe.
- I worry abt the disruption for parents and child in st Matthews during the demolition and construction phase. I also think it is a shame to remove the Box cafe, which has become a key place to socialize for parents of the school near by.
- We live at [REDACTED] Norfolk Street and currently have an issue with water from the existing roof structure flooding our property - we would like this issue addressed in any plans put forward. We would also be keen to see plans that show what will happen to the wall at the existing boundary and the placement of windows potentially overlooking our property
- This survey keeps mentioning redeveloping garages. There are also existing buildings being torn down in the plans. Long standing businesses like The Box will be closed. The Box is one of the places that makes Cambridge Cambridge.
- The potential demise of Box Cafe and the positive impact it has had on the local community it should be weighed very heavily against the proposed redevelopment of the site. In recent years Cambridge has seen the destruction of sites that were crucial to the health of local communities in favour of residential or office building development. This erosion of the very soul that makes this town unique should be prevented at all cost.

APPENDIX D: (QUESTION 12 - NORFOLK STREET - CONTINUED) - DO YOU HAVE ANY FURTHER COMMENTS FOR THE PROJECT TEAM?

- I want to see the box cafe remain. It is an important community focus and quirky space which give the area character.
- We are very concerned about the number of homes being squeezed into the Norfolk street site. No parking provisions will put extra pressure on residents bays. The current users are not being considered or provided for especially the long standing community cafe with an established local clientelle. A link to the park is very concerning, with little thought given to safety and security. The current buildings also have nesting boxes which have been used annually by the local bird population. Please don't get rid of that provision. The current buildings aren't pretty but the solution isn't to over stretch the site, damage local businesses and spoil a lovely secluded quiet park area. Flower Street residential homes are currently not overlooked and that would change dramatically with these proposals.
- The Norfolk Street site is home to the Box Cafe, which is a big part of the community. I'd like to see them consulted as it would be a real shame to lose this cafe as part of any redevelopment.
- The proposals show the frontage of 47-51 Norfolk street to not be in keeping with the other Victorian homes of the area. There are huge safeguarding issues resulting from a cafe that will open onto Flower street park. You're providing another route for children to be able to exit the area. It's a hugely popular park for babies, pre-schoolers and primary school aged children from St. Matthew's school nearby, and you'd be providing a prime opportunity for people to be able to sit and view small children. I think you'll need to get the Cambridgeshire and Peterborough safeguarding partnership board involved as I'm sure they'd have a lot to say. The cafe is just too close and gives too many opportunities for dubious activity involving children and the safety of children. You will also be providing flats that will overlook the properties on flower street, a somewhat large invasion of privacy.
- Flower Street play park is a very special place, please keep it as it is and not allow any overlooking residential windows and definitely not cafe opening out on to the park! This space is for young children not the general public sipping coffee. Think of safe guarding children please!

APPENDIX D: (QUESTION 12 - NORFOLK STREET - CONTINUED) - DO YOU HAVE ANY FURTHER COMMENTS FOR THE PROJECT TEAM?

- Do you have plans to relocate business and charities already making good use of this space whilst works take place? Will they get first refusal for commercial space at rates that reflect the rents they are currently paying to ensure sustainability of these existing businesses which currently serve our local community. How do you plan to support these social enterprises? Local residents value small independents over large commercial offerings.
- The current use of space, particularly the Box Cafe is a highly valued local amenity, enormously loved by so many residents. To deprive locals of yet more such places is sadly typical of planning in Cambridge at this current time. As a born and bred Cambridge resident, I am deeply saddened that the opinions of the people who actually live in this City are so regularly overlooked simply for financial gain.
- I'm a regular customer at the Box Cafe, just beautiful people also i rent a chair in the Uppercuts 47 Norfolk street Salon which has been in business for 30 years, we all need support
- Not sure about the proposed frontage - would take some getting used to, as the existing building forms an unbroken line of similar ones on that side of the street. [I especially like the part of the present building where the front (red) door is!] In the drawings, my first thought was that the new frontage resembled garages. However, I guess that is because they are shuttered (and a break from tradition - although the roof line does seem to fit in?). The courtyard (with exit to Flower Street etc) seems as if it could be very pleasant. I would hope that the present Box Cafe would be able to remain in situ as the cafe and the family who run it have been an important asset to the local community for many years (and they have excellent food!). I can't at present envisage housing in or next to what has been a very quiet courtyard area - I haven't studied that part of the plans - and if I do so now I fear I will lose everything from my screen! Of course housing is much needed and it would be only a small development so hopefully not change too much the thus far fairly peaceful nature of the site. Hopefully the mixed use might work well....
- Too much in filling and the Box Cafe is an important community hub as are the current local businesses

APPENDIX D: (QUESTION 12 - NORFOLK STREET - CONTINUED) - DO YOU HAVE ANY FURTHER COMMENTS FOR THE PROJECT TEAM?

- What will happen to the current well-loved tenants at Norfolk St, will you provide space for them?
- The box cafe and other community spaces are unique. They provide services for local families. it would be a shame to lose these amenities.
- Total rebuilding of the Norfolk street buildings seems unnecessary.
- How are local businesses going to be effected by this is a concern. Such as the Box Cafe? Will they be re-housed as part of the plan?
- The current use of the buildings provides important local amenities - a well-loved cafe, community and art space and educational facilities. These are more important in this local context than housing. The number of new homes is also adding unacceptable density to an already overcrowded area.
- The outline proposals do not adequately address the impact on existing businesses that will be disrupted or dislocated altogether by the proposed development. Given the very challenging current environment for independent local businesses it is perverse that the local authority is promoting a scheme which threatens the viability of existing commercial uses, most notably the Box Cafe which is a vital community asset and an increasingly rare (arguably unique) example of a thriving independent cafe in this part of Cambridge.
- Would agree strongly with above proposals if guarantee given that present cafe owners/tenants will come back as the new tenants running the proposed cafe. Also the other present occupants to return. But they also need to survive while site redeveloped. How can you make that possible?

APPENDIX D: (QUESTION 12 - NORFOLK STREET - CONTINUED) - DO YOU HAVE ANY FURTHER COMMENTS FOR THE PROJECT TEAM?

- Regarding the Box Cafe development, I was shocked at the way the current leaseholders have been treated. They found out about the plans when one of their neighbours brought a leaflet round. In addition as of when I last spoke to them, they still have not been properly consulted. They stand to completely lose a business, trade and body of customers that have been built up over several years and yet they weren't even notified of the proposals before it went public. Are they going to be offered the new space referred to in the proposal as the cafe? If so, how long will they be suspending their business? All in all there are a number of valuable community enhancing activities going on in that enclave which I and many of me fellow residents cherish. I am not in favour of destroying them for the sake of a few new houses.

APPENDIX E: (QUESTION 13 CONTINUED) - DO YOU HAVE ANY IDEAS FOR WIDER ESTATE IMPROVEMENTS

- 4 STOREYS MAXIMUM OR PRECEDENT WILL BE SET
- Issues with ASB on open spaces/ play areas in evenings
- Less is more! Lower storey buildings match the most to the identity of the city and this area
- Will involve:
 1. More children at existing primary school which is already 3 storeys with not enough playground space
 2. More cars parked on already well used carparking spaces (for existing residents)

This page is intentionally left blank

Annex 3

Cambridge City Council Equality Impact Assessment (EqIA)

This tool helps the Council ensure that we fulfil legal obligations of the [Public Sector Equality Duty](#) to have due regard to the need to –

- (a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Equality Act 2010;
- (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
- (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

Guidance on how to complete this tool can be found on the Cambridge City Council intranet. For specific questions on the tool email Helen Crowther, Equality and Anti-Poverty Officer at equalities@cambridge.gov.uk or phone 01223 457046.

Once you have drafted the EqIA please send this to equalities@cambridge.gov.uk for checking. For advice on consulting on equality impacts, please contact Graham Saint, Strategy Officer, (graham.saint@cambridge.gov.uk or 01223 457044).

1. Title of strategy, policy, plan, project, contract or major change to your service
Redevelopment of the former garage site at East Road, Cambridge.

2. Webpage link to full details of the strategy, policy, plan, project, contract or major change to your service (if available)
https://www.cambridge.gov.uk/housing-development https://www.cambridge.gov.uk/affordable-housing-programme Have your say – eastroadandnorfolkstreet

3. What is the objective or purpose of your strategy, policy, plan, project, contract or major change to your service?
The garage block at this location was demolished in Summer 2022 under an urgent decision, when it became unsafe following damage sustained in high winds earlier in the year. Redevelopment of the site at East Road, Cambridge is proposed with provision of high quality mixed tenure housing and wider estate improvements.

The aims of the Council in redeveloping this area are:

1. Provide additional market sale housing stock to help meet the shortfall in Cambridge, while at the same time adding to the Council's existing housing stock. The new Council homes will be designed to performance standards equivalent to Passivhaus in order to reduce energy usage and tackle fuel poverty.
2. Provide wider estate improvements. These will be finalised in response to feedback from residents but may include enhancements to green spaces, improved biodiversity, lighting, benches or additional cycle storage.

New housing is planned to ensure that it fits with the local community and adds to the range of housing available locally, including any specialist housing.

4. Responsible service

Cambridge City Council's Housing Development Agency (HDA)

5. Who will be affected by this strategy, policy, plan, project, contract or major change to your service?

(Please tick all that apply)

- ☒ Residents
- ☒ Visitors
- ☒ Staff

Please state any specific client group or groups (e.g. City Council tenants, tourists, people who work in the city but do not live here):

The plan to redevelop this area impacts on:

- Housing applicants registered on Home-Link (the Council's choice-based lettings system) i.e. households who need to find somewhere to live.
- Private households seeking to purchase properties within Cambridge.
- Residents of the adjacent estate (Hilderstone House, Glenmore, Hollymount and Inveran) who will benefit from proposed wider estate improvements and increased connectivity to East Road and the Grafton area
- Tenants and leaseholders in Hilderstone House who use the staircase that provided access to both Hilderstone House and the former garage block. This will need to be repositioned, but is one of two staircases that serve Hilderstone House.
- Tenants and leaseholders who use the external locked storage cupboards adjacent to Hilderstone House. It is proposed that this area will be re-provided and possibly reconfigured as part of the redevelopment.
- Visitors to Cambridge who will view the proposed new buildings as they travel down East Road, which is a key entrance to the city centre.

Home-link prioritises applicants based on needs criteria. The priority bandings also take into account housing needs related to abuse, medical circumstances and disability, pregnancy and maternity.

The 1996 Housing Act as amended by the 2017 Homelessness Reduction Act determines the categories of homeless applicants which the council owes a 'main' statutory housing duty to. The council must make suitable accommodation available to applicants it owes a 'main' housing duty to. These categories include 16/17 year olds, young people leaving care, older people, those with physical or learning disabilities, mental health issues, victims of domestic abuse.

In relation to the Equalities impact, many of those on the housing register (particularly those on the highest banding for need) will have a level of vulnerability. Although not all vulnerabilities are captured under the Equality Act 2010, many will be, such as disability (including mental health), age, pregnancy and maternity. For those residents who are existing tenants or leaseholders, many of them will also have a protected characteristic as it may be the reason they are able to access social housing. This will be considered in more detail under the following sections which look at each of protected characteristics.

By adding to the general housing stock within the City, housing opportunities are also increased for staff seeking to relocate.

6. What type of strategy, policy, plan, project, contract or major change to your service is this?

- ☐ New
☐ Major change
☒ Minor change

7. Are other departments or partners involved in delivering this strategy, policy, plan, project, contract or major change to your service? (Please tick)

- ☒ Yes
☐ No

If 'Yes' please provide details below:

- Housing Management – inputs to consideration and design as well as future managing of the new homes
- Estates & Facilities – inputs to consideration and design as well as future maintaining of the new homes. Collaboration on proposed wider estate improvements.
- Housing strategy – informing the need for tenure mix and specialist or adapted housing
- Finance Team - to provide funding for every aspect of developing the new homes from initial surveys to construction, all in line with projected cash flow
- Streets and Open Spaces - advice and input on the design of re-established open spaces and subsequent maintenance.
- Safer communities – providing advice on the design of the new schemes and homes from a community safety and designing out crime perspective
- Health & safety – commentary on the design of new schemes and homes from a personal safety, fire safety and usability perspective
- 3Cs Legal Services - dealing with land title to facilitate putting together the site on which to build the new homes, subsequent issue of leases
- Cambridge Investment Partnership (CIP) - a joint venture partnership between CCC and Hill Partnerships to assist in the delivery of the Councils Affordable home goals.

8. Has the report on your strategy, policy, plan, project, contract or major change to your service gone to Committee? If so, which one?

The report on the proposed re-development of the former East Road garage site is to be presented to the Housing Scrutiny Committee meeting of 24th January 2023.

9. What research methods/ evidence have you used in order to identify equality impacts of your strategy, policy, plan, project, contract or major change to your service?

The HDA has undertaken a detailed internal review process toward identifying council stock which has known shortcomings, and which may most appropriately be redeveloped to provide new energy efficient housing and community facilities.

Officers from Housing Service and Housing strategy have additionally been consulted to identify a target unit delivery mix for the overall housing programme which best serves forecast demand across the city. Individual consultation with Housing is further conducted on a scheme-by-scheme basis and data is included by the HDA for scheme reports to the Strategy and Resources or Housing Scrutiny Committees. The data records the numbers of those on CCC waiting list as provided quarterly by Housing strategy. Further information on housing need and strategy can be found as follows: www.cambridge.gov.uk/housing-research

Consultation is currently being undertaken with residents who live in the area surrounding the proposed redevelopment site. An in-person resident engagement meeting was held at St Matthews Church, St Matthews Street Cambridge on November 8th to share proposals with residents and seek feedback on wider estate improvements. This was a four-hour drop-in event from afternoon to early evening, scheduled to allow as many people as possible to attend whether during the day or outside of conventional working hours. Approximately 63 people attended, and all were asked to fill in a questionnaire about the proposed redevelopment.

A dedicated website has been created to introduce the proposal to all residents. Assisted by internal council services, consultation methods are tailored to the individual requirements, ie use of translation services where required, use of digital and non-digital materials, in person and/or telephonic or written correspondence as most appropriate to the consultee.

The 2011 Census provides information on the demographics of the Cambridge City population to assist strategic planning by CCC.

Census Data has been supplemented by a 2020 HDA Needs Analysis report compiled by CCC staff which accompanies and informs the New Development Programme planning.

Albert Kennedy institute (2014), LGBT Youth Homelessness: A UK scoping of cause, prevalence, response, and outcome

Runnymede Trust (2020), The Colour of Money

Social Metrics Commission (2020), Measuring Poverty

Stonewall (2016), Building Safe Choices: LGBT housing futures

Stonewall (2018), LGBT in Britain: Trans Report

10. Potential impacts

For each category below, please explain if the strategy, policy, plan, project, contract or major change to your service could have a positive/ negative impact or no impact. Where an impact has been identified, please explain what it is. Consider impacts on service users, visitors and staff members separately.

(a) Age - Please also consider any safeguarding issues for children and adults at risk

Housing Register and Homelessness

The 1996 Housing Act as amended by the 2017 Homelessness Reduction Act determines the categories of people that are considered as priority need for social housing including because of their age, including older people, those with children, people aged 16 or 17, and care leavers aged 18 to 20. Further provision of social housing in Cambridge will have a positive impact for these groups.

Older People

The units to be delivered in this scheme proposal are made up of both market sale homes and general needs affordable accommodation, with 5% of the affordable homes to be adapted homes suitable for wheelchair users. All general needs housing is provided at adaptable M(4)2 standard.

The provision of new homes which are fully accessible for household members who are wheelchair users will mean these homes will be suitable for older people with reduced mobility as long as their needs require this type of home.

The provision of housing for older people in the city is generally good, and housing for older people is not generally in short supply. An older applicant on the housing needs register can apply both for specialist housing, which excludes other types of applicant, and for general needs housing as not all older people want to live in specialist housing.

Younger people

The homes on these proposed schemes will be a mix of 1, 2 and 3 bedroom homes. Young people with a need for this type of accommodation will be eligible to bid for these homes.

In our Housing Strategy consultation in 2015 the most common concerns raised amongst younger people were in relation to affordability and condition of the private rented sector, homelessness issues and the need to support vulnerable people. The provision of more affordable housing will enable the Council to house more people who are in need of housing. This will also aid to alleviating the pressure on the private rented sector.

Cambridge has a relatively young population compared to the rest of Cambridgeshire and many other parts of the country. Around 35% of the population is aged 20-34.

Younger people are finding it increasingly difficult to get on the housing ladder, having to remain longer with parents or in expensive private rented accommodation. For example, England as a whole has seen a significant increase in the proportion of younger households in the private rented sector over the last ten years. In 2004/05, 24% of those aged 25-34 lived in the private rented sector; by 2014-15 this had increased to 46%. (English Housing Survey 2014-15)

Affordability issues are particularly acute in Cambridge, with the price of even the cheapest 25% (the lowest quartile) of homes now standing at over £350k – more than nineteen times the lower quartiles lower earnings. Private rents are also significantly higher than most other parts of the country, with the average rent for just a one bedroom currently around £800 a month.

Increasing the overall supply of housing through this programme will:

- Increase the supply of affordable homes in the city of Cambridge, enabling the council to provide a competitive accommodation option for younger people on low incomes;
- Ensure that the Council can provide accommodation to young people in acute housing need caused by homelessness or economic deprivation.

(b) Disability

The units to be delivered in this scheme proposal are made up of market sale homes and general needs affordable accommodation, with 5% of the affordable homes to be adapted homes suitable for wheelchair users. All general needs housing is adaptable M(4)2 standard.

The HDA will remain actively engaged with Adaptations Officers, the Housing Advice Coordinator and other relevant partners to ensure that the new schemes deliver housing that is suitably adapted or adaptable.

Almost one in five people in the UK have a disability, with mobility being the most common impairment. At the same time there is a nationally recognised shortage of housing for people with disabilities. For example: around 2% of the UK population are wheelchair users, yet 84% of homes in England do not allow someone using a wheelchair to enter their home through their front door without difficulty. Around 15% of households containing at least one wheelchair user feel that their current home is not suitable for their needs, and so requires adaptations.

Around 22% of individuals living in social housing in Cambridge have a long-term health problem or disability.

Disabled people tend to have lower incomes and are twice as likely as non-disabled people to be social housing tenants.

Around 16% of the national population has a common mental health disorder, and professionals nationally and locally are reporting an increase in the number of service users with mental health issues. For example: increasing numbers of rough sleepers with mental health problems, many of whom also have alcohol and substance misuse issues; and an increase in numbers of older people with dementia.

To ensure that all parties are fully informed and to cater for specific needs, all correspondence and information is made available to residents in varied formats when required.

(c) Gender reassignment

The additional provision of circa 40 homes is expected, of which 40% (circa 16 homes) is proposed to be affordable. Increasing the supply of housing in Cambridge is expected to have a positive impact on those members of the community with the protected characteristic of gender reassignment.

According to research undertaken by LGBT+ charity Stonewall for their 2018 publication [LGBT in Britain - Trans Report](#), trans people commonly face a range of barriers to housing. One in four trans people have experienced homelessness at some point in their lives, with a similar proportion having also faced discrimination when searching for housing in the preceding year. One in five non-binary people has also faced discrimination when looking for a new home.

By providing new high quality housing, the Council is in a stronger position to ensure that any residents, trans, non-binary or otherwise, who are facing homelessness will be able to find

affordable accommodation through the Council. Similarly, applicants who are facing abuse in their current home environment will be able to apply for a wider range of housing options with the council.

(d) Marriage and civil partnership

We have not identified any equalities issues specific to this protected characteristic in relation to need in the affordable housing development programme.

(e) Pregnancy and maternity

2 bedroom homes will be provided on this development. These will be available to bid on by women who are pregnant or who have recently had children meaning they need to move to larger accommodation. Private and shared amenity space will be provided alongside the housing, including a redesigned public space and wider estate improvements.

National policy dictates that certain groups of people are considered as priority need for social housing because they are more likely to be vulnerable, including women who are pregnant. Further provision of housing in Cambridge will have an overall positive impact for these groups.

As with other protected characteristics, an increase of the city's housing supply will provide more Cambridge residents with the option of access to homes rather than relying on high rents in the private sector, which impact families with young children particularly severely.

(f) Race – Note that the protected characteristic 'race' refers to a group of people defined by their race, colour, and nationality (including citizenship) ethnic or national origins.

The additional provision of circa 40 homes is expected, of which 40% (circa 16 homes) is proposed to be affordable. Increasing the supply of housing in Cambridge is expected to have a positive impact on those members of the community who are classified as Black and Minority Ethnic (BAME).

According to the annual Measuring Poverty report published by the Social Metrics Commission, 46% households in the UK where the head of the household is BAME are classified as living in poverty, compared with 19% where the head of the household is white. People in BAME families are also between 2-3 times more likely to be living in persistent poverty than white families. According to The Colour of Money (2020) for Indians the rate of poverty is 22%, for Mixed its 28%; Chinese 29%; Bangladeshi 45% and Pakistani 46%. This is due to lower wages, higher unemployment, higher rates of part-time working, higher housing costs, and slightly larger household size. It follows that BAME households are likely to have a greater need overall for a range of affordable housing options in the site though the need varies by ethnic group. In Cambridge, anecdotally according to voluntary and community sector groups, Bangladeshi people are especially likely to experience poverty.

Increasing the supply of housing in Cambridge should therefore have a proportionate impact on housing options for BAME families in the city. As with other protected characteristics, an increase of

the City's housing supply will provide more Cambridge residents with access to housing rather than relying solely on high rents in the private sector.

The Council makes information available to residents in other languages where it's needed.

(g) Religion or belief

We have not identified any equalities issues specific to this protected characteristic in relation to the affordable housing development programme. Designs and specifications can however be enhanced to accommodate cultural preferences if instructed to do so by the relevant Housing Authority (for example facilitating spray taps adjacent to WCs).

(h) Sex

No specific issues have been identified in relation to sex, although it is worth noting that most of those fleeing domestic abuse for whom we have a statutory responsibility will be women. This accounted for 3% of lettings last year. In domestic abuse cases the location where people are housed can be an important factor, for example away from the perpetrator or near to a family support network.

(i) Sexual orientation

An increase of overall housing by some 40 homes is expected, of which approximately 16 are proposed to be affordable. Increasing the supply of housing in Cambridge is expected to have a positive impact on LGBT+ members of the community.

LGBT people face unique pressures within the housing system at present. Current research from the Albert Kennedy institute indicates that within the youth homeless population, LGBT people are greatly over-represented. Young LGBT people who are homeless are likely to have a reduced support network as a high proportion (62-69%) have become homeless due to parental rejection or family abuse.

Comparable conditions prevail among older LGBT people according to research undertaken by Stonewall Housing, with many older persons having a history of homelessness and a smaller family support network than non-LGBT older people. Older LGBT people are also more likely to live alone.

Overall there is a similar trend among the LGBT population where the limited options of Cambridge residents more generally are likely to be further reduced or placed under greater pressure by sexual orientation.

As with other protected characteristics, an increase of the City's housing supply will provide more Cambridge residents with access to housing rather than relying on high rents in the private sector, which is likely to have a higher impact on LGBT people.

(j) Other factors that may lead to inequality – in particular, please consider the impact of any changes on:

- **Low-income groups or those experiencing the impacts of poverty**
- **Groups who have more than one protected characteristic that taken together create overlapping and interdependent systems of discrimination or disadvantage. (Here you are being asked to consider intersectionality, and for more information see: https://media.ed.ac.uk/media/1_l59kt25q).**

Homelessness – positive impact

The 1996 Housing Act as amended by the 2017 Homelessness Reduction Act provides that the council has a duty to agree reasonable steps to try and prevent or relieve the homelessness of the those that are threatened with homelessness or homeless. A reasonable step under the Act could include advice and assistance with applying for social housing.

While the amount of affordable housing on the site is not expected to increase from the existing, these homes will be replacing unfavourable existing homes which are well below current quality standard, and will overall improve the councils housing quality position, positively affecting priority needs groups on the housing register, such as the homeless.

Low-income groups or those experiencing the impacts of poverty– positive impact

Households living on low incomes come under greater housing pressure than those on higher incomes due to a range of factors. This has been discussed at length elsewhere in the document, but the primary driver behind the affordable housing programme remains the strictly limited housing options to which Cambridge residents on low incomes have access. Cambridge remains one of the most expensive places in the UK to live and an increase in the Council housing supply will provide more options for residents who choose to live in the city and will ensure that it is easier to build a mixed and balanced community within the city,

As can be seen elsewhere in this EQIA, the inequality in the housing market affects some groups more than others, but in all circumstances an increase in the efficiency and quality performance of general needs Council housing will improve housing options across the board.

Groups who have more than one protected characteristic that taken together create overlapping and interdependent systems of discrimination or disadvantage – positive impact

Home-link prioritises applicants based on a variety needs criteria as set out in the council lettings policy and inclusive of consideration of protected characteristics. Priority banding within which prospective tenants will be informed by the full number of protected characteristics of the bidder, prioritising successful housing of the most at-risk groups. While the lettings policy does not specifically note prioritisation of need based on more than one protected characteristic, it does make allowance for the movement of applicants with multiple needs into higher priority banding for housing.

While the amount of affordable housing on the site is not expected to increase from the existing, these homes will be replacing unfavourable existing homes which are well below current quality standard, and will overall improve the councils housing quality position, positively affecting priority needs groups on the housing register, such as groups who have more than one protected characteristic.

Fuel Poverty

The Council is committed to providing high quality homes which greatly supersede the energy efficiency of current housing stock. This pilot scheme proposes the delivery into council stock of flats meeting Passivhaus or equivalent performance standards. These will replace inefficient existing properties, providing a move to low running costs and greater alleviation to residents affected by fuel poverty.

11. Action plan – New equality impacts will be identified in different stages throughout the planning and implementation stages of changes to your strategy, policy, plan, project, contract or major change to your service. How will you monitor these going forward? Also, how will you ensure that any potential negative impacts of the changes will be mitigated? (Please include dates where possible for when you will update this EqlA accordingly.)

A Housing Advice Coordinator, Adaptations Officer and other relevant partners will be consulted through design and building process to ensure the needs of those applicants in need on the housing register, in particular applicants that have disabilities, are considered.

This EqlA will be updated to reflect any additionally identified equalities implications on existing residents following further consultation activities. Detailed resident consultation will be assisted by internal council services, with methods tailored to the resident requirements, ie use of translation services where required, use of digital and non-digital materials, in person and/or telephonic or written correspondence as most appropriate to the consultee.

12. Do you have any additional comments?

None

13. Sign off

Name and job title of lead officer for this equality impact assessment: Natalie Bailey, Acting Senior Development Manager

Names and job titles of other assessment team members and people consulted: Click here to enter text.

Date of EqlA sign off: 28.11.22

Date of next review of the equalities impact assessment: : EqlAs are carried out for individual development schemes as such schemes progress toward approval

Date to be published on Cambridge City Council website: Click here to enter text.

All EqlAs need to be sent to Helen Crowther, Equality and Anti-Poverty Officer. Ctrl + click on the button below to send this (you will need to attach the form to the email):

Send form

This page is intentionally left blank

Cambridge City Council

Record of Executive Decision

Acquisition of Property

Decision of: Councillor Gerri Bird, Executive Councillor for Housing

Reference: 22/URGENCY/HSC/11

Date of decision: 12.8.22

Decision Type: Key

Matter for Decision: Acquisition of Property

Why the Decision had to be made (and any alternative options): A confidential report detailing the background and financial considerations is considered to be exempt from publication by virtue of paragraph 3 of Part 1 of Schedule 12A of the Local Government Act 1972.

The Executive Councillor's decision:

- a) To approve the acquisition of the Property within the Housing Revenue Account, initially for intended use as sheltered housing.
- b) To delegate to the Strategic Director the ability to carry out the final acquisition negotiations and conclude the purchase.
- c) To delegate to the Head of Housing the ability to review usage in response to strategic and emerging needs to determine any change of use following consultation with the Executive Councillor for Housing, the Opposition Spokesperson and Ward Councillors, obtaining any required planning approvals.

Reason for the decision: Details set out in the confidential report which is considered to be exempt from publication by virtue of paragraph 3 of Part 1 of Schedule 12A of the Local Government Act 1972.

Scrutiny Consideration: The Chair and Spokespersons of Housing Scrutiny Committee were consulted prior to the action being authorised.

Report: A confidential report detailing the background and financial considerations is considered to be exempt from publication by virtue of paragraph 3 of Part 1 of Schedule 12A of the Local Government Act 1972.

Conflict of interest: None.

Comments: Comments were received by the Vice Chair, Cllr Robertson and Opposition Spokes, Cllr Porrer which were addressed by the Head of Property Services. No comments were made by the Chair of the Committee or Vice-Chair Tenant Representative.