



Cambridge City Council Housing Scrutiny Committee

Date: Tuesday, 20 June 2023

Time: 5.30 pm

Venue: Council Chamber, The Guildhall, Market Square, Cambridge, CB2 3QJ [access the building via Peashill entrance]

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

Agenda

- 1 Apologies
- 2 Declarations of Interest
- 3 Minutes (Pages 5 - 16)
- 4 Appointment of Vice-Chair (Tenant/Leaseholder Rep) for 2023/24 and introduction of Tenant and Leaseholder Representatives
- 5 Petition - Save St Thomas's Play Park
A petition has been received containing over 50 valid signatures stating the following:

Statement:

We the undersigned petition the council Review the emerging plans to develop this play park and important local green space that is protected in the Cambridge Local Plan 2018. Recognise the existing lack of public open space in Coleridge ward, one of the lowest five wards in the City for available public open space. Stand by the many public statements and policies that the Council has made that say they recognise the importance of green spaces to the health and wellbeing of residents.

Justification:

The proposal to take away this protected play area needs to be reconsidered, whilst the use of garage sites to provide housing makes sense, the principle of losing existing public open spaces in wards with current open space deficits should not be contemplated.

The petition organiser will be given 5 minutes to present the petition at the meeting and the petition will then be discussed by Councillors for a maximum of 15 minutes.

6 Public Questions

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

Decisions for the Executive Councillor for Housing and Homelessness

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|----|--|------------------|
| 7 | E&F Compliance Update | (Pages 17 - 22) |
| 8 | Damp and Mould Self Assessment and Policy | (Pages 23 - 78) |
| 9 | Leaseholder Income Management Policy Changes | (Pages 79 - 96) |
| 10 | HRA Outturn Report 2022/23 | (Pages 97 - 118) |

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

Decisions for the Executive Councillor for Housing and Homelessness

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| 11 | Update on New Build Council Housing Delivery | (Pages 119 - 134) |
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Housing Scrutiny Committee Members: Pounds (Chair), Robertson (Vice-Chair), Griffin, Holloway, Lee, Martinelli, Tong, Thittala Varkey and Wade

Alternates: Howard, Levien, Porrer and Swift

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

Executive Councillors: Bird (Executive Councillor for Housing and Homelessness)

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- Email: democratic.services@cambridge.gov.uk
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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.

HOUSING SCRUTINY COMMITTEE

14 March 2023

5.30 - 7.43 pm

Present: Councillors Thittala Varkey (Chair), S. Baigent, Holloway, Howard, Lee, Porrer, Pounds and Carling

Councillor S.Baigent joined the meeting from item 23/19/HSC

Councillor Pounds left the meeting before the vote on item 23/20/HSC

Executive Councillor: Best (Leaseholder Representative), Powell-Hardy (Tenant Representative), Minns (Tenant Representative) and Bird (Executive Councillor for Housing)

Tenant/Leaseholder Representatives: Diana Minns (Vice Chair), Diane Best, Mandy Powell-Hardy

Officers:

Director of Enterprise and Sustainable Development: Fiona Bryant

Director of Neighbourhoods and Communities: Jane Wilson

Head of Housing Development Agency: Claire Flowers

Senior Housing Development Manager: Jim Pollard

Committee Manager: Sarah Steed

Meeting Producer: Boris Herzog

Officer present virtually:

Assistant Head of Finance and Business Manager: Julia Hovells

Head of Housing: David Greening

Head of Housing Maintenance and Assets: Lynn Bradley

Housing Services Manager: James McWilliams

Property Compliance and Risk Manager: Renier Barnard

FOR THE INFORMATION OF THE COUNCIL

23/13/HSC Apologies

Apologies were received from Councillor Gawthrope Wood and Councillor Carling attended as alternate.

Apologies were also received from Tenant Representatives Lulu Agate, Colin Stevens and Christabella Amiteye.

23/14/HSC Declarations of Interest

Name	Item	Interest
Councillor Porrer	23/20/HSC	Personal: The subject matter of the report fell within their Ward and was also a member of the Planning Committee. Discretion unfettered.
Councillor Lee	23/19/HSC	Personal: The subject matter of the report fell within their Ward.
Councillor Howard	23/20/HSC	Personal: Was a member of the Planning Committee. Discretion unfettered.

23/15/HSC Minutes

The minutes of the meeting held on 24 January 2023 were approved as a correct record and signed by the Chair.

23/16/HSC Public Questions

Question 1

- i. Was a resident of Ekin Road and wanted to speak to agenda item 9 – Update on New Build Council Housing Delivery.
- ii. Was speaking on behalf of ‘Save Ekin Road’ community group which had over 60 members.
- iii. ‘Save Ekin Road’:
 - a. Continued to oppose any proposals to demolish their estate.
 - b. Wanted the council to investigate and pursue an upgrade and refurbishment plan.
 - c. Felt that limited / no progress or update had been provided by the council since September 2022.
 - d. Noted the Hanover and Princess Court report which was also on the agenda had a completion timeframe of 4 years. Felt the Ekin Road project may take the same amount of time or longer.
 - e. Asked the council to provide a timeline to residents including consultation steps.
 - f. Felt the project was affecting the life stability and mental health of the residents.

The Director of Enterprise and Sustainable Development responded:

- i. Appreciated for schemes like this that it created uncertainty for residents, but the council did its best to keep residents informed. A Residents Liaison Group had been set up and officers had responded to feedback submitted by residents both at the Liaison Group meeting and from other engagement.
- ii. At the Residents Liaison Group in December 2022, Officers provided an indicative timeline for progression of the project.
- iii. Officers had spent time addressing the immediate needs of residents (including repairs and other issues) since the Liaison Group meeting in December 2022.
- iv. Advised that the Residents Liaison Group would meet quarterly, and it was unlikely that much information could be provided to residents in between meetings. Minutes of the meetings were available on the council's website.
- v. Had responded to email communication from the public speaker and noted that a significant number of points had been raised.
- vi. Noted that a further Residents Liaison Group meeting was due to take place in 2 days' time. The timeline for the project would be discussed at that meeting, including the impact on the timeline of the various options being considered for Ekin Road.

Supplementary question

- i. Asked for a high level timeline for the project as residents were worried and wanted to be able to plan their lives and have a level of certainty about the proposals.

The Executive Councillor reassured the public speaker that they would be kept informed about the progress of the matter and that residents should continue to live their lives as no decision had been taken on the project yet. The project was still in the early stages and no detailed design had been produced.

Question 2

- i. In relation to the Hanover and Princess Court report, was a resident leaseholder for thirty years.
- ii. Did not question the Council's valuation on their home but felt it was nothing near other neighbouring properties off the estate.

- iii. Hoped to exercise the right to return, would need a home to be genuinely affordable.
- iv. As a pensioner could not raise a new mortgage or take on a costly part-buy, part-rent option.
- v. Asked if the committee would approve compulsory purchase to remove leaseholders.

The Senior Development Manager responded:

- i. Officers had been working closely with residents of Hanover and Princess Court and had had contact with 114 / 127 residents.
- ii. Recommendations were detailed in a report which was due to be considered by the Committee later that evening. If the recommendations were approved there was the potential for compulsory purchase of flats within the development. The process would be carried out in accordance with the adopted Housing Regeneration Policy.
- iii. Did intend to retain the right to return, and the resident was right to raise the issue of affordability. Discussions with residents would take place on a case-by-case basis.

23/17/HSC E&F Compliance Update

This item was chaired by Diana Minns (Vice-Chair Tenant Representative).

Matter for Decision

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.

Decision of Executive Councillor for Housing

- i. Noted the progress of the service review and compliance related work detailed within the report.
- ii. Noted the status of the compliance dashboard with reference to Electrical Inspection Condition Reports.

Reason for the Decision

As set out in the Officer's report.

Any Alternative Options Considered and Rejected

Not applicable.

Scrutiny Considerations

The Committee received a report from the Property Compliance and Risk Manager.

The Property Compliance and Risk Manager and the Head of Housing Maintenance and Assets said the following in response to Members' questions:

- i. With reference to the table in paragraph 3.2 of the report advised that compliance with fire safety regulations required a fire risk assessment to be carried out. Actions arising from risk assessments would be subject to a programme of works. Regular meetings with Heads of Service took place to discuss these.
- ii. Confirmed that a letter was proposed to be sent to neighbouring properties where damp, mould and condensation (DMC) had been identified to raise awareness about DMC. The proposed wording for the letters would be circulated for comment to tenant / leaseholder representatives as well as councillors on the Housing Scrutiny Committee.
- iii. If a tenant reported a leak in their property, this would be responded to as an urgent repair. If the leak also caused DMC but this wasn't reported by the tenant, this should be picked up by the operative when they undertook their visit and would be passed to the Condensation Team to respond to.
- iv. Agreed to check the script provided to the Customer Services Team to see if there was a prompt / question about DMC when a leak was reported to try to join up and improve the service provided to tenants.
- v. Work undertaken on DMC was being met within existing resources. If it was found that this work could not be undertaken within existing resources, the matter would be discussed with the Executive Councillor and a budget bid would need to be made.

The Committee resolved by 9 votes to 0 to endorse the recommendations.

The Executive Councillor approved the recommendations.

Conflicts of Interest Declared by the Executive Councillor (and any Dispensations Granted)

No conflicts of interest were declared by the Executive Councillor.

23/18/HSC HRA Provisional Carry Forwards 2022/23

This item was chaired by Diana Minns (Vice-Chair Tenant Representative).

Matter for Decision

The report presented details of anticipated variances from budgets, where resources were requested to be carried forward into the 2023/24 financial year in order to undertake or complete activities anticipated to have taken place in 2022/23.

Decision of Executive Councillor for Housing

- i. Agreed the provisional carry forward requests, totalling £440,840 as detailed in Appendix A, subject to the final outturn position.

Reason for the Decision

As set out in the Officer's report.

Any Alternative Options Considered and Rejected

Not applicable.

Scrutiny Considerations

The Committee received a report from the Assistant Head of Finance and Business Manager.

The Head of Housing Maintenance and Assets said the following in response to a Member's question:

- i. The delay with the Water Conservation Project was due to a member of staff leaving and a procurement exercise being carried out. The request to carry forward funding was to allow the project to conclude. The Net Zero Retrofit Project Officer was now undertaking the work with consultants. An interim report was expected at Easter with a final report two weeks later. It was hoped that water conservation trialling measures would be started in May.

The Committee resolved by 10 votes to 0 to endorse the recommendation.

The Executive Councillor approved the recommendation.

Conflicts of Interest Declared by the Executive Councillor (and any Dispensations Granted)

No conflicts of interest were declared by the Executive Councillor.

23/19/HSC Report on Proposal to deliver modular (POD) Housing

This item was chaired by Councillor Thittala Varkey (Chair).

Matter for Decision

The report sought approval for the delivery of a further 4 pod homes at an identified site on Hills Avenue, Queen Edith Ward, to be delivered by the Council in partnership with It Takes A City (“ITAC”).

Decision of Executive Councillor for Housing

- i. Approved the use of the land at the corner of Hills Avenue and Baldock Way as a site for delivery of modular (pod) housing to serve former rough sleepers.
- ii. Approved that a budget of £25,000 be allocated out of the approved new build housing budget to support the delivery of the Hills Avenue Pod housing scheme.
- iii. Delegated authority to the Head of Property Services in consultation with the Assistant Head of Finance to approve the terms of lease to a third-party charitable organisation.

Reason for the Decision

As set out in the Officer’s report.

Any Alternative Options Considered and Rejected

Not applicable.

Scrutiny Considerations

The Committee received a report from the Head of Housing Development Agency.

The Housing Services Manager (Housing Advice), Head of Housing and Programme Manager said the following in response to Members’ questions:

- i. Modular housing was meant to provide a landing stage for people who found themselves homeless. It was anticipated that this type of housing may be used for up to a 2-year period; it was not intended to provide a permanent home. Some people could stay longer as each case was determined on a person’s individual circumstances.
- ii. The selection process for modular housing was undertaken by a Panel comprising Council officers and representatives from Jimmy’s and It Takes a City.
- iii. Each person allocated a modular home would have their own dedicated support worker.
- iv. Noted that the use of the site as a community garden was on a short-term basis and the site had been ear marked for development. Would try

and off-set biodiversity net gain on adjacent sites and retain trees on the site as far as this was possible.

- v. There were no plans for a sexually segregated modular home site.
- vi. Acknowledged that modular housing was movable if this became necessary or desirable in the future.
- vii. Noted that an update on this project could be included within a future Housing First report.

The Committee unanimously resolved to endorse the recommendations.

The Executive Councillor approved the recommendations.

Conflicts of Interest Declared by the Executive Councillor (and any Dispensations Granted)

No conflicts of interest were declared by the Executive Councillor.

23/20/HSC Update on Hanover and Princess Courts Options Appraisal

This item was chaired by Councillor Thittala Varkey (Chair).

Matter for Decision

The report presented the outcome of the options appraisal that had been carried out in accordance with the decision taken at Housing Scrutiny Committee in January 2022 on the future of Hanover Court and Princess Court.

Decision of Executive Councillor for Housing

- i. Approved the redevelopment of Hanover Court and Princess Court (Option 4 in the Options Analysis).
- ii. Approved 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. Development would be through the transfer of the site to CIP and the purchase of completed affordable homes from CIP.
- iii. Delegated Authority to the Strategic Director acting on behalf of the Council as the landowner to enter into and complete any planning obligation under section 106 of the Town and Country Planning Act 1990 which is required by the Council in its capacity as the local planning authority, pursuant to the planning application for the development of the site.

- iv. Authorised the Strategic Director in consultation with the Executive Councillor for Housing, Chair and Spokes to approve variations to the affordable housing units to be purchased including the number of units and mix of property types, sizes and tenure.
- v. Delegated authority to the Strategic Director to commence Compulsory Purchase Order (CPO) proceedings on leasehold properties to be demolished to enable the development, should these be required.
- vi. Delegated authority to the Strategic Director to serve initial Demolition Notices under the Housing Act 1985.

Reason for the Decision

As set out in the Officer's report.

Any Alternative Options Considered and Rejected

Not applicable.

Scrutiny Considerations

The Committee received a report from the Head of Housing Development Agency.

The Senior Development Manager and the Head of Housing Development Agency said the following in response to Members' questions:

- i. There were 82 tenants at the start of the process and 55 tenants had moved or were in the process of moving. It was anticipated that the remaining tenants may need further help and support to move. There were 45 leaseholders and 22 were in the process of moving. Half of the leaseholders who remained were resident leaseholders.
- ii. Subject to discussions with the Planning Department, expected there to be between 40-60% provision of affordable housing on site.
- iii. The timeframe within the Regeneration Policy for commencing compulsory purchase proceedings was 3 months from the date of the decision however each case would be considered on its own merits.

Councillor Porrer requested an amendment to recommendation 2.4 to include the Chair and Spokes as part of the consultation (additional text underlined).

Authorise the Strategic Director in consultation with the Executive Councillor for Housing, Chair and Spokes to approve variations to the affordable housing units to be purchased including the number of units and mix of property types, sizes and tenure.

The amendment was agreed unanimously.

The Committee resolved by 7 votes to 0 to endorse the recommendations.

The Executive Councillor approved the recommendations.

Conflicts of Interest Declared by the Executive Councillor (and any Dispensations Granted)

No conflicts of interest were declared by the Executive Councillor.

23/21/HSC Update on New Build Council Housing Delivery

This item was chaired by Councillor Thittala Varkey (Chair).

Matter for Decision

The report provided an update on the housing development programme.

Decision of Executive Councillor for Housing

- i. Noted the continued progress on the delivery of the approved housing programme.
- ii. Noted the inclusion into the new build delivery programme of housing to serve the needs of Afghan and Ukrainian Refugees, part funded through DLUHC, as per the out of cycle decision approved by the executive council in February 2023.

Reason for the Decision

As set out in the Officer's report.

Any Alternative Options Considered and Rejected

Not applicable.

Scrutiny Considerations

The Committee received a report from the Head of Housing Development Agency.

The Head of Housing Development Agency said the following in response to Members' questions:

- i. In response to a query regarding the Mill Road development noted that there was a 12-month defect rectification period and the properties would also benefit from a 12 year NHBC guarantee.
- ii. In response to a query about the St Thomas Road scheme advised that the responses from the consultation were being reviewed and

discussions were taking place with Planning Officers about Open Space requirements and how this land could be adapted and still delivered as a net zero carbon scheme.

The Committee unanimously resolved to endorse the recommendations.

The Executive Councillor approved the recommendations.

Conflicts of Interest Declared by the Executive Councillor (and any Dispensations Granted)

No conflicts of interest were declared by the Executive Councillor.

The Committee asked to record their thanks and best wishes to Claire Flowers, Head of Housing Development Agency and James McWilliams, Housing Services Manager (Housing Advice) who were leaving the authority and taking on new positions elsewhere.

The meeting ended at 7.43 pm

CHAIR

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Item

Compliance Update

To:

Councillor Bird, Executive Councillor for
Housing and Homelessness

20 June 2023

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

The Executive Councillor is recommended to note the progress of the compliance related work detailed within the report.

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

We continue to maintain 100% compliance on 6643 properties with 82.42% First Time access rates with 2787 services completed since November 2022. Overall performance of the heating services has improved and we are continuing to work on further improvements. Areas of improvements includes contractor cancelling appointments and delayed attended repairs.

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. 2988 Flat Doors Identified for Inspection. 909 No Access after 3 attempts. 2079 Completed This work will be ongoing with no completion date. New Fire Safety Legislation	No Completion Date Ongoing Works
Fire Alarm - Kingsway	Changed are required to cause and affect matrix of the system. Waiting for this to be completed to avoid false alarms. Pushed back a few months.	June 2023
Compartmentation Works - Kingsway	Pilot - completed. Next Phase of the project has started. Target Completion of all 5 Blocks – to be confirmed.	March 2023
Fire Risk Assessment Program	Complete 100%	March 2023

3.3 Legionella & Water Hygiene

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

3.4 Electrical Safety

All Electrical Installation Certificates (EIC) and Electrical Inspection Condition Reports (EICR) data have now been consolidated following the contract change over. Open Door Summer Edition will include a section requesting tenants to allow access for essential electrical safety inspections.

3.5 Passenger Lifts & Specialist Lifting Equipment

2 Lifts are currently out of service across the portfolio. One lift at Kingsway Flats and another at Ditchburn Place. No further issues to report as all the Council's lifts are being serviced and inspected regularly. Some issues have been reported in Tottenhoe, Colville Road in recent months. However, this site is currently still within the 12-month defect period and was attended to by Hill.

3.6 Asbestos Management

Communal area reinspection's are going well with nearly 20% reinspected. Over 1000 inspections will be completed in 2023/24. In addition, we will be able to make 2500 asbestos surveys available for the properties that have one. There is still a bit more work to do and we anticipate it will conclude soon.

4. Hanover Court, Princess Court & Kingsway

Risk reduction measures remains in place.

5. Compliance Dashboard

The Compliance Dashboard is attached Appendix A

6. Condensation, Mould, and Damp work

Since December 2022, we have received 322 contacts and have completed 249 surveys with a further 43 contacts with future appointments at the time of this report (5th June 2023). Unfortunately, we couldn't access 30 properties after repeated attempts.

We continue to support tenants by inspecting and treating reported condensation, mold and damp problems in addition to the information already made available. To date we have inspected on average 80 properties a month with existing resources.

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@cambrige.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	6643	6643	100.00%	99.83%	↑	Annually	Risk / Compliance	
Gas Safety Communal	51	51	100.00%	100.00%	↔	Bi-annually	Risk / Compliance	
ELECTRICAL								
	No. of Properties Affected Excluding Communal Areas							
Electrical Certification Domestic	7349	4522	61.53%	56.28%	↑	5 Yearly	Risk / Compliance	Contract Commencement Date 23/11/2022 Data Consolidation Complete EIC and EICR Data Checked and Validated 7349 Domestic
FIRE SAFETY								
	Properties / Actions							
Fire Risk Assessments (Communal)	432	432	100.00%	100.00%	↔	High Risk – Annual Low Risk – 3 Yearly	Risk / Compliance	

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Damp and Mould Self Assessment and Policy

To:

Councillor Gerri Bird, Executive Councillor for Housing and Homelessness
20 June 2023

Report by:

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

Wards affected:

ALL

Key Decision - No**1. Executive Summary**

The Executive Councillor is recommended to:

- 1.1 Acknowledge the self-assessment and subsequent action plan.
- 1.2 Approve the Council's Damp and Mould Policy that sets out the framework of activities and responsibilities in response to mould and damp reports and complaints.

2. Background

- 2.1 The Government released its Charter for social housing residents in January 2021, which features in the forthcoming social housing white paper.
- 2.2 The Housing Ombudsman published its Spotlight on Damp and Mould in October 2021.
- 2.3 In June 2022 the Head of Housing Maintenance and Assets formed a working group to prepare for an anticipated increase in damp,

condensation and Mould (DCM) issues due to the increase in energy costs and the overall cost of living crisis. The working group identified a series of actions that would help prepare for the increase of cases and enable staff to better support tenants.

- 2.3 In November 2022 the coroner's ruling on the sad case of the death of Awaab Ishak in Rochdale which led to the request from The Regulator for Social Housing for information from all social housing providers on how they deal with damp and mould cases. This information was submitted and a further review of our processes undertaken, which led to the formation of the dedicated team and email address condensation@cambridge.gov.uk. This has been published on our leaflets, website and social media to be used for reporting DCM issues.
- 2.4 In completing the self-assessment against the Housing Ombudsman's recommendations from their spotlight report we recognized that it was important to develop a specific policy on managing damp and mould as the priority action.
- 2.5 Regular reporting to the Housing Scrutiny Committee and Executive Leadership team has been introduced. This includes an update on the proactive plans that are being delivered as well as the numbers of reactive cases that are being addressed.

3. Implications

a) Financial Implications

The work that has been undertaken to date is currently being managed within existing budgets.

b) Staffing Implications

The work that has been undertaken to date is currently being managed within existing staffing budgets.

c) Equality and Poverty Implications

An Equality Impact Assessment (EqIA) has been completed, we are looking into ways to support and empower our tenants and leaseholders to report issues related to DCM. Positive Impacts have

been identified under the protected characteristic Age, Disability, Pregnancy and Maternity, Race, and Sex.

We understand that there are barriers to our tenants' ability to report problems related to DCM. In addition to the protected characteristics mentioned above, digital exclusion and lacking the knowledge of English Language could prevent our tenants from accessing our services. While Cambridge City Council provides interpretation services, it is usually the tenant who needs to report a repair to the council. Our housing officers and Tenancy support officers are playing an important role in delivering our messages to the tenants who are not able to access our services and organising translation and interpretation support where needed.

We have also intensified our messages to our tenants regarding DCM to raise awareness around the issue.

d) Net Zero Carbon, Climate Change and Environmental Implications

The policy, self-assessment and action plan has a Nil Impact when assessment is made with the Climate Change Rating Tool.

e) Procurement Implications

Currently being delivered through existing arrangements, whilst keeping briefed on any procurement frameworks that may be available for the Council to use should the need arise.

f) Community Safety Implications

Tenants and Leaseholders that experience DCM issues can undergo distress, disruption, even embarrassment, concerns about their health and well-being, especially mental health and the impact on any children. This policy should positively impact on our community's safety.

4. Consultation and communication considerations

We have consulted with other social housing providers in relation to their processes and policies. The policy and the self-assessment have been shared with stakeholders and elected tenants.

Following its approval, the policy will be published on the Council's website and social media and Open-Door updates will be used to publicise it.

5. Background papers

Background papers used in the preparation of this report:

[Housing Ombudsman Spotlight report on damp and mould \(housing-ombudsman.org.uk\)](http://housing-ombudsman.org.uk)

[RSH publishes implementation plan for new consumer regulation and launches pilot consumer inspection programme - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

Cambridge City Council Equality Impact Assessment (EqIA)

6. Appendices

Appendix 1 – Cambridge City Council's Self-Assessment against Housing Ombudsman recommendations

Appendix 2 – Cambridge City Council's Self-Assessment Action Plan

Appendix 3 - Cambridge City Council's Damp and Mould Policy

7. Inspection of papers

To inspect the background papers or if you have a query on the report please contact Lynn Bradley, Head of Housing Maintenance & Assets Tel: 01223 457831 Email: lynn.bradley@cambridge.gov.uk

No.	Recommendation / question	Self-assessment response
Chapter 1: From reactive to proactive		
R1	Landlords should adopt a zero-tolerance approach to damp and mould interventions. Landlords should review their current strategy and consider whether their approach will achieve this.	Cambridge City Council have made changes to their strategy to incorporate a zero-tolerance approach to damp, condensation and mould (DCM) interventions. We have reduced response time to repair requests damp, condensation and mould. We have also made the response process more efficient by sending surveyors to check the problem at the initial appointment.
R2	Landlords should consider whether they require an overall framework, or policy, to address damp and mould which would cover each area where the landlord may be required to act. This would include any proactive interventions, its approach to diagnosis, actions it considers appropriate in different circumstances, effective communication and aftercare.	<p>Our Damp, Condensation and Mould policy outlines our responsibilities as local authorities. We also have a clear process and flowchart on how to respond to damp, condensation and mould requests. In addition, we have developed a proactive approach to identify council stock that is at risk of mould by collecting data from previous repair requests and analyse that data to identify areas and neighbourhoods with damp, condensation and mould issues. Once identified, these properties will be contacted via post to be encouraged to contact us for advice, support and repair as needed.</p> <p>Our repair programmes, depending on the urgency and severity of the damp, condensation and mould, can include external wall insulation Programmes, net zero pilot project and energy work programme. We also can use our repairs budget for extractor fans and other related repairs.</p> <p>Our communication and aftercare include updating tenants regularly of actions taken, encouraging them to contact us if the issue is not resolved and a follow up contact by our team two months following the repair to ensure that the damp, condensation and mould has been addressed.</p>
R3	Landlords should review the accessibility and use of their systems for reporting repairs and	This can be made through our customer service centre, tenant portal or by the

	<p>making complaints to 'find their silence'.</p> <p>dedicated email address by tenants. Our staff, contractors and Councillors can also report on a tenant's behalf through the dedicated email address or via our Cause for Concern cards that are supplied to staff and contractors. The email inbox and the cards are viewed each working day.</p>
<p>R4 Landlords should identify opportunities for extending the scope of their diagnosis within buildings, for example by examining neighbouring properties, to ensure the response early on is as effective as possible.</p>	<p>All reports are logged, details of inspections, surveys, repairs, interventions, and follow up on the cases are recorded.</p> <p>We have trained housing officers, repairs staff, surveyors and contractors that are regularly visiting tenants' homes to inspect and identify properties where there is a DCM concern. These concerns are reported back to the team that is dedicated to dealing with this area of work.</p> <p>We have engaged with health colleagues at a Housing and Health Summit and promoted to them routes of communicating problems to us.</p>
<p>R5 Landlords should implement a data driven, risk-based approach with respect to damp and mould. This will reduce over reliance on residents to report issues, help landlords identify hidden issues and support landlords to anticipate and prioritise interventions before a complaint or disrepair claim is made.</p>	<p>We have identified sources of data that will help us to implement a risk-based approach with respect to DCM.</p> <p>Some of the sources include:</p> <ul style="list-style-type: none"> - Tenancy Audits - Stock Condition Survey - Repair inspections - Planned works programme - EPC Surveys, - Complaints system - Property type, solid wall, non-traditional. - Value engineer new products. - Tenant education on prevention. - Upskill Housing Officers (checks to be carried out at tenancy audit) <p>We have analysed the data on DCM cases and we have been able to identify areas that</p>

		is at risk of DCM. We are sending letters to our tenants in these areas requesting they contact us if they are experiencing DCM or have concerns about it.
R6	Where properties are identified for future disposal or are within an area marked for regeneration, landlords should proactively satisfy themselves that residents do not receive a poorer standard of service or lower living conditions, that steps are taken to avoid homes degrading to an unacceptable condition and that they regularly engage and communicate with these residents.	<p>In our new build programme, we have identified some existing properties for redevelopment that are less energy efficient and harder to maintain. Planned work that is still required to support tenants in these properties whilst this regeneration is taking place is being assessed and programmed where agreed.</p> <p>Reactive repairs are delivered in these properties to the same service standards we apply to the rest of our tenanted stock.</p>
R7	Landlords should avoid taking actions that solely place the onus on the resident. They should evaluate what mitigations they can put in place to support residents in cases where structural interventions are not appropriate and satisfy themselves they are taking all reasonable steps.	<p>If the outcome of the inspection shows that condensation and surface mould is causing the problem, we will liaise with the tenant and evaluate what mitigations we can put in place to support them. This can include additional ventilation and insulation or balancing and checking their heating system is working efficiently. It may also include support and advice to tenants with regards to heating and ventilating their home. In some cases, we may install monitoring sensors to obtain data on humidity and heating levels over a period of time.</p> <p>Our support approach will be personalised to the individual needs of our tenants. If fuel poverty is identified as a factor, then we will offer support through Tenancy Support Officers and Financial Inclusion Support Officers. We will also look into contributing factors such as the need for mental health & wellbeing support or hoarding advice and work with our tenants and signpost them</p>

	<p>accordingly. We are also carrying out mould washes at properties where mould problems have been identified.</p>
<p>R8 Together with residents, landlords should review the information, materials and support provided to residents to ensure that these strike the right tone and are effective in helping residents to avoid damp and mould in their properties.</p>	<p>We have developed different sources of information for tenants about how to identify condensation and mould problems with their property and what they can do to deal with the problem. We regularly include articles within the Tenants Magazine, 'Open Door' and on our social media pages.</p> <p>Cambridge City Council encourages its staff to take reports about damp, condensation and mould seriously and to look beyond lifestyle factors.</p> <p>We have also identified our responsibilities and procedure as a council in our Damp, Condensation and Mould policy to ensure that we strike the right tone in supporting our clients.</p> <p>We are looking to develop trust with our tenants by developing our existing relationships with tenants' advocates, residents and leaseholders representatives, councillors and community groups to deliver the information related to damp, condensation and mould. We believe by developing these relationships, we can build a positive relationship with our tenants and gain their trust so they are willing to approach us when problems arise. We are also looking into investing in some simple videos as an easy and approachable method to reach our tenants. These would be made available through our websites and social media channels.</p>

<p>R9 Landlords should be more transparent with residents involved in mutual exchanges and make the most of every opportunity to identify and address damp and mould, including visits and void periods.</p>	<p>When a property becomes vacant, as part of the void checklist, we will look for signs and causes of damp, condensation and mould. An assessment of the ventilation such as air bricks and extractors will be carried out and any necessary work will be undertaken.</p> <p>The same applies to mutual exchange properties. Initially, we count on the tenants reporting any problem and we check the property repair history to identify any recurrent DCM issues. If issues are not reported, we still pick it up during our mutual exchange inspection and treat and rectify accordingly. The inspection reports are shared with residents involved in mutual exchange for transparency.</p>
<p>R10 Landlords should ensure their strategy for delivering net zero carbon homes considers and plans for how they can identify and respond to potential unintended consequences around damp and mould.</p>	<p>CCC complies with PAS 2035 standards. When delivering net zero carbon homes, our trained consultants conduct detailed retrofit assessments/condition surveys. Before retrofitting our council properties, we assess ventilation, humidity level, CO2 level to check the risk of condensation and damp in the property as insulation increases the risk. We also communicate to the tenants the importance of reporting any issues they have had with damp, condensation and mould in the past. We rectify any issues before retrofitting the property.</p> <p>Yearly, we conduct insulation work such as external wall insulation, replacing windows and doors. From this year onwards, these works also comply with PAS 2035 standards and aim to increase energy performance certificates (EPC) ratings to minimum of C. In our aim to achieve Netzero carbon, we use EnerPhit design principles.</p>

Under Decent Homes Act, we replace windows and doors, insulate walls in number of our rented properties yearly.

Q1 Do we have a proactive, zero-tolerance approach to damp and mould and a comprehensive, consolidated policy or framework for responding to these cases? Are we considering damp and mould as part of our net zero strategy?

Our net zero strategy adopts a monitoring system to ensure that previous problems are not coming back or being exacerbated by retrofitting. Our consultants will monitor the retrofitted properties for a minimum of 3 weeks during the winter heating season. About 10% of the retrofitted properties, as a sample, are monitored for three months or that period could be extended depending on the tenants' wishes and emerging reports about damp, condensation and mould.

We evaluate the condition of the properties by sending questionnaires to tenants after the first winter following the retrofitting to check for any issues related to damp, condensation and mould and to check if they are utilising the ventilation system.

The other evaluation method is to check the ventilation system and install monitoring equipment such as CO2, humidity and temperature sensors. We have our in-house equipment to conduct further investigation when needed.

Chapter 2: From inferring blame to taking responsibility

R11 Landlords should review, alongside residents, their initial response to reports of damp and mould to ensure they avoid automatically apportioning blame or using language that leaves residents feeling blamed.

We are working along our Tenant and Leaseholder representatives to develop our policy and response to complaints on damp, condensation and mould. In the last few months, we have upskilled our staff by enrolling them in courses about damp, condensation and mould and learning from complaints. Our senior management are fully supportive of the changes in strategy and the importance of supporting tenants affected by damp, condensation and mould.

	<p>In addition, our new policy takes into consideration other factors that might contribute to damp, condensation and mould such as poverty, mental health conditions and lack of engagement. From identifying contributing factors, we can then create a support system around our tenants and a culture of understanding and empathy.</p>
<p>R12 Landlords should consider their current approach to record keeping and satisfy themselves it is sufficiently accurate and robust. We would encourage landlords to go further and consider whether their record keeping systems and processes support a risk-based approach to damp and mould.</p>	<p>We have updated our complaints system to include damp category to obtain accurate and robust data. Utilising pivot tables in Excel, we have also been able to identify areas which are most at risk of damp, condensation and mould.</p> <p>Furthermore, our new flowchart identifies the process of dealing with issues related to damp, condensation and mould and utilises risk-based approach by taking contributing factors into consideration.</p> <p>We are looking into adding a category under our repair management system Orchard.</p>
<p>R13 Landlords should ensure that their responses to reports of damp and mould are timely and reflect the urgency of the issue.</p>	<p>Our new policy and flowchart outline the response time that corresponds to urgency of the issue. We contact the tenants within two working days to arrange our surveyor's visit.</p> <p>The surveyor will evaluate if the case should be considered routine, urgent or an emergency using their risk assessment and findings on inspection.</p> <p>Routine and urgent cases are addressed within our normal agreed timescales for repairs (routine, 28 working days, urgent 3 working days).</p> <p>In emergency cases, the property will usually be considered inhabitable. As a result, we will move the household into temporary accommodation to protect the tenants and to carry out the necessary work before the household moves back.</p>

<p>R14 Landlords should review the number of missed appointments in relation to damp and mould cases and, depending on the outcome of any review, consider what steps may be required to reduce them.</p>	<p>Our Tenant Liaison Officer is following up with our tenants who reported issues related to damp and mould. We will explore ways of reporting and reviewing missed appointments through our repair management system in the future.</p>
<p>R15 Landlords should ensure that their staff, whether in-house or contractors, have the ability to identify and report early signs of damp and mould.</p>	<p>We have trained housing officers, repairs staff, surveyors and contractors that are regularly visiting tenants' homes to inspect and identify properties where there is a concern. These concerns are reported back to the team that is dedicated to dealing with this area of work daily</p> <p>Under our Tenancy Audits programme, we are also looking for any signs for damp and mould and report accordingly.</p>
<p>R16 Landlords should take steps to identify and resolve any skills gaps they may have, ensuring their staff and contractors have appropriate expertise to properly diagnose and respond to reports of damp and mould.</p>	<p>Monthly one-to-one's and performance reviews focus on identifying skills gaps among our staff and suggesting training accordingly to resolve these gaps. All our surveyors involved in this work are trained to diagnose, respond and refer reports related to damp, condensation and mould.</p>
<p>R17 Landlords should ensure that they clearly and regularly communicate with their residents regarding actions taken or otherwise to resolve reports of damp and mould. Landlords should review and update any associated processes and policies accordingly.</p>	<p>We have changed strategy/process and developed DCM policy. We report regularly to Housing Scrutiny Committee where the elected residents sit on the committee</p> <p>We have also identified that the Damp, Condensation and Mould policy will need to go back to committee if new legislation or updated standards are released</p> <p>Our Tenant Liaison Officer communicates regularly with tenants affected by damp, condensation and mould to update them of actions taken. We have set up a follow up process: all our tenants who reported damp, condensation and mould issues, are being contacted two months following the completion of the repair to ensure that there are no further issues.</p>

	<p>Another action we have taken is circulating leaflets to our tenants about preventing damp, condensation and mould which also included contact information for repairs. This leaflet has been also added to our Tenant Sign-up pack which is handed out to our new tenants.</p> <p>Currently, we are looking to work more closely with community groups and organisation to deliver our information to as many tenants as possible.</p> <p>We have identified through our complaints analysis STAR survey results and preparation for the regulator for Social Housing Consumer Standards that improvement generally needs to be made on communication with tenants and this is something that is being explored.</p>
<p>R18 Landlords must ensure there is effective internal communication between their teams and departments, and ensure that one individual or team has overall responsibility for ensuring complaints or reports are resolved, including follow up or aftercare.</p>	<p>We have strengthened communication channels among Customer Services, Housing and Estates and Facilities to ensure that we respond within our timeline target and to anticipate support needs for our tenants with DCM issues. Our Concern cards can be used by any of our staff to report any concerns that could increase the risk of damp, condensation and mould.</p> <p>Our damp, condensation and mould procedure ensures that we respond within the agreed timeframe and resolve the issue depending on the urgency of the problem.</p> <p>Our dedicated team which includes our Tenant Liaison Officer supervises the aftercare process by maintaining records of repairs related to damp, condensation and mould and follow up with our tenants within two months period. This ensures that if a problem related to damp, condensation and mould is not resolved, we can identify it early on and fix it as soon as possible.</p>
<p>R19 Landlords should ensure that their complaints policy is effective and in line with the Complaint Handling Code, with clear compensation and redress guidance. Remedies should be</p>	<p>Each year the Council carries out a self-assessment against the Ombudsman's Complaint Handling Code to ensure that our complaint handling remains in line with its requirements. This is accessible to the public.</p>

commensurate to the distress and inconvenience caused to the resident, whilst recognising that each case is individual and should be considered on its own merits.

All cases are logged into the Council's central case management system CaseTracker.

When a case is entered into the Council complaints system, the case will be allocated to a service manager in the area/department related to the complaint, the complainant will also receive an automatic response informing them that we aim to respond to all complaints within 10 working days.

There are 2 stages to the Council's complaints procedure internally, and complainants also have the right for their case to be reviewed externally by either the Local Government & Social Care Ombudsman (LGSCO) or the Housing Ombudsman.

After the case is resolved, the Council can reopen for further investigation if new information about the initial issue comes to light. The Council will only reopen a complaint from less than 12 months from the date it was raised.

The housing services has a complaints handling procedure that explains the approach to remedies and redress. The housing Ombudsman remedies guidance is referred to when considering this also.

Q2 How effective and timely are we at responding to and resolving reports and complaints concerning damp and mould? How do we know we are providing meaningful information and support to our residents?

We are responding to damp and mould reports within two working days to book a surveyor to check the property. Once the survey is completed, we are fulfilling our duties within the agreed timeframe for emergency, urgent and routine repairs.

We are analysing the feedback through the follow up calls to assess if the information and support provided to tenants has been successful.

Chapter 3: From disrepair claims to resolution

R20 Landlords need to ensure they can identify complex cases at an early stage, and have a strategy

Our housing officers, repairs team and surveyors working on related issues are all trained to identify complex cases at an early

<p>for keeping residents informed and effective resolution.</p>	<p>stage and support and signpost tenants as appropriate. We are also encouraging our tenants to register for our online portal which will allow them to keep track of any requests they made.</p> <p>We have developed information for tenants about how to identify condensation and mould problems with their property and what they can do to deal with the problem. We regularly include articles within the Tenants Magazine, 'Open Door'.</p>
<p>R21 Landlords should identify where an independent, mutually agreed and suitably qualified surveyor should be used, share the outcomes of all surveys and inspections with residents to help them understand the findings and be clear on next steps. Landlords should then act on accepted survey recommendations in a timely manner.</p>	<p>Once our surveyor attends, if required, we will instruct an independent damp specialist to survey the property, provide a report and act upon their recommendations. The surveys are shared with tenants if requested but the tenants will be kept updated on any course of action.</p>
<p>R22 Where extensive works may be required, landlords should consider the individual circumstances of the household, including any vulnerabilities, and whether or not it is appropriate to move resident(s) out of their home at an early stage.</p>	<p>In our assessment of damp and mould reports, we check for any support needs or vulnerabilities. If a member in the household have medical problems, which may be exacerbated by damp, condensation and mould, officers in the Housing Advice Service will be available to advise tenants on the type of medical evidence required. We will ensure that our independent GP who completes the medical assessment not only has access to any medical evidence but also has sight of the surveyor's report and other relevant surveys.</p> <p>Based on the GP's report and the extent of damp, condensation and mould in the house, we consider moving the tenants to a suitable accommodation.</p>

	<p>Our new Damp, Condensation and Mould Policy is compatible with our Disrepair procedure, Voids Policy and Decant Policy so we would take similar actions as with any other urgent repair if appropriate.</p>
<p>R23 Landlords should promote the benefits of their complaints process and the Ombudsman to their residents as an appropriate and effective route to resolving disputes.</p>	<p>We advise our tenants to make a formal complaint if they are not happy with the solution or if they prefer that someone else works on their case. Information on how to make a complaint is shared on our website and our Tenant Sign-up pack.</p> <p>There are various ways to contact the council, but regardless of how a complaint is received, all cases will be logged into the Council's central case management system. If a complainant contacts the Council by phone, email or in person, staff members can assist with recording a complaint. The Council would prefer complainants to complete the form themselves so that they can provide their complaint in their own words with as much detail as possible. Where a customer is unable to complete the complaints for themselves, Council staff should assist complainants to record their case.</p>
<p>R24 Landlords should continue to use the complaints procedure when the pre-action protocol has commenced and until legal proceedings have been issued to maximise the opportunities to resolve disputes outside of court. Landlords should ensure their approach is consistent with our jurisdiction guidance and their legal and complaint teams work together effectively where an issue is being pursued through the complaints process and protocol.</p>	<p>The Council has written a disrepair protocol that fully acknowledges the requirements of the pre-action protocol.</p> <p>All reported repairs are completed in our usual timeframes and to the same standard regardless if a letter of claim has been issued under the pre-action protocol.</p> <p>The tenants right to complain is not affected by the tenant's instruction of a letter of claim.</p>
<p>Q3 How do we identify and manage complex cases, complex situations and/or those involving</p>	<p>A robust process for dealing with disrepair claims and a disrepair protocol has been</p>

legal disrepair claims? Are we promoting our complaints processes enough and does our approach allow the complaints process to continue alongside pre-action claims?

developed which acknowledge and allows for the complaints process to run alongside this.

All open disrepair claims are marked with a UDC on the repairs system, this enables the customer service centre and repairs team to notify the person who manages the disrepair claims with the legal team.

Chapter 4: From a complaints to a learning culture

R25 Landlords should consider how best to share learning from complaints and the positive impact of changes made as a result within the organisation and externally. Systems should allow the landlord to analyse their complaints data effectively and identify themes, trends and learning opportunities.

We use Case Tracker application to track the progress of complaints against deadlines. On Case Tracker, we have a category dedicated to damp.

Our Housing Policy and Performance team analyse our complaints data quarterly and identify targets met, themes and trends. Every quarterly report is examined in comparison to the previous one to produce a clear image of changes in trends and themes so we can identify problems early on. Based on these reports, recommendations are passed to Housing teams to improve performance and update policies. For example, in the past, our reports showed an increase in complaints against our contractor for their slow response in repairing heating system. Accordingly, we have made the recommendation and we have worked on an improvement plan with the contractor.

R26 Landlords should ensure they treat residents reporting damp and mould with respect and empathy. The distress and inconvenience experienced by residents in this area is some of the most profound we have seen, and this needs to be reflected in the tone and approach of the complaint handling.

At Cambridge City Council, we understand that damp, condensation and mould is a serious issue which could affect tenants badly. We encourage and direct our staff to respond to our tenants' complaints in a professional and empathetic way. If there is evidence or tenants report that this is not the case, then this would be investigated and addressed through performance management and in line with the Council's competency framework.

All members of staff that deal with complaints have on-going training in dealing and responding to complaints.

Q4 What is our organisational culture with respect to learning? Are we making the most of our complaint data and case studies to learn and improve?

Cambridge City Council encourages learning, secondments and internships for staff and supports their efforts to do so. The annual performance review process defines training as an essential part of employees' progress.

Training for staff is fully paid by CCC and the online learning platform is available for staff to do training whenever needed.

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Cambridge City Council DCM Self-Assessment Response Action Plan

Chapter 1: **From reactive to proactive**

Self-assessment reference number	Action	Deadline	Owner	Rag status (complete, in progress, not started)
R1	Review strategy and approach	Mar 2023	Head of Housing Maintenance & Assets	Complete
	Reduce response time and update procedure	Nov 2022		
R2	Create a policy to tackle DCM and a flow chart that identifies the process	May 2023	Head of Housing Maintenance & Assets, Policy and Performance Unit, and Tenant liaison Officer	complete
	Develop proactive approach – collecting data and analysis	May 2023		
	Develop an aftercare process	Dec 2022		
R3	Create an email dedicated to DCM issues	Dec 2022	ICT team	Complete

	Provide training and share expectations with staff and contractors to raise awareness on how to spot and respond to DCM complaints	Dec 2022	Head of Housing Maintenance & Assets & Operations Manager	Complete
	Distribute leaflets to inform tenants of how to identify and report DCM issues	Nov 2022	Comms Team & Operations Manager	(On-going)
	Update concern cards to include concerns about DCM	Nov 2022	Operations Manager	Complete
R4	Provide Training to staff on wall insulation failure and ventilation issues causing damp, condensation and mould.	Dec 2022	Operation Manager	Complete
	Complete Complaints analysis	Quarterly & annually	Policy and Performance Unit	Complete (on-going)
	DCM reporting analysis	Started in March 2023	Tenant Liaison Officer /Policy & Performance Officer	On-going

	Include messages about DCM reporting in Council Publications: Resident Involvement Newsletters and Open Doors	Dec 2022 and March 2023	Resident Engagement and Performance Manager	Complete
	Improving equipment for more robust inspection to include Flow meters, Borescopes, thermal imaging camera	Dec 2022	Operations Manager	Complete
R5	Identify resources of data collection	Feb 2023	Policy and Performance Unit and Head of Housing Maintenance & Assets	Complete
	Create new category for complaints	Nov 2022	Customer Service Development Manager	Complete
	Identifying areas at risk of DCM and send letters to identified areas	June 2023	Tenant Liaison Officer and Head of Housing Maintenance & Assets	In progress

R6	Update Response Times for DCM repairs and inspections	Feb 2023	Head of Housing Maintenance & Assets	Complete
	Develop Risk assessment	June 2023	Head of Housing Maintenance & Assets & Operations Manager	Not Started
R7	Identify support needs	Started in Dec 2022	Housing Officers and Tenancy Sustainment Officers	On-going
R8	Identify Council responsibilities for transparency	Mar 2023	Head of Housing Maintenance & Assets	Complete
	Consult with Tenants and Leaseholders representatives on DCM Policy and Response to regulator documents	May 2023	Resident Engagement and Performance Manager	Complete

	Communicate with Mosque and church groups to deliver messages about DCM	July 2023	Communities Group (City Homes & Community Safety Team)	Not Started
	Communicate with Cambridge Ethnic Community Forum to deliver messages about DCM	July 2023	Communities Group (City Homes & Community Safety Team)	Not Started
	Engage with health colleagues at a Housing and Health Summit and promoted to them routes of communicating problems	Dec 2022	Head of Housing	Complete
	Develop a check list for visiting health professionals and questions for GP's to enable them to establish concerning cases that need to be referred.	June 2023	Head of Housing & Head of Housing Maintenance & Assets	In progress
R9	Add DCM Inspections to Void checklist	Dec 2023	Responsive and Voids Surveyor	Complete
R10	Net Zero projects to trial multiple equipment with robust monitoring	Dec 2022	Retrofit Project Officer	Complete (on-going)

Q1	Develop Monitoring system	Dec 2022	Retrofit Project Officer	Complete
	Monitor 10% of the properties after retrofitting for three months or more	Dec 2022	Retrofit project Officer	Complete
	Send follow-up questionnaires to tenants the first winter after retrofitting	Oct 2023	Retrofit project Officer	In progress (on-going)

Chapter 2: From inferring blame to taking responsibility

Self-assessment reference number	Action	Deadline	Owner	Rag status (complete, in progress, not started)
R11	Staff who manage complaints to attend complaints handling courses	Dec 2022	Head of Housing Maintenance & Assets	Complete

	Create a procedure that focuses on supporting tenants who struggle with DCM “away from blame”	Mar 2022	Head of Housing Maintenance & Assets	Complete
R12	Adding a category under our repair management system.	Aug 2023	Orchard Management Team	Not Started
R13	Categorising DCM reports response time	Mar 2023	Operations Manager	complete
R14	Report and review missed appointments through our repair management system in the future.	Oct 2023	Operations Manager	Not Started
R15	Repurpose two vacancies of Multi Skilled Operatives to focus on DCM	Aug 2023	Operations Manager	In Progress
	Introduce new heating contractors to the new procedure and provide information. Add the condensation information to the new contractors tenant’s handbook.	Sep 2022	Property Compliance and Risk Manager	Complete
R16	Update Tenancy Audits checklist to include DCM	Nov 2023	Housing Services	Complete

			Manager (City Homes)	
	Include DCM topic in monthly one-to-one with staff who work directly with the tenants	Started Sep 2023	Housing and E&F managers	On-going
R17	Report regularly to Housing Scrutiny Committee	June 2023	Head of Housing Maintenance & Assets	On going
R18	Share information about responding to DCM reports with Housing Officers and Tenancy Sustainment Officers	Sep 2022	Operations Manager and Housing Services Managers	On-going
	Create an aftercare process (check up call after two months of repair)	June 2023	Tenant Liaison Officer	In Progress
R19	Carry out the annual self-assessment against the Ombudsman's Complaint Handling Code to ensure that our complaint handling remains in line with its requirements. Last completed September 2022	October 2023	Customer Service Development Manager	Not yet started

Q2	Reduce response time to mould and damp reports (respond within two working days)	Sep 2022	Operations manager	Complete (on-going)
	Analyse feedback from the aftercare calls to ensure that the DCM problem is addressed	Nov 2022	Tenant Liaison Officer	Complete (on-going)

Chapter 3: From disrepair claims to resolution

Self-assessment reference number	Action	Deadline	Owner	Rag status (complete, in progress, not started)
R20	Inform and encourage tenants to register for our online portal for a more reliable and accountable reporting method.	Jun 2023	All services	In progress
	Spread information about how to identify DCM issues in properties	Started in Dec 2022	Comms team and E&F manager	On-going

R21	Create clear procedure to respond to DCM issues	June 2023	Head of Housing Maintenance & Assets and Policy team	complete
R22	Ensure that the new DCM policy corresponds to other council policies to allow tenants the right to move to another property if their property is unfit for human habitation	Mar 2023	Head of Housing Maintenance & Assets and Policy team	complete
R23	Spread messages to encourage concerns to be raised with the Condensation team in CCC documents	On-going	All services	On-going
R24	Develop a disrepair protocol to that fully acknowledges the requirements of the pre-action protocol.	May 2023	Head of Housing Maintenance & Assets	complete
Q3	Develop a robust process for dealing with disrepair claims and a disrepair protocol which acknowledge and allows for the complaints process to run alongside this.	May 2023	Head of Housing Maintenance & Assets	Complete

	Create a code for open disrepair claims on the repairs system to enable the customer service centre and repairs team to notify the person who manages the disrepair claims with the legal team.	Feb 2023	Head of Housing Maintenance & Assets	Complete
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Chapter 4: From a complaints to a learning culture

Self-assessment reference number	Action	Deadline	Owner	Rag status (complete, in progress, not started)
R25	Analyse complaints data quarterly	Quarterly	Policy Performance Officer	Complete
	Analyse the list of properties of those who respond to our letters and have proactive communication.	June 2023	Tenant Liaison Officer	Not yet started
R26	Review the process of reporting damp and mould issues with surveyors	Sep 2022	Head of Housing Maintenance & Assets	Complete
Q4	Include related objectives in performance reviews and include necessary training on learning and development plans	Nov 2023	Housing and E&F managers	Not started

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Damp, Condensation and Mould Policy (DCM)

1. Introduction

Cambridge City Council adopts a zero-tolerance approach to damp, condensation and mould interventions. This policy sets the framework of activities and responsibilities in response to damp, condensation and mould reports and complaints.

2. Purpose

- 2.1. The overall purpose of this policy is to promote the health and wellbeing of Cambridge City Council tenants by effectively and efficiently managing issues related to damp, condensation and mould and maintaining dry homes with healthy internal environment.
- 2.2. This policy aims to raise awareness of legislation related to damp, condensation and mould and ensure the council's compliance with these legal requirements. This includes providing practical advice and information to tenants on how to control damp, condensation and mould.
- 2.3. This policy aims to protect the fabric of our buildings from long term damage caused by damp, condensation and mould and by improving the energy efficiency of homes to at least EPC "C"
- 2.4. The Council aims to adopt a data-led approach to reporting damp, condensation and mould by conducting effective investigation of issues of damp and carrying out effective repairs to eradicate it
- 2.5. This policy would be applied in conjunction with other Council policies and complaints procedures

3. Definitions:

- **Damp:** an excess of moisture that can't escape from a structure, which can also go on to cause significant damage to the building. There are three/four main causes of dampness in homes, which each require different solutions:

- **Rising damp:** water that rises through fabric and brick walls of a building after being absorbed from the surrounding ground.
 - **Penetrating damp:** water penetrates the fabric of the building from the outside to the inside, for example, because of a leak.
 - **Condensation:** occurs when warm, moist air touches a cooler surface such as tiles, windows or walls. If left for a long period of time, it can cause damp and/or mould.
- **Mould:** is a type of fungus. It spreads through spores, which are invisible to the naked eye but are in the air around us all of the time and can quickly grow on surfaces where dampness persists, or water has formed into a visible covering.

4. Scope:

Cambridge City Council housing stock for tenants and the structure of buildings that may contain leaseholders.

5. Legislation and Regulations

This Policy and its delivery are also intended to be compatible with the following legislation:

- Landlord and Tenant Act 1985 & 1996
- Commonhold & Leasehold Reform Act 2002
- Defective Premises Act 1972
- The Homes (fitness for Human Habitation) Act 2018
- Equality Act 2010
- Right to Repair Regulations 1994
- Pre-Action Protocol for Housing Conditions Claims (England)
- Housing Act 2004 – Housing Health and Safety Rating System BS7671 - Requirements for electrical installations 2008 (17th Edition)
- Decent Homes Standard
- Secure Tenants of Local Housing Authorities (Right to Repair) Regulations 1994

6. Related policies and procedures

This Policy and its delivery are intended to be compatible with the following Council policies and documents:

- Disrepair procedure
- Voids Policy
- Mutual Exchange
- Complaints Policy
- Regeneration policy
- Tenancy Agreement
- Leasehold Agreement
- Tenants Sign Up pack
- Decant Policy
- Asset Management Strategy
- Resident Involvement Strategy

7. Education & Training

- Cambridge City Council believes in building a workforce that can respond to problems resulting from damp, condensation and mould by providing training for staff & outlining expectations from its contractors.
- Cambridge City Council believes in empowering its tenants and leaseholders by providing and circulating information on how to deal with and report mould.
- Cambridge City Council encourages its staff to take reports about damp, condensation and mould seriously and to look beyond lifestyle factors.

8. Our responsibilities

- It is the council's responsibility to keep tenanted and leased housing properties safe and free from health hazards. This includes issues related to damp and condensation.

- Keep the property's structure and exterior in good repair, including the brick work and pointing, roof covering, external waste pipes, damp proofing, doors and windows.
- The Council has a responsibility in maintaining the structure of the building that may contain leasehold properties, in these instances there may be a shared responsibility for both leaseholder and the Council depending on the location and cause of the problem.
- Carry out all repairs to the property in relation to the internal structure and facilities as necessary in relation to the heating, ventilation, water using appliances and plumbing.
- When possible, the council will look into more permanent solutions to solve problems related to damp, condensation and mould.
- All council staff should guide tenants and leaseholder on how to report issues related to damp, condensation and mould as and when needed
- Housing officers, repairs team and contractors working on the Council's behalf should take an active role in either encouraging tenants to report issues related to damp, condensation and mould or to complete a cause for concern card if it comes to their attention.
- The council holds the right to inspect the property for health and safety concerns. The tenant will be given 24 hours' notice, but no notice is needed if it is an emergency.
- The council will complete HHSRS hazard rating at the time that it completes the cyclical stock condition survey. The council will arrange for any necessary work to be completed if they find a Category 1 or 2 hazard.
- If a tenant expresses a wish to move as a result of damp, condensation and mould problems, we will support them to make a housing application; if members in their household have medical problems, which may be exacerbated by damp, mould or condensation, officers in the Housing Advice Service will be available to advise tenants on the type of medical evidence required. We will ensure that the independent GP who completes the medical assessment not only has access to the medical evidence but also has sight of the surveyor's report and other relevant surveys.

9. Tenants' Responsibilities

Damp and mould can be caused by condensation and may adversely affect your health and your home. Residents are responsible for making sure that they take appropriate steps to prevent significant amounts of condensation that results in damp or mould growth. These responsibilities include:

- to report an issue related to condensation, damp, condensation and mould either by phone, report it on the repairs page [Request a repair for your council home - Cambridge City Council](#) or by emailing: condensation@cambridge.gov.uk
- to seek advice from our council staff on how to treat condensation and surface related mould at home.
- to report reoccurring damp, condensation and mould problems if home solutions do not work
- to report the issue of damp, condensation and mould if it reoccurs after a repair that has been carried out by Cambridge City Council staff or their contractors.
- to adequately heat rooms – ideally between 18° and 21°C
- regularly check for and report any leaks, or faulty heating, windows, or extractor fans.
- extractor fans should not be covered.
- to keep the property well ventilated by keeping windows slightly open especially while cooking or bathing, ensuring that extractor fans are in working condition and vents are clean and left open.
- ensure extractor fans are not turned off in kitchen & bathroom
- ensure windows vents and wall vents are not blocked or closed.
- the Council actively encourages tenants to take out household contents insurance, tenants are responsible for arranging adequate household contents insurance, to protect their home from damage caused by damp, mould, or condensation.
- where remedial works and mould wash treatments have been undertaken by us, the resident is responsible for redecoration. It is recommended that anti-fungal paint is used. For vulnerable or disabled residents, we will consider how to assist the redecoration process on a case-by-case basis.

10. Process & Procedure

10.1 Reporting of damp, condensation and mould concerns:

A request can be made by our tenants and leaseholder using our tenant portal, customer service centre or by contacting the dedicated email address. Our staff, contractors and Councillors can also report on a tenant's behalf through the dedicated email address or via our Cause for Concern cards that are supplied to staff and contractors. The email inbox and the cards are viewed daily.

10.2 Logging of and management of cases:

All reports are logged. Details of inspections, surveys, repairs, interventions, and follow up on the cases are recorded. The tenant will be contacted within 2 working days of the report being made to arrange an inspection by our surveyor.

10.3 Inspection and diagnosis:

A surveyor will attend to make a diagnosis. They will take damp and humidity measurements, check insulation and heating, extractor fan flow and check what planned work is on our programme. Their equipment includes damp meters, extractor fan flow measurement, borescopes and thermal imaging cameras. Our in-house energy assessor might also conduct a survey.

If the outcome of the inspection shows that condensation and surface mould is causing the problem, we will liaise with the tenant and evaluate what mitigations we can put in place to support them. This can include additional ventilation and insulation and may also include support and advice to tenants with regards to heating and ventilating their home. If fuel poverty is identified as a factor, then we will offer support through Tenancy Support Officers and Financial Inclusion Support Officers. In some cases, we may install monitoring sensors to obtain data on humidity levels over a period of time.

If damp is found to be present, we will instruct a damp specialist to undertake a survey and provide a report. We will act upon the recommendation of the report, and we will carry out repair works to areas that are the responsibility of the Council.

Where this requires complex works, we will keep tenants informed of actions being taken to bring about an effective solution. Where extensive works are required, the Council may move the tenants out of their home for a period whilst these works are completed.

10.4 Assessing Risk:

The surveyor will complete a risk assessment at the time of inspection. This will include any concerns around the health and wellbeing of the occupants of the home, alongside the type and extent of any damp found.

Questions that will be considered as part of the risk assessment are:

1. Health questions:
 - a. Age of children
 - b. Existing health conditions (including mental health conditions) that may increase vulnerability
 - c. Any concerns

2. Types of Damp:
 - a. Condensation
 - b. Surface Mould
 - c. Rising damp
 - d. Penetrating damp

3. The Extent of damp:
 - a. Which rooms are affected
 - b. How many rooms are affected
 - c. Areas of mould on external walls
 - d. Is this a reoccurring issue
 - e. How long has it been going on

10.5 Identify if the work is routine, urgent, or an emergency:

The surveyor will evaluate if the case should be considered routine, urgent or an emergency using their risk assessment and findings on inspection.

Routine and urgent cases will be addressed within our normal agreed timescales for repairs (routine, 28 working days, urgent 3 working days).

In emergency cases, the property will usually be considered inhabitable. As a result, we will move the household into temporary accommodation to protect the tenants and to carry out the necessary work before the household moves back.

10.6 Follow up inspection:

Telephone follow up calls will be made by our tenant liaison officer to establish if the measures put in place are having a positive effect and if there is a requirement for the surveyor to return. If this is the case, a follow up inspection will be arranged.

11. Performance Monitoring

We operate within a performance management framework. The framework uses a series of measures and performance indicators to demonstrate service quality in terms of achieving 'purpose' and value for money.

We monitor our repairs performance monthly. Figures are also discussed with the contractors at their monthly performance review meetings. Progress updates are provided to the members of Housing Scrutiny Committee at each cyclical meeting

12. Communication with Tenants

We regularly remind tenants how to report repairs to us. We are developing our online platform so customers can report repairs online and even, where appropriate, can schedule their own repairs. Tenants can also report repairs using traditional approaches, in person or on the telephone and through social media.

We have developed information for tenants about how to identify condensation and mould problems with their property and what they can do to deal with the problem. We regularly include articles within the Tenants Magazine, 'Open Door'.

13. Proactive plans

We are proactively reducing the occurrence of condensation, damp, condensation and mould in our homes by taking the following measures and actions:

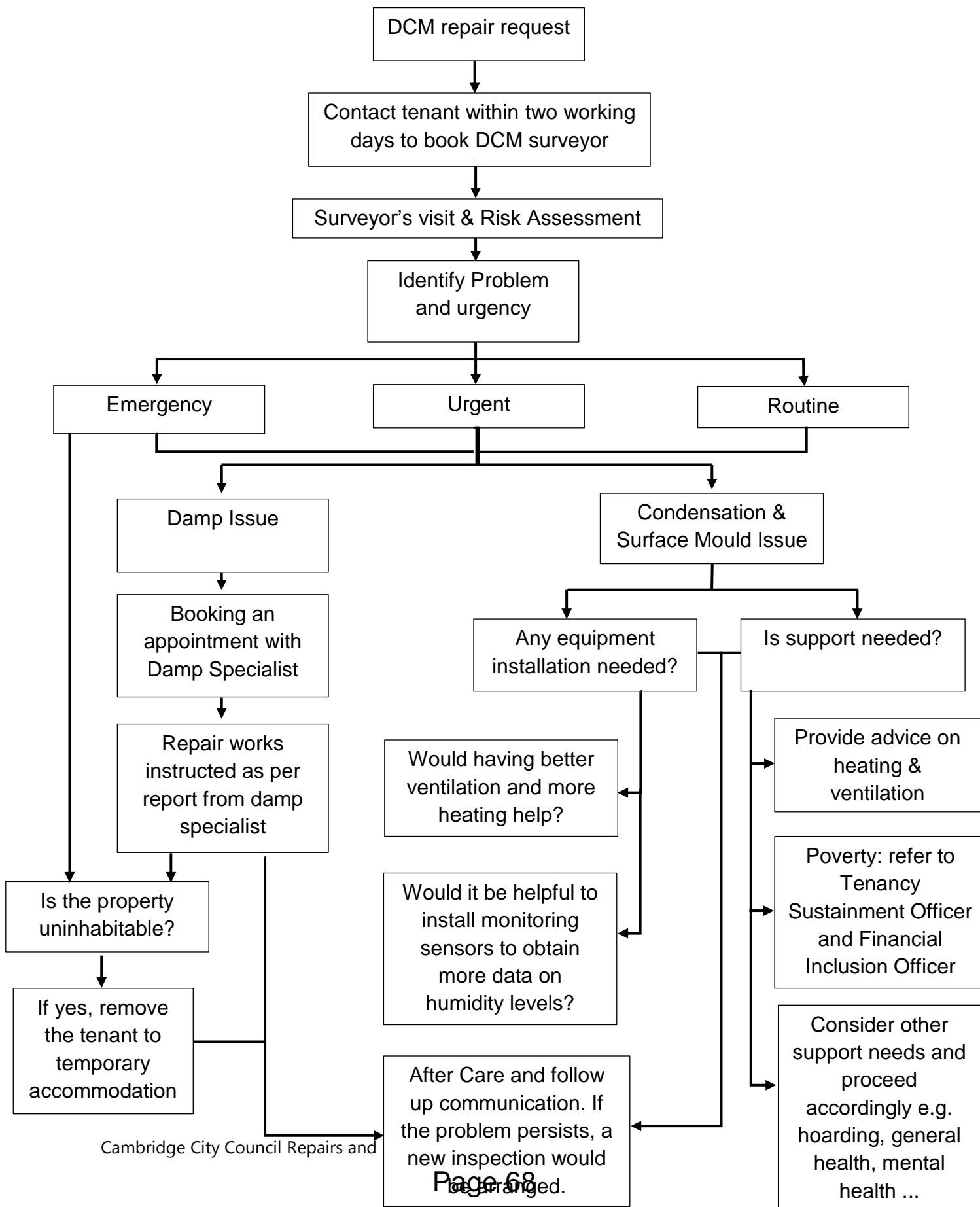
- The long-term formal way we identify damp, condensation and mould within the stock is through our programme of stock condition surveys, where a HHSRS assessment will take place and be recorded on our asset management system. However, as this series of surveys is undertaken as a rolling programme over a period of at least 5 years, we have put in place other avenues of proactively identifying damp, condensation and mould within the housing stock.
- We have trained housing officers, repairs staff, surveyors and contractors that are regularly visiting tenants' homes to inspect and identify properties where there is a concern. These concerns are reported back to the team that is dedicated to dealing with this area of work
- Tenancy Audits are being conducted, with a target of 10% of all our stock each year. During these audits we are inspecting and acting upon identified cases of damp, condensation and mould.
- We have generated publicity on our website, social media and in our tenants' magazine 'Open Door' to encourage reporting.
- We have engaged with health colleagues at a Housing and Health Summit and promoted to them routes of communicating problems to us.
- When a property becomes empty, as part of the void checklist, we will look for signs and causes of damp, condensation and mould. An assessment of the ventilation such as air bricks and extractors will be carried out and any necessary work will be undertaken.
- We are implementing a more proactive approach to addressing damp, condensation and mould by looking at the data we hold on our asset management system and reported cases, so we inspect neighbouring properties of those on our case load or similar archetypes. We have plans in place to inspect these properties.
- We will investigate the neighbouring properties where damp, condensation and mould problems identified by posting letters requesting information. This will help us to identify structural issues in the block and tackle them promptly.

- We are investigating building blocks with damp, condensation and mould issues by collecting the data existing on our database and analysing it to identify damp, condensation and mould hotspots on the map and address them accordingly (see appendix).
- We have identified for redevelopment, as part of our new build programme, existing properties that are less energy efficient and harder to maintain. Planned work that is still required to support tenants in these properties whilst this regeneration is taking place has been assessed and is being programmed. Reactive repairs are delivered in these properties to the same service standards we apply to the rest of our tenanted stock.
- Quarterly analysis of any complaints received is undertaken and a review of themes and trends completed. We will use the data around this to explore learning opportunities or changes to process and procedure.
- In the Investment programme, we will target archetypes that are constructed in a way that condensation, damp, condensation and mould are prevalent. This includes, replacing inefficient heating with traditional or renewable heating, ventilation and insulation programmes.
- Investigate the possibility of providing secure drying areas in communal flat blocks to reduce the need to dry washing on radiators or inside flats.
- Review each damp, condensation and mould work case resolved after 8 weeks to see if the proposed solution has been effective.

14. Data collection Sources

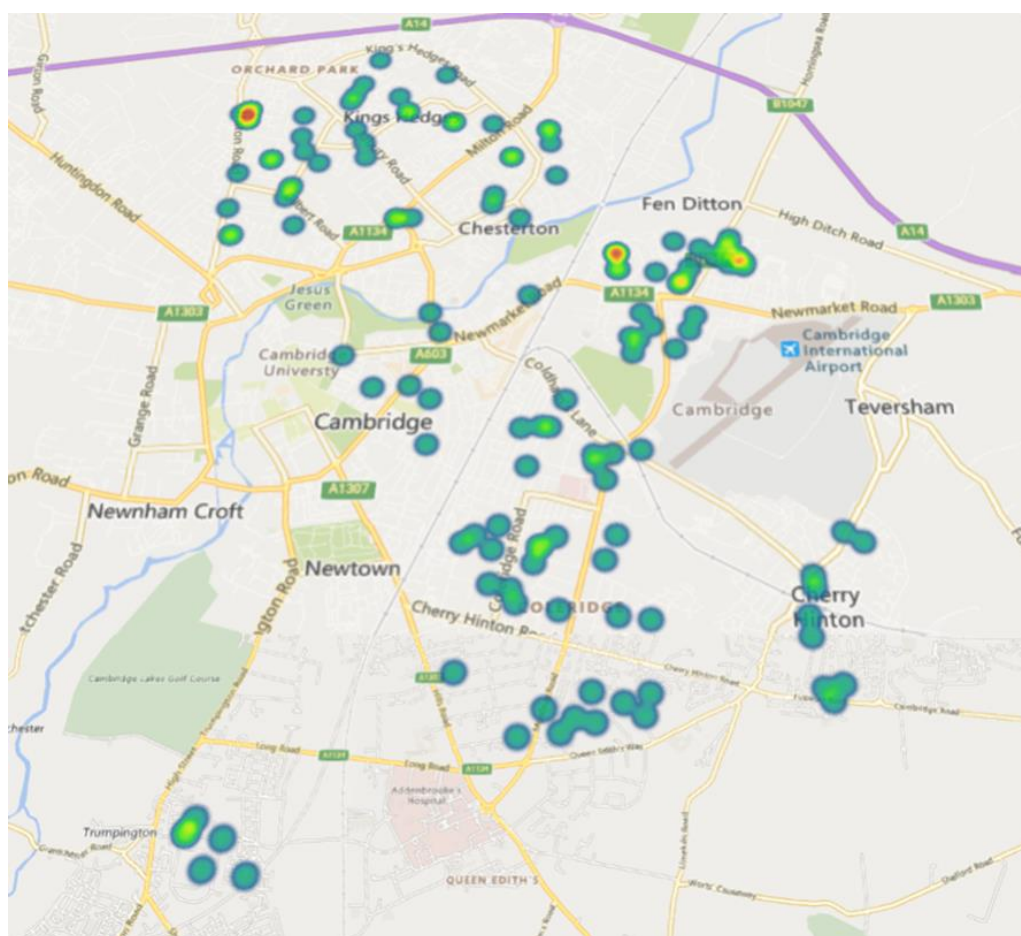
- Tenancy Audits
- Stock Condition Survey
- Repair inspections
- Planned works programme
- EPC Surveys,
- Complaints system
- Property type, solid wall, non-traditional.
- Value engineer new products.
- Tenant education prevention.
- Upskill Housing Officers (checks to be carried out at tenancy audit)

Damp, Condensation and Mould Repair Request Flowchart:



Appendix:

In March 2023, we have collected data about houses with damp, condensation and mould issues. We have conducted data analysis and identified some of the hotspots in Cambridge. The orange spots identify the areas with the highest repair requests on damp, condensation and mould.



The map shows all the damp, condensation and mould hotspots in Cambridge. If we look closer, we can identify, for example, that properties around the Rodings and Brentwood close in Fen Ditton are more at risk of damp, condensation and mould. We are planning to contact tenants at these areas by sending them letters to tackle early signs of damp, condensation and mould before they become a serious risk.

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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 Kate Yerbury, 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
Damp, Condensation and Mould Policy (DCM)

2. Webpage link to full details of the strategy, policy, plan, project, contract or major change to your service (if available)
Click here to enter text.

3. What is the objective or purpose of your strategy, policy, plan, project, contract or major change to your service?
<p>The overall purpose of this policy is to promote the health and wellbeing of Cambridge City Council tenants by effectively and efficiently managing issues related to damp, mould and condensation and maintaining dry homes with healthy internal environment.</p> <p>This policy aims to raise awareness of legislation related to damp and mould and ensure the council's compliance with these legal requirements. This includes providing practical advice and information to tenants on how to control condensation and mould.</p>

The Council aims to adopt a data-led approach to reporting damp, condensation and mould by conducting effective investigation of issues of damp and carrying out effective repairs to eradicate damp

4. Responsible service: City Operations

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):

Cambridge City Council housing stock for tenants and the structure of buildings that may contain leaseholders.

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:

City Homes and Community Services (within the Communities Group), Comms Team and Policy and Performance Unit, Place Group.

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 Tenants and Leaseholders Representative groups
Housing Scrutiny Committee (June 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?

We have analysed repair and complaints reports to establish a proactive approach to reach out to tenants and identify those whose properties at a higher risk of DCM.

Damp and Mould in Social Housing: Initial findings published by the Regulator of Social Housing, Feb 2023. Website: [Damp and mould in social housing: initial findings \[accessible version\] - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/114444/damp-and-mould-in-social-housing-initial-findings-accessible-version.pdf) .

Housing with Damp Problems – Ethnicity Facts and Figures published by Ministry of Housing, Committees and Local Government, Oct 2020. Website: [Housing with damp problems - GOV.UK Ethnicity facts and figures \(ethnicity-facts-figures.service.gov.uk\)](https://ethnicity-facts-figures.service.gov.uk/housing-with-damp-problems) .

NHS website: [Can damp and mould affect my health? - NHS \(www.nhs.uk\)](https://www.nhs.uk/health-a-z/can-damp-and-mould-affect-my-health/)

One year on follow up report: Spotlight on damp and mould – it’s not lifestyle - February 2023 and Spotlight on damp and mould: It's not lifestyle - October 2021. Website: [Damp and mould - Housing Ombudsman \(housing-ombudsman.org.uk\)](https://www.housing-ombudsman.org.uk/reports/spotlight-on-damp-and-mould-it-s-not-lifestyle)

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

We adopt a holistic approach to support our tenants. Our new policy has a positive impact on older people who may be more likely to have health issues or disabilities exacerbated by damp and mould and will protect babies and children who may be more sensitive to health issues caused by damp and mould.

Our process for triaging the support people will need related to the seriousness of the damp and mould issues will also assist us in identifying children or adults at risk in need of safeguarding support (as we examine contributing factors to DCM) or who might need a social care referral.

(b) Disability

Our new policy will help to prevent worsening or developing health issues resulting from DCM especially for our most vulnerable tenants. People especially negatively impacted by DCM are those with the following health conditions:

- existing skin problems, such as atopic eczema
- respiratory problems, such as allergies and asthma
- a weakened immune system, such as those having chemotherapy

In general moulds produce allergens (substances that can cause an allergic reaction), irritants and, sometimes, toxic substances. Inhaling or touching mould spores may cause an allergic reaction, such as sneezing, a runny nose, red eyes and skin rash. Moulds can also cause asthma attacks. Therefore a policy that tackles DCM will have a positive impact for preventing long term health conditions.

As we consider an overall approach to communicating about DCM issues and supporting people to report them, we will aim to deliver information in different formats such as large print or Braille.

In identifying the priority for the DCM to be treated, we also triage those who are in need of support to specialised services such as mental health support and social care.

(c) Gender reassignment

No impact identified specific to this protected characteristic group.

(d) Marriage and civil partnership

No impact identified specific to this protected characteristic group.

(e) Pregnancy and maternity

Damp, condensation and mould impact pregnant women and their babies, and newly born children's health. Adopting our new policy will create a healthy environment for pregnant women and their children.

(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.

According to RUNNYMEDE, the UK's leading race equality think tank, 46% of ethnic minority children are living in poverty in Britain.

According to [Housing with damp problems - GOV.UK Ethnicity facts and figures \(ethnicity-facts-figures.service.gov.uk\)](https://www.gov.uk/government/statistics/housing-with-damp-problems), households of Mixed White/ Black Caribbean and Mixed white/Black African are the most likely to have damp issues in their properties at 13%, followed by Bangladeshi and Black other.

This policy has a positive impact on minority groups as it tackles poverty related factors to DCM. Referrals to Tenancy Sustainment Officers and Financial Inclusion Officers are essential to this policy to help tackle issues associated with poverty.

The involvement of our staff will also gives us the space to reach out our tenants who lack the language skills and explore ways to deliver information related to DCM to them either by handing them leaflets that have illustrations or by providing a translator as needed.

(g) Religion or belief

No impact identified specific to this protected characteristic group but we will be looking at better ways of communication with different groups.

(h) Sex

The Crime Survey for England and Wales (CSEW) estimated that 5.0% of adults (6.9% women and 3.0% men) aged 16 years and over experienced domestic abuse in the year ending March 2022. Our new policy will have positive impact on spotting domestic abuse cases when accessing tenanted properties to check damp, condensation and mould issues.

(i) Sexual orientation

No impact identified specific to this protected characteristic group.

(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_I59kt25q).**

This policy considers an intersectional approach as our staff are trained to spot different elements of social inequalities while investigating DCM issues, report them and refer our tenants accordingly to different forms of support such as with mental health, social care, tenancy sustainment, safeguarding, and the Financial Inclusion Officer. The policy also outlines the different contributing factors such as poverty, mental health, disability and investigates available support for our tenants. DCM is exacerbated by poverty because with energy costs being very high people may not be turning on heating, which can increase the likeliness and severity of damp and mould.

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.)

We are looking into ways to support and empower our tenants to report issues related to DCM.

We understand that there are barriers to our tenants' ability to report problems related to DCM. In addition to the protected characteristics mentioned above, digital exclusion and lacking the knowledge of English Language could prevent our tenants from accessing our services. While Cambridge City Council provides interpretation services, it is usually the tenant who needs to report a repair to the council. Our housing officers and Tenancy support officers are playing an important role in delivering our messages to the tenants who are not able to access our services and organising translation and interpretation support where needed.

We have also intensified our messages to our tenants regarding DCM to raise awareness around the issue.

12. Do you have any additional comments?

N/A

13. Sign off

Name and job title of lead officer for this equality impact assessment: [Click here to enter text.](#)

Names and job titles of other assessment team members and people consulted: [Click here to enter text.](#)

Date of EqlA sign off: [Click here to enter text.](#)

Date of next review of the equalities impact assessment: [Click here to enter text.](#)

Date to be published on Cambridge City Council website: [Click here to enter text.](#)

All EqlAs need to be sent to the Equality and Anti-Poverty Officer at equalities@cambridge.gov.uk

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Leaseholder Income Management Policy Changes

To:

Cllr Bird, Executive Councillor for Housing and Homelessness
Housing Scrutiny Committee, 20th June 2023

Report by:

Anna Hill, Housing Services Manager (City Homes)
Tel: 01223 458312 Email: anna.hill@cambridge.gov.uk

Wards affected:

All Wards

Key Decision

1. Executive Summary

- 1.1 This report provides background information about how service charges are levied against the Council's Leaseholders and details the Council's statutory obligation to provide interest-bearing loans to Leaseholders.
- 1.2 The Leaseholder Income Management Policy has been updated to reflect the statutory rights Leaseholders have under legislation if they meet the criteria.

2. Recommendations

The Executive Councillor is recommended to:

- 2.1 Note the Council's statutory obligation to provide Service Charge Loans to Leaseholders as detailed in the report.

- 2.2 Approve the offer of retrospective loans to be offered to a limited number of Leaseholders who would have been entitled to a loan in previous years.
- 2.3 Approve the proposed amendments to the Leaseholder Income Management Policy.

3. Background

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- 3.1 Cambridge City Council is committed to undertaking necessary repairs and maintenance of its housing stock. Fulfilling this commitment means that where tenants become leaseholders, having purchased their Council property under the terms of the right to buy arrangements, they are required to pay their share of repairs and major works assessed as being necessary.
- 3.2 Under Section 20 of the Landlord and Tenant Act 1985 (as amended), the Council is obliged to notify leaseholders of the contribution they are required to make towards the cost of necessary works and repairs where these costs are expected to exceed £250 for any individual leaseholder. A consultation process is completed before the Council appoints a contractor and estimates the cost of the work. Once the cost of required works is assessed, the total amount due from each leaseholder is specified on the annual service charge demand notice. Any charges due in respect of Section 20 works are identified separately from management and maintenance costs as part of the annual actuals exercise.
- 3.3 The Council currently has approximately 1,100 leaseholders. Service charge demands are sent out in February each year after the Housing Revenue Account budget has been approved.
- 3.4 Major works to blocks of flats can be particularly expensive even when that cost is apportioned across all the flats within the block. When expensive works need to be undertaken this increases the service charge payable by leaseholders.
- 3.5 Some leaseholders may struggle to budget for these additional costs when set alongside their other day-to-day expenses, particularly given significant increases in the cost-of-living at the present time. The offer of a formal loan to eligible leaseholders in

order for them to repay their service charges over a period of years (up to 10 years), should allow them to budget for the expense more effectively.

Statutory Arrangements

- 3.6 The statutory requirement to provide a loan to eligible leaseholders is set out in The Housing (Service Charge Loans) Regulations 1992 ('the Regulations'). These regulations were re-issued last year, prompting authorities to review their existing policies.
- 3.7 Whilst leaseholders have had the statutory right to obtain a loan for many years, there are no loans currently outstanding. The Council's financial records indicate that no loans have been requested or provided previously. This means that leaseholders who have an outstanding balance have effectively been granted an interest free loan to date. Our current policy allows them to spread the cost interest free, with periods of up to 18 months routinely offered for payment. These short term arrangements will continue as part of this policy update.

Financial Thresholds

- 3.8 The Regulations establish that loans are available within specified parameters to any leaseholder who acquired their property directly from the Council in the 10 years prior to receipt of the service charge demand notice.
- 3.9 The Regulations state that the parameters are subject to adjustment based on the Retail Price Index in January of each year. The parameters, as set out in the Regulations, and the current parameter uplifted to reflect subsequent inflationary increases are set out in the table below:

Parameter	1992 Amount (Original Regulations)	Amount as at January 2023
Minimum Loan Amount	£500	£1,330
Maximum Loan Amount	£20,000	£53,150

Contribution to Service Charges required from Leaseholder before loan available	£1,500	£3,990
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- 3.10 Having analysed service charges notices issued in the previous three financial years, 2020/21 to 2022/23, officers have determined that there were only 10 instances where service charges exceeded £3,990, with 5 of these leaseholders still having balances outstanding. Whilst there are some major upcoming works in the current capital programme, it is not anticipated that the threshold giving rise to the possibility of a loan will be exceeded any more frequently than has been the case in recent years.

Terms of Loans Available

- 3.11 The Regulations specify that loans above £5,000 shall be for a term of no more than 10 years. Leaseholders have the flexibility to repay early without penalty if they wish to do so. Loans between £1,330 (the current minimum amount) and £1,500 are for a period of three years and loans above £1,500 but less than £5,000 have a term of five years. All loans attract an administration charge of £100.
- 3.12 Loans are interest-bearing with equal monthly repayments due comprising principal and interest. The interest rate is updated annually and in the regulations is the higher of the local authority's cost of finance plus 0.25% and the standard national rate, as published by government. In the absence of the government continuing to publish the standard rate, the authority will use the cost of finance plus 0.25%. For any loans advanced in this financial year this would equate to an interest rate of 3.76%.
- 3.13 Using the information above, a worked example is provided below. This example assumes a constant rate of interest although in practice, as noted above, the rate of interest is subject to an annual update.

Total Service Charge	£15,000
Less Minimum Leaseholder Contribution	(£3,990)
Loan Advanced	£11,010
Monthly Payment Due (120 Payments/10 Years)	£110.22
Interest Payable Over Life of Loan	£2,217

- 3.14 The interest rate the Council is required to charge is lower than current market-rates for comparable finance. This is because the Council borrowed funds several years earlier at a time when interest rates were lower. However, whilst this aspect of the loan might make it attractive to some leaseholders, the requirement to provide a minimum contribution of £3,990 is likely to restrict the number of leaseholders able to take out a loan.
- 3.15 The regulations state that all loans are to be secured by a charge on the leaseholder's property. Providing the necessary searches are completed by the prospective purchaser, this prevents the sale of a property taking place before the amount due to the Council has been settled.

Proposed Retrospective Entitlement

- 3.16 The regulations specify that loans will only be available if the leaseholder makes an application within 6 weeks of receiving their service charge demand.
- 3.17 Historically, service charges for amounts greater than the minimum contribution leaseholders are required to pay have not included any reference to leaseholder's statutory rights to obtain a loan.
- 3.18 Officers have identified that there are currently 5 leaseholders who owe amounts greater than the minimum loan amount whose original service charge exceeded the threshold which would have applied at the time the service charge demand was issued. Officers propose that these leaseholders be contacted to advise that an interest-bearing loan is available to spread the cost of any outstanding balance above the relevant threshold.

- 3.19 Any such loans shall be made on the same basis as the statutory schemes including loans being restricted to leaseholders who acquired their property less than 10 years before the service charge demand notice was issued.

4. Implications

a) Financial Implications

Page: 6

The financial implications associated with this decision can be managed within existing budgets. At current rates of interest if loans were granted these would attract a rate of interest not materially dissimilar from the interest the Council might expect to receive on its own treasury investments. This assessment incorporates a reasonable allowance for bad debt consistent with existing practice within the Council. Whilst the difference between the interest rate to be charged and the Council's return on short-term investments will vary over the life of the loan, the expected low level of take-up (for the reasons explained in this report) mean the budgetary impact is considered insignificant.

b) Staffing Implications

None.

c) Equality and Poverty Implications

An Equality Impact Assessment has been completed and is attached as **Appendix A**.

d) Net Zero Carbon, Climate Change and Environmental Implications

The climate change tool has been completed and has concluded that this policy change has a nil rating and therefore a nil impact overall.

e) Procurement Implications

None.

f) Community Safety Implications

None.

5. Consultation and communication considerations

Tenant and Leaseholder Representatives are consulted as part of the Housing Scrutiny Committee process. Leaseholders who are eligible will receive communications about the loans on offer when they receive their service charge demands or invoices.

6. Background papers

The Housing (Service Charge Loans) Regulations 1992.

7. Appendices

Appendix A – Equalities Impact Assessment

Appendix B – Leaseholder Income Management Policy (2023)

8. Inspection of papers

If you have a query on the report please contact Anna Hill, Housing Services Manager (City Homes), tel: 01223 458312, email: anna.hill@cambridge.gov.uk or Carol Amos, Home Ownership Manager, tel: 01223 457834, email: carol.amos@cambridge.gov.uk .

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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
Leaseholder Income Management Policy Changes
2. Webpage link to full details of the strategy, policy, plan, project, contract or major change to your service (if available)
Link can be added once committee report is published.
3. What is the objective or purpose of your strategy, policy, plan, project, contract or major change to your service?
The Leaseholder Income Management Policy has been updated to include details about the Council's statutory obligation to provide interest-bearing loans to Leaseholders. A recommendation is being made approve retrospective loans to be offered to a limited number of Leaseholders who would be entitled to a loan and approved the proposed amendments to the policy detailed above.

Full details of the proposal can be found in the Committee report.

4. Responsible service

Housing Services

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):

CCC Leaseholders

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

CCC Finance team.

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

Due to go to Housing Scrutiny Committee on the 20th June 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?

Finance data held detailing the number of Leaseholders who have received service changes has been analysed and Leasehold Representatives will be consulted as part of the HSC process.

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

It is possible that tenants who have resided in their homes for long enough to be able to buy their flat will be older than the average aged tenant, thus the impact of this policy may affect older residents more than younger. However, the policy allows leaseholders to spread the cost of major works and it is a statutory requirement for the authority to offer loans in this way.

(b) Disability

It is not considered that the implementation of this policy will have any specific impact on those with a disability.

(c) Gender reassignment

It is not considered that the implementation of this policy will have any specific impact on those who have undergone gender reassignment.

(d) Marriage and civil partnership

It is not considered that the implementation of this policy will have any specific impact on those who are married or in a civil partnership.

(e) Pregnancy and maternity

It is not considered that the implementation of this policy will have any specific impact on those who are pregnant.

(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.

It is not considered that the implementation of this policy will have any specific impact on people defined by race.

(g) Religion or belief

It is not considered that the implementation of this policy will have any specific impact on residents with differing religions or beliefs.

(h) Sex

It is not considered that the implementation of this policy will have any specific impact on people defined by sex.

(i) Sexual orientation

It is not considered that the implementation of this policy will have any specific impact on people defined by sexual orientation.

(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_159kt25q).**

The statutory requirement to offer a loan in respect of the payment of service charges is designed to assist those on lower incomes, who might otherwise find it difficult to meet the cost in one go.

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 EqIA accordingly.)

If the committee report is approved in June 2023, we will create a plan for contacting the Leaseholders who have been identified as being eligible for a loan.

12. Do you have any additional comments?

No.

13. Sign off

Name and job title of lead officer for this equality impact assessment: Anna Hill, Housing Services Manager (City Homes)

Names and job titles of other assessment team members and people consulted: Julia Hovells, Assistant Head of Finance; David Greening, Head of Housing Services

Date of EqIA sign off: 17/05/2023

Date of next review of the equalities impact assessment: TBC

Date to be published on Cambridge City Council website: tbc once HSC report is published.

All EqIAs need to be sent to Helen Crowther, Equality and Anti-Poverty Officer at helen.crowther@cambridge.gov.uk.

Appendix 2 – LEASEHOLDER - INCOME MANAGEMENT POLICY

1. Overall Aim

Cambridge City Council aims to:

- Minimise the amount of arrears owed by leaseholders, and
- Ensure leaseholders have the information and support they need to maximise their income and prevent or minimise their debt

2. Policy Objectives and Standards

City Homes will:

- keep the level of arrears to a minimum to maximise income in the interest of both the Council and its leaseholders.
- ensure that all service charges are calculated correctly in accordance with the law or the lease.
- treat all leaseholders fairly, and to act lawfully in accordance with the terms of the lease.
- make it easy for leaseholders to pay their charges by having a wide variety of payment methods.
- offer leaseholders affordable payment plans to enable them to pay in installments – over a maximum of 18 months.
- offer eligible leaseholders their statutory right to take out a loan with the council.
- expect leaseholders to meet their obligation to pay the current service charge and to work with others to assist them to pay their charges or obtain welfare benefits.
- make early contact with every leaseholder in arrears and make regular personal contact if arrears persist.

- in partnership with organisations that can assist with financial advice where genuine difficulties exist.
- ensure that leaseholders disputes are resolved speedily.
- start legal action, or action in the First Tier Tribunal, promptly when appropriate to protect the landlord against further debt and seek to minimise individual debt.
- approach mortgage lenders as appropriate when arrears persist.

3. RELEVANT LEGISLATION

- Housing Act 1985
- Landlord and Tenant Acts 1985 and 1987
- Housing and Planning Act 1986
- Leasehold Reform, Housing and Urban Development Act 1993
- Housing Act 1996
- Commonhold and Leasehold Reform Act 2002
- Right to Buy Service Charge Loans April 2022

4. Payment Terms

- 4.1 We want to make it as easy as possible for leaseholders to pay service charges, and to avoid getting into debt, and if they get into arrears, to help them pay them off these debts as soon as possible.
- 4.2 There are two options for paying charges:
- To pay the full amount within 14 days.
 - To apply to pay by monthly instalments.

- 4.3 Installment plans are payable by direct debit only; and where a direct debit is return unpaid, the leaseholder must make up the missed payment within 7 days or the installment plan will be cancelled, and the full arrears become due.
- 4.4 If a resident leaseholder requires further help with payments, then this will be discussed individually, and a financial summary drawn up.
- 4.5 If a leaseholder rents out their property, then this is considered the same as running a business and payment plans for non-resident leaseholders are capped at 18 months, regardless of the debt.

5. Methods of Payment

We offer a variety of methods of making a payment:

- direct debit through a bank or building society.
- our website's online payment facility
- by telephone – 01223 457779 and choose the 'service charge' option
- by leasehold payment card via the Post Office or outlet displaying the *Pay Point* logo.

6. Arrear recovery and Forfeiture

- 6.1 The Council will write to all leaseholders who fail to pay an invoice or default on a payment plan. If applicable, we can also write directly to the mortgage company. Where this fails, we will pass the case to the legal department who will send a letter

before action; and if there is no contact a claim will be submitted to the County Court for a County Court Judgement.

- 6.2 Forfeiture is where the Council applies to the court to end the lease because the covenants of the lease have been breached. This could happen if service charges remain un-paid, and all other forms of recovery have been ineffective.
- 6.3 If the court decides that the terms of the lease have been breached, it may end the lease and give Cambridge City Council possession of the leasehold flat.
- 6.4 Forfeiture is drastic action. As a responsible landlord, we only use it when we must protect the interest of the Council, its tenants, or other residents. With overdue service charges, we will always try to help people who have genuine money problems.

7. PERFORMANCE TARGETS

We collect information on the following:

- % outstanding of the annual debit (less any credits).
- the amount outstanding outside an agreed payment plan.
- the amount outstanding with legal for action.

Updated June 2023

Item

2022/23 Revenue and Capital Outturn, Carry Forwards and Significant Variances – Housing Revenue Account

To:

Councillor Gerri Bird, Executive Councillor for Housing

Report by:

Julia Hovells, Assistant Head of Finance and & Business Manager

Tel: 01223 - 457248

Email: julia.hovells@cambridge.gov.uk

Wards affected:

Abbey, Arbury, Castle, Cherry Hinton, Coleridge, East Chesterton, King's Hedges, Market, Newnham, Petersfield, Queen Edith's, Romsey, Trumpington, West Chesterton

Key Decision

1. Executive Summary

1.1 This report presents, for the Housing Revenue Account:

- a) A summary of actual income and expenditure compared to the final budget for 2022/23 (outturn position)
- b) Revenue and capital budget variances with explanations
- c) Specific requests to carry forward funding available from both revenue and capital budget underspends into 2023/24.
- d) A summary of housing debt which was written off during 2022/23.

2. Recommendations

Under Part 1 of the Housing Scrutiny Committee Agenda, the Executive Councillor, is recommended, following scrutiny and debate at Housing Scrutiny Committee:

- a) To approve carry forward requests totalling £334,670 in revenue funding from 2022/23 into 2023/24, as detailed in **Appendix C**.

Under Part 2 of the Housing Scrutiny Committee Agenda, the Executive Councillor for Housing is asked to recommend to Council (following scrutiny and debate at Housing Scrutiny Committee):

- b) Approval of carry forward requests of £15,880,000 in HRA and General Fund Housing capital budgets and associated resources from 2022/23 into 2023/24 and beyond to fund re-phased net capital spending, as detailed in **Appendix D** and the associated notes to the appendix.

3. Background

Revenue Outturn

- 3.1 The overall revenue budget outturn position for the Housing Revenue Account is given in the table and charts below.

2021/22 £'000	Housing Revenue Account Summary	2022/23 £'000	% Final Budget
6,397	Original Budget (HRA Use of Reserves)	1,029	11%
7,598	Adjustment – Prior Year Carry Forwards	12,562	137%
104	Adjustment – HRA MTFS or HRA BSR Approved	(4,444)	(48%)
14,099	Final Budget	9,147	100%
(1,170)	Outturn	9,069	99%
(15,269)	(Under) / Overspend for the year	(78)	(1%)
12,562	Carry Forward Requests	335	4%
(2,707)	Resulting Variation for the HRA and (reduced) / increased use of reserves	257	3%

Gross Expenditure and Income Charts – 2022/23 (and 2021/22 for comparison)



3.2 **Appendix A** shows original and final budgets for the year (with the movements summarised in the above table) and compares the final budget with the outturn position for the HRA for 2022/23. The original revenue budget for 2022/23 was approved by the Executive Councillor for Housing on 20 January 2022.

3.3 **Appendix B** provides explanations of the main variance.

- 3.4 **Appendix C** lists revenue carry forward requests.
- 3.5 The final outturn position for the HRA is a net underspend of £78,035, which represents a marginal 1% reduced use of reserves, compared with that approved for the year.
- 3.6 Significant variances are as follows:
- General HRA Services; underspend of £320k due to a number of staff vacancies, a reduction in abortive development costs as new build schemes received approval and costs were capitalised and reduced demand for welfare reform funding in City Homes.
 - Special HRA Services; overspend of £393k due to overspending in temporary housing, with both increased stock numbers and increased operating costs, including utility costs, increased utility costs in sheltered housing and communal areas of flat blocks and spending on furniture and equipment in sheltered and temporary housing, which is fully funded from the ear-marked reserve for repairs and renewals.
 - Repairs; overspend of £1,526k due to an increase in the volume and complexity of void properties, with sub-contractors brought in to meet the demand (£1,222k), overspending in fencing, the installation of heat detectors with more installations achieved than anticipated and in maintenance and servicing of sheltered housing boilers, electrical appliances, door entry systems, lifts and automatic gates. Overspending was partially offset by underspending in fire door inspections, electrical inspections and employee costs as a result of vacancies across the team.
 - Depreciation; overspend of £156k as a result of increased depreciation in respect of garages, where asset values have increased and in IT investment in the Orchard system.
 - Other Expenditure; underspend of £117k, with the contribution to the bad debt provision being significantly lower than anticipated as a result of arrears being broadly maintained throughout the year. Partially offset by an overspend in council tax in respect of void properties, where the number, and length of inoccupancy, of general voids was greater in 2022/23 and homes were held vacant pending redevelopment.
 - Income; over-achievement of £448k with rental income being greater than anticipated as a result of handovers in the latter part of 2022/23,

clearing the backlog of void properties and a slow down in the decant of homes for redevelopment. Contributions towards expenditure were also over-achieved, with significant rechargeable repairs raised during 2022/23.

- Interest Receipts; over-achievement of £611k due to a significant increase in the rates available to the authority for investments, particularly in the latter part of 2022/23. An increased level of HRA balances was also a factor, resulting from underspending in the capital programme.
- Appropriations / Other; underspend of £387k, with income transferred from the ear-marked reserve for repairs and renewals to fund expenditure in 2022/23 and a marginally reduced call on DRF (direct revenue financing of capital expenditure) because of underspending in the capital programme.

Housing Revenue Account Reserves

3.7 The table below sets out the movement on the Housing Revenue Account reserve for 2022/23:

	2022/23 £'000
Original Budget – Contribution from HRA reserves	1,029
Adjustment – Prior Year Carry Forwards	12,562
Adjustment – HRA MTFS or HRA BSR Approved	(4,444)
Final Budget – Contribution from HRA Reserves	9,147
Net Variance for the Year	(78)
Total Contribution from HRA General Reserves – Draft Statement of Accounts	9,069
HRA General Reserve Balance - 1 April 2022	(19,590)
HRA General Reserves Balance - 31 March 2023	(10,521)

Capital Outturn

3.8 The overall capital budget outturn position for the Housing Capital Investment Plan (HRA and Housing General Fund) is provided in the table below. **Appendix D** shows the outturn position by programme with the associated notes providing explanations of variances.

2021/22 £'000	HRA Capital Summary	2022/23 £'000	% Final Budget
68,747	Original Budget	97,104	116%
17,112	Adjustments (Re-phasing – approved in June 2022)	19,287	23%
(23,877)	Other Adjustments (Re-phasing and changes approved in HRA MTFS October 2022 and HRA BSR February 2023)	(32,610)	(39%)
61,982	Final Budget	83,781	100%
38,250	Outturn	66,624	80%
(23,732)	(Under)/Overspend for the year	(17,157)	(20%)
22,055	Re-phasing Requests	15,880	19%
(1,677)	(Under) / Overspend	(1,277)	(1%)

3.9 Spending in the Housing Capital Investment Plan in 2022/23 was below that originally anticipated, with reductions in the budget, particularly for new build and decent homes expenditure as part of the Medium-Term Financial Strategy in September / October 2022 and the Budget Setting Report in January / February 2023.

3.10 Significant variances are as follows:

- General Fund Housing; underspend of £246k in disabled facilities and repairs assistance works delivered through the Home Improvement Agency, but with some recovery in demand and delivery, when compared to 2021/22.

- Decent Homes; underspend of £2,822k due predominantly to contactor selection and capacity, materials shortages, access issues and tenant refusals.
 - Other Spend on HRA Stock; underspend of £771k with the programme encountering the same issues as the decent homes programme, but with particular delays in street lighting replacement being delivered as part of the estate investment programme.
 - New Build; underspend of £12,072k, with delays on a number of sites as a result of securing vacant possession and planning permission and in delivery on site, with labour and materials shortages still proving problematic in some areas.
 - Acquisition; underspend of £754k, with 1 additional homes to accommodate rough sleepers still to be acquired and an underspend in the demand led budget for buying homes on the open market where future development may be an option.
 - Other HRA Capital Spend; underspend of £492k with no shared ownership repurchases in 2022/23 and the last phases of the Orchard Housing Management System implementation delayed until 2023/24.
- 3.11 Permission is sought to re-phase the use of £7,528k of Major Repairs Reserve funding in future years. The use of £2,501k of Devolution Grant held in balances will be deferred until 2023/24, as will the anticipated receipt and use of £124k of Homes England grant funding for the acquisition of homes for rough sleepers.

HRA Write Offs

- 3.12 In line with the revised process for the writing off of HRA debt, considered by Housing Scrutiny Committee in March 2015, this report also provides an appendix detailing write off of HRA debt during the financial year 2022/23. **Appendix E** includes a summary of debt written off by both category of write off and also value banding.

4. Implications

(a) Financial Implications

The variance from the final revenue budget (see above), would result in a reduced use of Housing Revenue Account reserves of £78,035. After carry

forward of revenue resource to fund deferred expenditure, the overall variance and a resulting increase in the use of Housing Revenue Account reserves is £256,635. The impact of this will be addressed as part of the HRA Medium Term Financial Strategy.

A decision not to approve a carry forward request may impact on officers' ability to deliver the service or scheme in question and this could have staffing, equality and poverty, environmental, procurement, consultation and communication and/or community safety implications.

(b) Staffing Implications

There are no direct staffing implications associated with this report.

(c) Equality and Poverty Implications

There are no new equality or poverty implications associated with this report.

(d) Environmental Implications

There are no new environmental implications arising from this report.

(e) Procurement Implications

There are no new procurement implications arising from this report.

(f) Consultation and Communication

Consultation with tenant and leaseholder representatives is an integral part of the Housing Scrutiny Committee process.

(g) Community Safety

There are no community safety implications arising from this report.

5. Background Papers

There were no specific background papers used in the preparation of this report. Data directly from the Council's financial management system was used in the report's preparation.

6. Appendices

- Appendix A – HRA Revenue Outturn 2022/23

- Appendix B – HRA Major Revenue Variance Explanations
- Appendix C – HRA Revenue Carry Forward Requests
- Appendix D – Housing Capital Investment Plan Outturn 2022/23
- Appendix D Notes – Notes to the Housing Capital Investment Plan
- Appendix E – HRA Write Offs 2022/23

7. Inspection of Papers

To inspect the background papers or if you have a query on the report please contact:

Julia Hovells, Assistant Head of Finance & Business Manager

Telephone: 01223 - 457248 or email: julia.hovells@cambridge.gov.uk.

Housing Committee - Housing Revenue Account

Revenue Budget 2022/23 - Final Outturn

Service Grouping	Original Budget £000's	Final Budget £000's	Outturn £000's	Variation Increase/ (Decrease) £000's	Carry Forward Requests - see Appendix C £000's	Net Variance £000's
INCOME						
Dwelling Rents	(41,314)	(40,518)	(40,795)	(277)	0	(277)
Rental Income (Other)	(1,346)	(1,319)	(1,312)	7	0	7
Service Charges	(3,368)	(3,807)	(3,808)	(1)	0	(1)
Contributions towards Expenditure	(570)	(472)	(634)	(162)	0	(162)
Other Income (Incl. RTB Capitalisation)	(464)	(145)	(159)	(14)	0	(14)
Total Income	(47,062)	(46,261)	(46,708)	(447)	0	(447)
EXPENDITURE						
Supervision & Management (General)	4,082	5,148	4,828	(320)	85	(235)
Supervision & Management (Special)	3,242	3,561	3,954	393	0	393
Repairs & Maintenance	8,066	10,587	11,842	1,255	250	1,505
Depreciation	11,144	10,472	10,628	156	0	156
Other Expenditure	4,103	1,285	1,168	(117)	0	(117)
Total Expenditure	30,637	31,053	32,420	1,367	335	1,702
Net Cost of HRA Services	(16,425)	(15,208)	(14,288)	920	335	1,255
Interest Receivable (Interest on Balances & Item 8)	(218)	(962)	(1,573)	(611)	0	(611)
(Surplus) / Deficit on the HRA for the Year	(16,643)	(16,170)	(15,861)	309	335	644
Appropriations / Other Movement in the HRA Balance						
Loan Interest	7,727	7,494	7,494	0	0	0
Housing Set-Aside	(4,942)	0	0	0	0	0
Impairment	0	0	0	0	0	0
Direct Revenue Financing of Capital	14,611	17,546	17,480	(66)	0	(66)
Transfer to / from Ear-Marked Reserves	277	277	(44)	(321)	0	(321)
(Surplus) / Deficit for year	1,030	9,147	9,069	(78)	335	257
(Surplus) / Deficit b/f	(19,590)	(19,590)	(19,590)			
Balance Carried Forward	(18,560)	(10,443)	(10,521)	0	0	0

Changes between original and final budgets may be made to reflect:

- portfolio and departmental restructuring
- approved budget carry forwards from the previous financial year
- technical adjustments, including changes to the capital accounting regime
- virements approved under the Council's constitution
- additional external revenue funding not originally budgeted

and are detailed and approved:

- in the January committee cycle (as part of the Budget-Setting Report)
- in the June/July committee cycle (outturn reporting and carry forward requests)
- in September (as part of the Medium Term Financial Strategy - MTFS)
- via technical adjustments/virements throughout the year

Housing Committee - Housing Revenue Account

Revenue Budget 2022/23 - Major Variances from Final Revenue Budgets

Service Grouping / Cost Centre	Reason for Variance	Amount £
Supervision and Management (General)		
City Homes	Underspend due predominantly to staff vacancies and under-utilisation of funding ear-marked to support tenants through the transition to Universal Credit, with the balance of this funding to be carried forward into 2023/24.	(191,787)
Tenancy Support	Underspend due to staff vacancies, with difficulties in recruiting to these during 2023/24.	(65,661)
Other		(62,704)
Total		(320,152)
Supervision and Management (Special)		
R&R Fund Expenditure	Expenditure on furniture and equipment in temporary and sheltered housing. This expenditure is not budgeted for in year, but is fully funded from ear-marked reserves set-aside specifically for these purposes.	141,182
Temporary Accommodation	Increased set up and operational costs as a result of a significant increase in unit numbers, with the need to prepare additional properties for letting alongside increased costs of both gas and electricity.	146,715
Mill Road Third Party Estate Services	Service charge payments to the management company were lower than budgeted as a direct result of delays in handover of the new homes in 2022/23.	(72,373)
Sheltered Housing	The overspend was predominantly due to increased costs of gas and electricity in sheltered flats and associated communal areas, and backdated charges for water usage.	60,908
Estate Management	Overspend due to the increased costs of electricity in communal areas of flats.	57,969
Other		58,886
Total		393,287
Repairs and Maintenance		
Voids	An increase in the volume, complexity and average cost of voids, exacerbated by the condition that homes are being returned to us in has led to a significant overspend. A number of sub-contractors were engaged to address the backlog of void repairs, with the majority of these works completed by 31 March 2023.	1,221,699
Citywide Schemes	The programme of smoke detector installations suffered additional delay due to access issues and contractor capacity. but overspends are evident across a number of other areas of cyclical maintenance, including heat detector installations, sheltered boiler and electrical appliance servicing, door entry, lift and gate maintenance.	240,413

Housing Committee - Housing Revenue Account

Revenue Budget 2022/23 - Major Variances from Final Revenue Budgets

Service Grouping / Cost Centre	Reason for Variance	Amount £
Risk and Compliance	Commencement of the fire door inspection and repair programme was delayed at the start of the year, with fewer repairs being carried out than originally anticipated (£333,860) and electrical inspections have not been delivered as planned due to access issues and contractor capacity (£139,270). Underspending is partially offset by overspending in respect of asbestos surveys (£83,620), fire risk assessments (£49,030), fire protection equipment (£26,510) and emergency lighting servicing and repairs (£99,650).	(213,505)
Asset Management	Underspending in employee costs due to vacancies within the team that have proved difficult to recruit to, and in the water conservation project, which has slipped in part to 2023/24.	(143,056)
Planned Revenue Repairs	Overspending in both fencing works due to an increased demand and in the external repair prior to repaint programme.	86,921
Other		63,266
Total		1,255,738
Other HRA Expenditure		
Depreciation	Depreciation was higher in 2022/23 than anticipated, particularly in respect of the depreciation for non-dwellings assets (garages), where the value of the asset has increased and plant and equipment (IT systems), where investment in the Orchard system has resulted in an increased value to depreciate over the remaining life of the asset..	156,447
Contribution to the Bad Debt Provision	The required contribution to the bad debt provision was significantly lower than anticipated in 2022/23. A significant amount of debt was written off in 2022/23 when compared to 2021/22, but arrears were reduced in percentage terms by the end of the year, reducing the need to top up the provision.	(306,099)
Council Tax	Council tax payments were greater than anticipated as a result of a higher level of general void properties and the need to pay for homes vacated for re-development up to the point that the entire site is handed over.	162,570
Corporate and Democratic Core Costs	Corporate and democratic core costs exceeded the budget in 2022/23, resulting in the HRA share being higher than anticipated also.	54,777
Other		(28,306)
Total		39,389

Housing Committee - Housing Revenue Account

Revenue Budget 2022/23 - Major Variances from Final Revenue Budgets

Service Grouping / Cost Centre	Reason for Variance	Amount £
HRA Income and Other		
Rental Income (Dwellings)	Dwelling rent income was higher than budgeted due to a combination of handovers in the latter part of the year, work to clear the backlog of void dwellings making them available for relet and a slow down in the decant of units at Princess and Hanover Court, with a number of vacant homes being used for temporary housing, so still generating a rental stream.	(276,988)
Contributions towards Expenditure	Contributions towards expenditure were higher than anticipated, with significant rechargeable repairs raised during 2022/23 and receipts for small parcels of land or access being recognised in the accounts. Contribution from the General Fund for shared amenities was however, marginally lower than budgeted.	(161,688)
Other		(8,861)
Total		(447,537)
HRA Interest, Premiums and Appropriations		
Direct Revenue Funding of Capital Expenditure (DRF)	Revenue financing of capital was only marginally lower than anticipated due to underspending in the Housing Capital Programme. The underspending in the capital programme was due in part to contractor capacity and access issues in the existing housing stock and in delays in the delivery of the new build programme. A net overspend in the HRA means that the balance of this resource will not be available in 2023/24.	(65,994)
Transfer to or from Ear-Marked Reserves	A transfer from R&R fund reserves to finance the next phase of costs of the replacement Housing Management Information System (£32,043) was combined with also drawing from the reserve to fund expenditure in communal areas of sheltered schemes, emergency alarms, temporary housing and housing repairs. The cessation of the emergency alarm service resulted in £99,407 being transferred back to general reserves	(321,446)
Interest Received	The interest due to the HRA for 2022/23 was significantly greater than anticipated due to an average interest rate of 2.04% for 2022/23, compared to a rate of 0.24% in 2021/22. The level of average revenue and capital balances which were held in the HRA during the year was also higher, with underspending in capital budgets resulting in a greater level of reserves at year end than anticipated.	(611,333)
Other		13
Total		(998,760)
Total for Housing Revenue Account		(78,035)

Housing Committee - Housing Revenue Account
Revenue Budget 2022/23 - Carry Forward Requests

Final Request to Carry Forward Housing Revenue Account Revenue Budgets from 2022/23 into 2023/24

Item	Cost Centre	Contact	Final outturn variance position of cost centre (underspend) / overspend at year end prior to carry forward	March 2023 Carry Forward Request £	Final June 2023 Carry Forward Request £
Strategic Director - Jane Wilson					
Supervision and Management General					
1	6008	Julia Hovells	10,270	117,970	0
Housing Transformation - Carry forward no longer required as provision made in 2022/23 for the HRA's share of the cost of change in respect of the Senior Management Review, resulting in the resource being utilised in year.					
2	6012	Anna Hill	(191,860)	55,370	55,370
City Homes - Welfare Reforms - One-off additional funding to support tenants through the transition from Housing Benefit to Universal Credit has not been required during 2022/23, as the bulk of tenants have not yet been 'passport through' to the new system. This is likely to be at some point during 2023/24, with all claimants to be moved across before the end of 2024.					
Supervision and Management Special					
3	6104/6105	Nathan Chapman	17,260	17,500	0
Independent Living Service and Independent Living Service Management - CCTV Upgrade - Carry forward not required as project was successfully completed by late March 2023.					
Repairs and Maintenance					
4				100,000	100,000
Risk and Compliance - Electrical Testing - The 2022/23 electrical inspection programme, which incorporated resource carried forward from 2021/22 was not delivered in full in 2022/23 as a result of a contract change in November 2022. Carry forward of resource will allow the contractor to continue undertaking electrical hard wire tests, and to ensure that the backlog is addressed, and the authority is compliant with legislation.					
5	6215	Renier Barnard	(213,500)	100,000	100,000
Risk and Compliance - Fire Door Inspections - A contract for fire door inspections is now being delivered, but it took time to mobilise the new arrangements, and as a result the programme, which included resource carried forward from 2021/22, was not delivered in full in 2022/23. The programme has also been refined to recognise the level of repair work that it is prudent to complete before considering a full door replacement. A carry forward is requested to allow this work to continue in 2023/24.					
6	6203	Lynn Bradley	(143,810)	50,000	50,000
Asset Management - Water Conservation Project - Funding of £50,000 was approved in January 2021, to be split over two financial years, and to cover both research and pilot changes. Although work has been commissioned, delays have been experienced in delivery of the project meaning that the budget will be required as a carry forward to complete the project in 2023/24.					
Appropriations					
No carry forward items					
Other					
Carry forwards under £50,000 approved under delegation the the Chief Financial Officer					
Total Revenue Carry Forward Requests for Housing Revenue Account / Housing Scrutiny Committee				440,840	334,670

2022/23 Housing Capital Investment Plan - HRA & General Fund Housing

	Original Budget £000's	Current Budget £000's	Outturn £000's	Variance £000's	Re-phase Spend £000's	Notes	Re-Phasing Year				Budget	
							2023/24 £000's	2024/25 £000's	2025/26 £000's	Post 2026/27 £000's	2023/24 £000's	
General Fund Housing Capital Spend												
Investment in Non-HRA Affordable Housing	0	0	0	0	0		0	0	0	0		0
Other General Fund Housing	900	945	699	(246)	0	1	0	0	0	0		945
Total General Fund Housing Capital Spend	900	945	699	(246)	0		0	0	0	0		945
HRA Capital Spend												
Decent Homes Programme	20,406	14,209	11,387	(2,822)	3,175	2	2,225	397	63	490		27,893
Other Spend on HRA Stock	4,480	4,590	3,819	(771)	709	3	480	0	0	229		6,251
HRA New Build	70,317	59,505	47,433	(12,072)	10,287	4	9,915	372	0	0		85,086
HRA Acquisition	0	3,994	3,240	(754)	1,517	5	1,517	0	0	0		11,460
Sheltered Housing Capital Investment	0	0	0	0	0		0	0	0	0		0
Other HRA Capital Spend	400	538	46	(492)	192	6	192	0	0	0		652
Inflation Allowance	601	0	0	0	0		0	0	0	0		4,985
Total HRA Capital Spend	96,204	82,836	65,925	(16,911)	15,880		14,329	769	63	719		136,327
Total Housing Capital Spend	97,104	83,781	66,624	(17,157)	15,880		14,329	769	63	719		137,272
Housing Capital Resources												
Right to Buy Receipts (General Use)	(488)	(488)	(443)	45	0	7	0	0	0	0		(493)
Right to Buy Receipts (Retained for New Build / Acquisition)	(7,183)	(7,294)	(4,514)	2,780	0	7	0	0	0	0		(3,507)
Right to Buy Receipts (Debt Set-Aside)	0	0	(878)	(878)	0	7	0	0	0	0		0
Other Capital Receipts (Shared Ownership)	(300)	(300)	(416)	(116)	0	8	0	0	0	0		(300)
Other Capital Receipts (Land and Dwellings)	0	0	(45)	(45)	0	8	0	0	0	0		(614)
MRA / MRR	(30,233)	(22,013)	(14,485)	7,528	(7,528)	9	(5,977)	(769)	(63)	(719)		(17,944)
Client Contributions	0	0	(632)	(632)	0	10	0	0	0	0		0
Direct Revenue Financing of Capital (Including R&R)	(14,611)	(17,546)	(17,480)	66	0	11	0	0	0	0		(29,446)
Other Capital Resources (Grants / Loan Repayments)	(22,124)	(30,364)	(26,138)	4,226	(2,625)	12	(2,625)	0	0	0		(19,316)
Prudential Borrowing	(19,137)	0	0	0	0		0	0	0	0		(59,925)
Total Housing Capital Resources	(94,076)	(78,005)	(65,031)	12,974	(10,153)		(8,602)	(769)	(63)	(719)		(131,545)
Net (Surplus) / Deficit of Resources	3,028	5,776	1,593	(4,183)			5,727	0	0	0		5,727
Capital Balances b/f	(26,049)	(26,049)	(26,049)									(6,755)
Use of / (Contribution to) Balances in Year	3,028	5,776	1,593				5,727	0	0	0		5,727
Set-aside for future Debt Redemption	11,215	11,215	12,093									
Ear-marked for specific Retained Right to Buy Receipts 1-4-1 Investment	7,244	7,244	5,608									
Residual capital resources remaining to fund future Housing Investment Programme	(4,562)	(1,814)	(6,755)									(1,028)

Notes to the Housing Capital Investment Plan

Note	Category	Spend / Income Area	Budget 2022/23	(Under) / Over Spend	Re-Phasing	Reason for Variance
1	General Fund Housing	Disabled Facilities Grants	750,000	(173,292)	0	Underspend predominantly due to continued reduced demand, although activity did recover somewhat in 2022/23 when compared with the previous two years, where the vulnerable nature of the client group coupled with materials and labour shortages impacted activity.
1	General Fund Housing	Private Sector Grants and Loans	195,000	(73,305)	0	Underspend due to reduced demand as with DFG's.
2	Decent Homes	Officer's Fees	505,000	(49,823)	0	Decent Homes officers fees were lower than budgeted, with some staff vacancies that could not be filled in the year contributing to this.
2	Decent Homes	Insulation / Energy Efficiency	3,539,000	(1,284,717)	1,284,000	The authority has been awarded SHDF grant funding to contribute towards the programme of energy work. The award process was delayed so work won't start until 2023/24. The first phase of external wall insulation is now ordered. Part of the under spend related to the net zero carbon project, where design work is underway and fees are being incurred but work will not be on site until autumn 2023.
2	Decent Homes	Central Heating / Boilers	1,900,000	(358,777)	358,000	The underspend was due to problems experienced by the contractor in gaining access to complete the ordered work.
2	Decent Homes	Electrical / Wiring	255,000	420,582	0	An overspend was evident in electrical upgrades where work was ordered assuming a significant level of no accesses as experienced in previous years where in reality the contractor was successful in accessing the majority of properties to carry out the works.
2	Decent Homes	Roof Covering	1,079,000	265,326	0	The overspend is due to a CPI uplift of 8.98%, urgent decent homes roof failures added late in the year, additional site costs at Monkswell and a number of urgent shed roof replacements passed from response repairs to planned works, as repair was not viable.
2	Decent Homes	External Doors	1,058,000	(237,708)	237,000	There were quite a lot of properties on the original 2022/23 programme of works, where the doors had already been replaced outside of the standard programme of works due to failings, but the stock-condition data had not been updated to show this. There were also a number of tenant refusals and no access properties, with housing management now working with the team to resolve these.
2	Decent Homes	Kitchens	865,000	36,458	0	The budget for kitchen replacement was marginally overspent in 2022/23 as a result of the final prices for this workstream being slightly higher than anticipated.
2	Decent Homes	Bathrooms	800,000	(274,004)	274,000	The underspend was due to problems experienced by the contractor in gaining access to complete the ordered work.
2	Decent Homes	Roof Structure	425,000	(88,510)	0	Underspending in roof structure works was more than offset by overspending in roof covering works in 2022/23.
2	Decent Homes	Other Health and Safety Works	50,000	(49,660)	0	Works in this area have been picked up under the wall structure budget as the work required was wider than just balconies. This budget can be combined with wall structure funding for future years.
2	Decent Homes	HHSRS	278,000	(57,954)	57,000	There was an underspend in this budget due to a late start in the works to communal stairwells. The delays were caused by a combination of waiting for Building Control confirmation that the works were not under their purview and design changes asked for by Housing.
2	Decent Homes	Wall Structure	784,000	(80,247)	80,000	Works to some flat blocks had begun by 31 March 2023, but will not complete until 2023/24, necessitating funding being carried forward to meet this commitment.

Note	Category	Spend / Income Area	Budget 2022/23	(Under) / Over Spend	Re-Phasing	Reason for Variance
2	Decent Homes	Contractor Overheads	1,279,000	(492,059)	315,000	Underspending in specific decent homes elements results in a corresponding under-spend in contractor overheads.
2	Decent Homes	PVCU Windows	1,021,000	(403,461)	403,000	Underspending was a result of a supply chain issue where the supplier couldn't manufacture the windows quickly enough. This is being addressed for 2023/24, with additional suppliers being added. Also there were a number of tenant refusals and no access issues.
2	Decent Homes	Other External Works	371,000	(167,390)	167,000	Although all ordered external masonry painting was carried out in 2022/23, less was identified than expected. This resulted in an underspend.
3	Other Spend on HRA Stock	Disabled Adaptations	1,008,000	(45,160)	0	Investment levels maintained despite contract change mid-year. There have been several wet room refurbishments which increased the amount of works on the programme in 2022/23.1 extension began in 2022/23 but this will be completed in 2023-24. The number of equipment and access works increased coupled with renewals of stairlifts and through floor lifts. This has meant an increased spend for the financial year 2022-23, when compared to previous years.
3	Other Spend on HRA Stock	Communal Areas Uplift	100,000	34,295	0	Additional drying areas identified in the Minerva Way area, which required update / resurfacing works causing the overspend.
3	Other Spend on HRA Stock	Officer's Fees	141,000	13,370	0	Small overspend that is offset by under-spend on Decent Homes Officer's Fees budget.
3	Other Spend on HRA Stock	Asbestos Removal	23,000	47,907	0	There has been some unforeseen urgent work and a higher volume of work in association with repairs and voids.
3	Other Spend on HRA Stock	Garage Improvements	167,000	(7,638)	0	
3	Other Spend on HRA Stock	Hard Surfacing	262,000	(10,062)	10,000	Expenditure broadly in line with the budget for 2022/23.
3	Other Spend on HRA Stock	Communal Area Floor Coverings	100,000	(86,760)	86,000	Section 20 process was delayed, which in turn delayed delivery and a mini-tender was required to procure a new MMA resin flooring supplier.
3	Other Spend on HRA Stock	Fire Prevention / Fire Safety Works	622,000	(125,472)	125,000	Fire compartment work at Kingsway Flats is designed and priced but did not start on site in 2022/23. Work is due to start and will be completed in 2023/24.
3	Other Spend on HRA Stock	Lifts and Door Entry	49,000	37,141	0	The overspend was due to the need to replace a lift at a sheltered scheme which was not anticipated at the beginning of the year.
3	Other Spend on HRA Stock	Contractor Overheads	447,000	(208,732)	70,000	Underspending in specific other spend on HRA stock work elements results in a corresponding underspend in contractor overheads.
3	Other Spend on HRA Stock	Estate Investment	1,200,000	(208,604)	208,000	The underspend relates to the street light replacement programme, where work was not completed at 31/3/23. The underspend will need to be re-phased to 2023/24.
3	Other Spend on HRA Stock	Communal Electrical Installations / Fire	350,000	(89,909)	89,000	The underspend was due to the contractor struggling to resource the communal electrical works particularly as they were focused on revenue repair works in response to more urgent requirements.
3	Other Spend on HRA Stock	Communal Entrance / Enclosure Doors	121,000	(121,000)	121,000	Works were delayed in this year, as a tender process was unsuccessful. The work has now been reverted back to the Foster Planned Maintenance Contract, but this happened too late for works to complete by year end.
4	New Build	Unallocated Retained RTB Receipts	1,460,000	(1,460,000)	1,460,000	Funding for 10 Year New Homes Programme not yet allocated to schemes.
4	New Build	Anstey Way	63,000	24,743	0	Final account resulted in additional costs for the affordable housing as a result of additions and variations.

Note	Category	Spend / Income Area	Budget 2022/23	(Under) / Over Spend	Re-Phasing	Reason for Variance
4	New Build	Akeman Street	62,000	103,730	0	Final account resulted in additional costs for the affordable housing as a result of additions and variations.
4	New Build	Kendal Way	111,000	(82,652)	83,000	Underspend due to delays in planning and subsequent processes. Scheme now proceeding to contract stage.
4	New Build	Mill Road	2,258,000	(941,684)	232,000	Affordable Housing Agreement (AHA) payments now complete, with only additions, variations and associated fees to be finalised. Scheme is reporting an underspend at this stage, with contingency for SDLT payment not required.
4	New Build	Cromwell Road Redevelopment (HRA)	3,213,000	(669,938)	212,000	The Cromwell Road scheme will underspend against the agreed budget, as the HRA is not required to meet the SDLT costs on the original CIP land purchase. there is also a delay in completing the final units, resulting in the need for some re-phasing into 2023/24..
4	New Build	Teddar Way	144,000	(130,750)	131,000	Underspend due to delays in planning and subsequent processes. Scheme now proceeding to contract stage.
4	New Build	Colville Road (Phase 2)	5,625,000	(541,981)	542,000	Some aspects of phase 2 cannot be completed until phase 3 finishing works commence due to shared access and site storage. Re-phase into 2023/24 and 2024/25.
4	New Build	Clerk Maxwell Road	2,717,000	(603,780)	604,000	Underspend due to delays on site as a result of material supply issues.
4	New Build	Meadows and Buchan Street	8,700,000	(2,772,343)	2,772,000	Underspend due to delays on site meaning commencement of phase 2 has started later than expected.
4	New Build	Campkin Road Phase 2	7,280,000	344,800	(345,000)	Profile of budget was incorrect, with more progress made in 2022/23 than the profiled budget anticipated. Budget for 2023/24 will be reduced accordingly.
4	New Build	L2	7,763,000	732,567	(733,000)	Underspend is as a result of profiling errors when the budget was originally established. These funds will need to be carried forward into 2023/24, when the affordable housing agreement payments will be made.
4	New Build	Colville Road III	4,478,000	(2,446,399)	2,446,000	This scheme was delayed due to discharge of planning conditions and completion of phase 2, The delay in expenditure represents about a two month delay and budget needs to be carried forward to 2023/24.
4	New Build	Histon Road	1,674,000	(1,661,083)	1,661,000	Completion payment delayed as a result of build delays on site.
4	New Build	Fen Road	2,340,000	(195,008)	195,000	This scheme was delayed starting on site for approximately 4-6 weeks due to sign off of planning conditions, and so an underspend was evident in 2022/23. This is required as a carry underspend forward into 2023/24.
4	New Build	Ditton Fields	799,000	(73,144)	73,000	A slight delay on start on site leading to a delay of approximately one month in delivery and therefore payments. This is required as a carry underspend forward into 2023/24.
4	New Build	Aragon Close	638,000	(615,943)	616,000	Underspending is evident as a result of significant planning delays and now archaeology works, which will delay start on site further.
4	New Build	Sackville Close	686,000	(673,771)	674,000	Underspending is evident as a result of significant planning delays and now archaeology works, which will delay start on site further.
4	New Build	Borrowdale	295,000	135,510	(136,000)	Initial delay getting on site, but good progress made and now slightly ahead of the programme, resulting in a small overspend, with the need to draw budget from 2023/24.
4	New Build	Aylesborough Close	1,652,000	(698,093)	698,000	Underspend due to delays in starting on site as a result of decanting, planning and pre-commencement condition delays.

Note	Category	Spend / Income Area	Budget 2022/23	(Under) / Over Spend	Re-Phasing	Reason for Variance
4	New Build	St Thomas's Road	896,000	(829,659)	67,000	£763,000 of the underspend relates to the acquisition of an adjacent dwelling to facilitate the development, which was ultimately bought from the Local Authority Housing Fund budget for use for refugees. The balance of the underspend was due to delays in the programme, with the scheme now progressing to the planning application stage.
4	New Build	Paget Road	42,000	(12,874)	13,000	Underspend due to delays in the programme in 2022/23, but with the scheme now progressing to planning application stage.
4	New Build	Fanshawe Road	2,623,000	286,899	(287,000)	Overspend as decant costs accounted for in the budget profile for 2022-23, but not the pre-planning fees, which were paid at the end of March 2023. The budget in 2023/24 will be reduced accordingly.
4	New Build	Princess and Hanover Court	3,599,000	472,122	(472,000)	Some delay in acquisition of leasehold dwellings compared to the number assumed when the budget profile was originally agreed. These will now take place in 2023/24.
4	New Build	East Road	387,000	213,619	(214,000)	The budget for pre-planning costs in 2022/23 for the East Road site was under-estimated resulting in an overspend in 2022/23, which will result in the budget for 2023/24 being reduced accordingly.
4	New Build	Hills Avenue POD Homes	0	4,770	(5,000)	Funding utilised in 2022/23 for legal searches required to inform scheme deliverability ahead of budget allocation in 2023/24. Budget allocation in 2023/24 will be reduced accordingly.
4	New Build	Homes England Grant Repayable	0	18,500	0	This project code has been set up to record the expenditure associated with Homes England Grant that is repayable if a property built with grant is subsequently sold. The expenditure is funded from the capital receipt from the sale. This sum relates to the sale of the final share of a shared ownership dwelling in the city.
5	HRA Acquisition	Acquisition and Disposal	2,444,000	(799,833)	800,000	This budget is set-aside to allow the authority to strategically acquire homes on the open market that are in areas where future development may be an option. Expenditure is therefore variable depending upon what property is marketed in any year.
5	HRA Acquisition	RSAP Acquisitions	1,550,000	(716,820)	717,000	This budget combines HRA resource with grant funding from Homes England for the acquisition of 14 homes to accommodate rough sleepers. By March 2023, 13 of the 14 homes required had been purchased, with Homes England confirming that the remaining grant can be carried forward into 2023/24.
5	HRA Acquisition	Local Authority Housing Fund Acquisitions	0	763,054	0	The government have awarded the authority grant towards the acquisition or build of 30 homes to accommodate refugees. Although most activity will take place in 2023/24, the opportunity was taken to use this funding to acquire a property in St Thomas's Road, where budget approval was already in place as part of the Colville III scheme, as the acquisition was required to allow better access to the site.
6	Other HRA Capital Spend	Shared Ownership Repurchase	300,000	(300,000)	0	No shared ownership homes were re-acquired during 2022/23.
6	Other HRA Capital Spend	Commercial Property	69,000	(55,143)	55,000	Less work than anticipated to HRA commercial properties was identified by Property Services in the year, with a re-phasing request to allow works to take place in 2023/24, with a particular commitment to meeting fit out costs for the commercial units at Akeman Street to aid letting.
6	Other HRA Capital Spend	Orchard Upgrade	119,000	(86,957)	87,000	The Orchard implementation project is still progressing. There final aspects of the asset module are still to be implemented and the new housing mobile and service charges module have yet to be released to us by Orchard to allow us to proceed and implement these during 2023/24.
6	Other HRA Capital Spend	Estate Services Van	50,000	(50,000)	50,000	A new electric Estate Services Van has been ordered, with a delivery date awaited. The lead in time for these vehicles has proved quite extensive.

Note	Category	Spend / Income Area	Budget 2022/23	(Under) / Over Spend	Re-Phasing	Reason for Variance
7	Right to Buy Receipts	Cash Receipts	(7,782,000)	1,947,000	0	28 properties were sold in total during 2022/23. £443,000 of the capital receipt is available for general use (after all costs have been deducted from each receipt), while £878,000 of the overall capital receipt is identified as set-aside to be offset against the debt associated with the unit no longer owned. A further £4,514,000 of right to buy receipts have been retained by the local authority in 2022/23, but must be re-invested now in financing up to 40% of additional social housing or shared ownership units, provided this is done within a 5 year time frame.
8	Other Capital Receipts	Cash Receipts	(300,000)	(161,000)	0	A number of shared ownership housing transactions took place in 2022/23, with a net sum of £416,000 retained once any sums due to DLUHC had been paid. A capital receipt of £45,000 was recognised in 2022/23 in relation to the sale of HRA land.
9	MRA / MRR	MRA	(22,013,000)	7,528,000	(7,528,000)	The major repairs reserve was used to finance capital expenditure in the housing stock in 2022/23, including investment in decent homes work and other investment in the housing stock. Where less of this funding was utilised in 2022/23 than anticipated as a result of slippage in the investment programme, the use of MRA will be increased in 2023/24 and beyond.
10	Client Contributions	Contributions	0	(632,000)	0	Income was recovered from leaseholders in 2022/23 in relation to their share of the cost of major improvements undertaken as part of the decent homes programme (£610,000) and was also received from private residents in relation to contributions towards DFG's or private sector housing repair grants (£22,000).
11	Direct Revenue Financing of Capital (Including R&R)	DRF	(17,546,000)	66,000	0	The use of revenue funding for capital purposes was broadly in line with the budget for 2022/23, with only a marginal (£66,000) under-utilisation. The balance of resource will not be available in 2023/24 as a result of the HRA reporting a net revenue overspend for 2022/23.
12	Other Capital Resources (Grants / Loan Repayments)	Grants and Other Resources	(30,364,000)	4,226,000	(2,625,000)	Less of the Devolution Grant, which was received in full in 2020/21 was utilised in 2022/23 than anticipated, due to delays on new build sites, with £2,501,000 of this resource being deferred for use into 2023/24. The full Homes England RSAP Grant of £1,730,000 was not claimed by the end of 2022/23, with 1 home still to acquire and a deferred grant claim of £124,000 now anticipated in 2023/24.

HRA Debts Written Off in 2022/23Write Off Cases by Category

Write Off Category	No. of Cases	Value Written Off
Bankruptcy / Insolvency	1	4,637.13
Debt re-instated	4	(8,040.46)
Debt relief order	19	32,497.52
Debtor deceased	152	151,716.34
Debtor is residing outside the UK	1	5,519.95
Debtor untraceable	0	0.00
Imprisonment	0	0.00
Other special circumstances	5	6,017.21
Statute barred	80	97,781.72
Uneconomical to recover	36	3,719.19
Recovery Procedures Exhausted	11	29,771.09
Unable to Substantiate Debt	0	0.00
Court has refused to make and order	0	0.00
Balance of debt is small	74	397.96
Total Written Off (Net)	383	324,017.65

Write Off Value Band	No. of Cases	Value Written Off
Less than £100	102	2,222.99
£100.00 to £199.99	21	2,757.34
£200.00 to £299.99	26	6,642.32
£300.00 to £399.99	20	6,875.41
£400.00 to £499.99	24	10,775.45
£500.00 to £749.99	54	32,804.34
£750.00 to £999.99	31	27,954.72
£1,000.00 to £1,499.99	38	46,951.93
£1,500.00 to £1,999.99	16	27,850.39
£2,000.00 to £2,999.99	23	56,146.12
£3,000.00 to £3,999.99	10	36,122.46
£4,000.00 to £4,999.99	7	31,959.06
Greater than £5,000.00	7	42,995.58
Debt re-instated	4	(8,040.46)
Total Written Off (Net)	383	324,017.65

For context, the level of write off in 2022/23 represents less than 1% (0.8%) of the rent due for the year.

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Item

Update on new build council housing delivery

To:

Councillor Gerri Bird, Executive Councillor for Housing and Homelessness
Housing Scrutiny Committee 20/06/2023

Report by:

Ben Binns, Head of Housing Development Agency
Email: ben.binns@cambridge.gov.uk

Wards affected:

All

1 Executive Summary

- 1.1. This report provides an update on the housing development programme.
- 1.2. 721 homes have been completed across 15 sites under the City Council programme, with 382 being net new Council homes.
- 1.3. An additional funding bid has been submitted to Homes England for the 100% affordable regeneration scheme at Aylesborough Close Phase 2. Further submissions for grant funding will be submitted to Homes England as additional schemes receive Resolution to Grant Planning, and outcomes of these bids will be reported to this Committee as received.
- 1.4. Funding of £4,968,683 from DLUHC has been formally allocated toward the delivery of homes earmarked for Afghan and Ukrainian refugees. This is being progressed through a mix of existing on-site housing delivery and open market housing acquisitions.
- 1.5. *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 539 homes with scheme approval (14 of which are market acquisitions earmarked for refugee accommodation). This currently delivers:
 - 151 net new Council rented HRA homes at Social rent or 60% of Market rent (Subject to Final Design ahead of formal planning submission).
 - 179 net new home to be let at 80% of Market rent. (Subject to Final Design ahead of formal planning submissions).

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

500 Homes Programme	Completed	On site	Approved	Totals
Total Homes	721	207	2	930
Replacement homes	51	25	0	76
Market Sale	288	28	0	316
Net new Affordable HRA homes	382	154	2	538
% of target				108%

10 Yr New homes programme	Completed	On site	Approved	Totals
Total Homes	0	154	385	539
Replacement homes	0	16	137	153
Intermediate (80% of market rents)	0	61	118	179
Market Sale	0	0	56	56
Net new Affordable HRA homes	0	77	74	151
% of target				15%

Modular Homes Project	Completed	On site	Approved	Totals
Total Homes	16	0	4	20
Replacement homes	0	0	0	0
Market Sale	0	0	0	0
Net new homes	16	0	4	20

LAHF Refugee Housing	Completed	In process/ On site	Approved	Totals
Total homes	0	25	5	30
Existing pipeline	0	16	0	16
Acquisitions	0	9	5	14
Net new Affordable HRA homes	0	9	5	14

4.2 Appendix 1 shows the current programme, indicating total housing provided per scheme as well as the net gain of affordable rented Council homes. The HRA Budget Setting report approved by full Council in February 2023 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	536	538

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

New programme affordable starts on site	2021/22	2022/23	2023/24	2024/25	2025/26	2026/27	2027/28	2028/29	2029/30
Starts by year	10	67	26	48	0	0	0	0	0
Cumulative total	10	77	103	151	151	151	151	151	151

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	118	118	0	CIP	External works and handover of underground car park remain ongoing. Final external works and landscaping forecast across summer 2023.
Cromwell Road	116	170	0	CIP	In progress
Colville Phase 2	43	0	20	CIP	In progress
Meadows and Buchan	22	0	0	CIP	In progress
Total	382	288	51		

6.2 Schemes on Site:

Scheme Name	Social, LHA and 60% of Market rent	80% Market Rent	Market Sale	Replacement	Practical Completion	Programme status
Cromwell Road	2	0	7	0	Jun-23	Block B (23 units) was handed over on April 2023. Block C handed over May 2023. External roadway and landscaping works will continue through Summer 2023
Colville Phase 2	4	0	0	0	Aug-24	Remaining 4 completions to coincide with Colville Phase 3 completion.
Meadows and Buchan	84	0	0	0	Dec-24	Demolition underway at both Buchan Street and old Meadows Community Centre.
Campkin Road	50	0	0	25	Jul-23	Scheme completion reforecast to July 2023 following subcontractor delays.
Clerk Maxwell Road	14	0	25	0	Jul-23	Completion and handover reforecast to July 2023 due to supply issues.
L2 Orchard Park	30	45	0	0	Feb-24	Contract extension of time agreed to February 2024, following significant

Scheme Name	Social, LHA and 60% of Market rent	80% Market Rent	Market Sale	Replacement	Practical Completion	Programme status
						delays related to subcontractor liquidation and staffing shortages.
The Mews, Histon Road	10	0	0	0	Jul-23	Delays in formalising final documentation prior to handover.
Fen Road	12	0	0	0	Nov-23	On programme. First block watertight
Colville Road Phase 3	32	16	0	16	Jul-24	On programme. Handover reforecast to contract end date
Ditton Fields	6	0	0	0	Oct-23	On programme. Framing progressing well. Handover reforecast to contract end date
Borrowdale	3	0	0	0	Sep-23	On programme. Framing progressing well.
LAHF Refugee Housing	14	0	0	0	Nov-23	1 Purchase completed (works outstanding before letting), 8 further acquisitions agreed subject to surveys. A further 16 homes reallocated across existing pipeline (excluded here to avoid duplication of figures).
Total	261	61	32	41		

6.3 Approved schemes;

Scheme Name	Social, LHA and 60% of Market rent	80% Market Rent	Market Sale	Replacement	Start on Site	Programme status
Kendal Way	1	0	0	0	Jul-23	SOS revised due to both delays in repricing and ongoing boundary dispute.
Aragon Close	0	7	0	0	Aug-23	Significant archaeological finds have resulted in need for further investigations. Planning underway to coordinate studies with demolition and removal of hardstanding ahead of Start on Site. SOS Date at Risk, currently reforecast to August subject to final confirmation
Sackville Close	0	7	0	0	Aug-23	Significant archaeological finds have resulted in need for further investigations. Planning underway to coordinate studies with demolition and removal of hardstanding ahead of Start on Site. SOS Date at Risk, currently reforecast to August subject to final confirmation
Aylesborough Close Phase 2	41	29	0	33	Jul-23	Archaeology completed with minimal finds. Waste strategy currently under reassessment prior to entering into main works contract

Scheme Name	Social, LHA and 60% of Market rent	80% Market Rent	Market Sale	Replacement	Start on Site	Programme status
						and start on site. Bid submitted to Homes England for funding, outcome awaited.
Tedder Way	1	0	0	0	Jul-23	Start on site date revised due to delays in repricing.
Paget Rd	2	2	0	0	Apr-24	Planning submission reforecast to allow further scheme design.
St Thomas Rd	8	0	0	0	May-24	Planning submission reforecast to allow further scheme design.
Fanshawe Road	44	49	0	22	Jul-24	Decanting of tenants progressing well. Planning Authority Design Review Panel has required amendments to development plan. Now forecast for planning submission July 23.
East Road garages	16	0	24	0	Jul-24	Target planning application submission date in July 2023 subject to the completion of all design work.
Hanover and Princess	82	0	56	82	Jan-25	Work in progress to review the scheme options and to consider how housing might be best delivered.
Hills Avenue Roughsleeper Pods	4	0	0	0	Nov-23	Planning Submitted. Planning decision date may proceed ahead of schedule.
Total	199	94	80	137		

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:

- L2 Orchard Park, Colville Road Phase 3, Fen Road, Ditton Fields, Borrowdale, Aragon Close, Sackville Close.

7.2 An additional funding bid has been submitted to Homes England for the 100% affordable regeneration scheme at Aylesborough Close Phase 2. Further submissions for grant funding will be submitted to Homes England as additional schemes receive Resolution to Grant Planning, and outcomes of these bids will be reported to this Committee as received.

7.3 Funding has been allocated to support demolition and infrastructure costs at the 100% affordable housing scheme at Aylesborough

Close Phase 2 through the Brownfield Land Release Fund 2 (BLRF2), delivered by the One Public Estate (OPE).

- 7.4 Funding of £1,000,000 has been allocated through the CPCA to fund Capital Investment at the Fanshawe Road Redevelopment Scheme.
- 7.5 Funding of £4,968,683 from DLUHC has been formally allocated toward the delivery of homes earmarked for Afghan and Ukrainian refugees. This is being progressed through a mix of existing on-site housing delivery and open market housing acquisitions.

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 Housing schemes which remain under pre-planning design are noted as TBD and firm figures will be incorporated as these proceed or Planning Consideration.
- 8.3 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		

	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)
Tedder Way	1	1					1
Kendal Way	1	1				1	
Clerk Maxwell*1	14	0					
10 Yr New homes programme							
L2 Orchard Park*2	73						
Colville Road Phase 3	48	2			2		
Histon Road*1	10						
Fen Road	12	2				1	1
Ditton Fields	6						
Aragon Close	7						
Sackville Close	7						
Borrowdale	3						
Aylesborough Close Phase 2	70	3		2	1		
Paget Rd	4	0					
St Thomas Rd	8	TBD	TBD	TBD	TBD	TBD	TBD
Fanshawe Road	93	TBD	TBD	TBD	TBD	TBD	TBD
East Road	16	TBD	TBD	TBD	TBD	TBD	TBD
Hanover and Princess	82	TBD	TBD	TBD	TBD	TBD	TBD
Hills Avenue Roughsleeper Pods	4	0					
LAHF Refugee housing *3	14	0					
TOTAL	1015	34	5	15	15	2	2

*1: S106 acquisition

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

*3: Refugee housing indicates net new stock to avoid duplication of existing pipeline homes

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 (The Mews) which meets the Local Plan is an off the shelf s106 scheme not designed by the council.

9.2 The council now has 250 homes in development which are targeting Passivhaus or equivalent performance levels.

	Development targets									
	HSC target					Progress to date against target				
	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>	
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
East Rd Garage	28	35%-40%	90	20%	0.5 or less	TBD	TBD	TBD	TBD	TBD
Hanover and Princess Court	TBD									

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

Risk	Likelihood	Impact	Mitigation
Cost increases on approved projects	<p>5 - Certain</p> <p>Risk of increased budget requirements due to Brexit, Ukraine War and inflation and supply chain cost increases are being encountered.</p> <p>Staffing and materials shortage and delays on SOS due to funding uncertainties increase potential for this risk.</p>	<p>4- Significant disruption</p> <p>1.Committee approval needed for additional capital funding</p> <p>2. Unplanned public expenditure</p> <p>3. Loss of value for money</p> <p>4. Reputation risk to Council</p> <p>5. Reduction in overall delivery achievable</p>	<p>1. Cost plans are regularly reviewed and updated, and contracts are fixed price to the council.</p> <p>2. Latest budgets consistently reviewed as part of BSR and MTFS Process.</p> <p>3.Regular updated risk management budgeting completed as part of risk reviews work across the Council. Supply chain and materials concerns under close monitoring.</p> <p>4. Committee approval to progress schemes ahead of firm grant certainty mitigates cost increases ahead of entering into build contracts.</p> <p>5.Depending on the extent of the additional cost this may be managed within scheme level contingencies approved in Budget Setting Report.</p>
Securing Planning Permission on new schemes	<p>2 - Some possibility</p> <p>1. Failure in obtaining planning permission or Conditions signoff cause delays and increase costs.</p> <p>2. Delays in receiving a planning decision lead to increased costs being incurred and delays in submission of Funding Bids.</p> <p>3. Additional time and effort required to redraft plans should revised applications be required.</p>	<p>3 - Noticeable effect</p> <p>Schemes are developed with planners through the pre-application process. Lack of planning resource and Planning Department staff shortages or substitution would lead to delays in arranging for the pre app meetings, and subsequently planning submissions and approvals.</p>	<p>1.Pre-app process used effectively, and schemes aim to be policy compliant.</p> <p>2.Build in of additional lead time where required to ensure schemes progressing within target schedules</p> <p>3. Ensuring officers and councillors are involved in decision making from project early stages</p>
Sales risk – exposing Council cash flow forecast	<p>1 - Little chance</p> <p>1. deceleration of sales / purchase/ acquisition cycle while City Council is reliant on sales income to support programme currently, however bulk of sales now completed on committed sites.</p> <p>2. Depreciation of assets</p>	<p>3 - Noticeable effect</p> <p>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 over 90% of properties sold at Cromwell Rd.</p>	<p>1.Regular updates received in the market for sales of sites. All homes at Mill Road are now sold and Cromwell Road sales are progressing with reporting through CIP processes on sales(90% sold). Currently values are being achieved in line with appraisal and sales rate in line with expectations.</p> <p>2.Close engagement with market through private sector partners</p> <p>3. Share risk with private sector partners</p> <p>4. Financial and sensitivity analysis for the new project site selections, before project starts.</p>

Risk	Likelihood	Impact	Mitigation
Decanting residents / leaseholders	<p>3 - Strong possibility</p> <p>1. regeneration schemes will not be progressed if residents are not decanted.</p> <p>2. complication in buybacks where Leaseholders face difficulties for obtaining new mortgages for their onward purchase, in non-portable cases</p> <p>3. Redevelopment of estates with high % Leasehold ownership poses greater risk of CPO proceedings being required</p>	<p>3 - Noticeable effect</p> <p>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</p>	<p>1. Decant and rehousing officers regularly liaising with residents requiring decanting to ensure successful rehoming.</p> <p>2. 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.</p> <p>3. Additional resource to support this work allocated.</p>
Not securing necessary grant for new schemes	<p>2- Some possibility</p> <p>In case the grant is not secured or at a lower level the business plan may need to be reviewed and the level of housing and tenure delivered may need to change.</p>	<p>3 - Noticeable effect</p> <p>HE Grant funding now secured on 7 schemes approved under the new 10yr programme, with additional funding allocated from separate streams at Fanshawe Rd, Aylesborough, and for Refugee housing. Remaining grant across new programme schemes not yet secured, other than that committed by the Council. The business plan for the MTFS and BSR assumes grant.</p>	<p>1. Continual discussions with Homes England and other funding bodies are providing greater security on grant funding ability. Issues in securing the level required to support the costs of developing in Cambridge are an issue, and we will continue to review assumptions in the business plan as negotiations develop.</p> <p>2. A recent report from DLUHC has additionally highlighted major risk to the governments Affordable housing programme if grant rates remain static against current inflation.</p>
Labour market/materials/build prices increasing	<p>5- Certain</p> <p>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</p>	<p>4 - significant disruption</p> <p>services or materials shortages may lead to delays in project delivery and an overall increase on programme cashflow. Fixed price Contracts where utilised are minimizing cost risks which lie with CIP.</p>	<p>1. 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.</p> <p>2. Key packages are being procured as early as possible. Hills existing supply chain relationships are being used to ensure service.</p>
Insufficient Project Management Resource to complete programme	<p>1 - Little chance</p> <p>1. Inability to properly manage projects</p> <p>2. Council entering into contractual obligations without proper oversight</p>	<p>3 - noticeable effect</p> <p>Too many schemes brought forward to be managed by existing team and staff overworked. Also there are increased need in adding data and compliance and fire safety statutory requirements to the projects</p>	<p>1. Appointment of new consultants</p> <p>2. Resourcing fund for new recruitments to ensure capacity</p>
Future anti-development campaigns	<p>4 - Probable</p> <p>1. Potential for reputational damage for HDA and Cambridge City Council</p> <p>2. unexpected extended time frame for the project</p> <p>3. complications in submission of the scheme for planning</p>	<p>3 - Noticeable effect</p> <p>increase in number of leaseholders/ freeholders in new larger schemes increases risk of push back against potential redevelopment activities</p>	<p>1. Establishing focussed steering groups early where necessary</p> <p>2. Focus on early public engagement via different events and consultations</p> <p>3. potential development to be informed by detailed options appraisals</p>

Risk	Likelihood	Impact	Mitigation
	consideration and funding approval		

11. New programme

11.1 Work in progress

- **Hanover and Princess Court** – At the HSC in March the Council approved the principle of redevelopment of Hanover and Princess Court.

As previously reported the viability is challenging. The development proposal in the options appraisal is the 138 unit scheme; work is now in progress to review the scheme and the options and to consider how numbers might be increased. The decision on three London Plane trees within the site is a key issue.

Decant is well advanced but there are still significant numbers of leasehold flats to be repurchased. The Council will as on other schemes seek to proceed by agreement but a CPO in relation to some leasehold interests may well be required.

- **East Barnwell local centre** – Pre-application meeting on relocation of bowls club, tennis court and MUGA has been positive.

This scheme has now been considered by the Planning Authorities' Design Review Panel, with support gained for the overall aim, however some work remains around finalising the scheme design ahead of a planning submission now targeted in September 2023.

- **Ekin Road** - Work on the options appraisal for this estate is continuing. The work is not currently expected to complete until June 2024. Council officers remain in contact with residents and interested parties through the established Liaison Group.

12 Implications

(A) Financial Implications

The HRA Budget Setting Report approved in February 2023 includes all financial information for respective scheme budgets and net cost to the Council's Housing Revenue Account.

Further review of overall budget and financial position will be incorporated into the September 2023 HRA Mid Term Financial Statement.

(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:

- 23/12/HSC - June 2023 Regular Update on new Build Housing Delivery
- 23/4/CNLa - Executive Councillor for Housing: HRA Budget Setting Report (BSR) 2023/24

14 Appendices

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 Ben Binns, Head of Housing Development Agency, email: ben.binns@cambridge.gov.uk.

HDA Delivery Programme		02/06/2023									
Scheme Name	Ward	Net Affordable	Market homes	Total homes	Delivery	Committee	Approval date	Planning Submitted	Planning Resolution	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	Jan-18
Nuns Way & Wiles Close	Kings Hedges	10	0	10 Tender	HSC	Mar-15	Aug-16	Jul-17	Jan-19	Aug-19	Aug-19
Ditchburn Place Community Rooms	Petersfield	2	0	2 Tender	S & R	Sep-18	Aug-18	Nov-18	Jan-19	Sep-19	Sep-19
Queens Meadow	Cherry Hinton	2	0	2 CIP	HSC	Jun-17	Dec-17	Jul-18	May-19	Jun-20	Jun-20
Anstey Way	Trumpington	29	0	56 CIP	HSC	Mar-17	Jan-18	Jul-18	Oct-18	Jun-20	Jun-20
Colville Garages	Cherry Hinton	3	0	3 CIP	HSC	Sep-17	Sep-18	Nov-18	May-19	Jul-20	Jul-20
Gunhild Way	Queen Ediths	2	0	2 CIP	HSC	Jan-18	Jul-18	Oct-18	May-19	Jul-20	Jul-20
Wulfstan Way	Queen Ediths	3	0	3 CIP	HSC	Sep-17	Oct-18	Jan-19	May-19	Sep-20	Sep-20
Markham Close	Kings Hedges	5	0	5 CIP	HSC	Jan-18	May-18	Oct-18	May-19	Sep-20	Sep-20
Ventress Close	Queen Ediths	13	0	15 CIP	HSC	Mar-17	Sep-18	Mar-19	Oct-19	Feb-21	Feb-21
Akeman Street	Arbury	12	0	14 CIP	HSC	Jun-18	Apr-19	Jul-19	Oct-19	May-21	May-21
Mill Road	Petersfield	118	118	236 CIP	S & R	Nov-17	Dec-17	Jun-18	Aug-18	Mar-23	Mar-23
Cromwell Road	Romsey	116	170	286 CIP	S & R	Mar-18	Mar-19	Jul-19	Dec-19	Jun-23	Jun-23
Colville Phase 2	Cherry Hinton	43	0	63 CIP	HSC	Mar-18	Mar-19	Jun-19	Nov-20	Aug-24	Aug-24
Meadows and Buchan	Kings Hedges	22	0	22 CIP	HSC	Jan-19	Dec-19	Aug-20	Feb-21	Dec-24	Dec-24
Sub total		382	288	721							
ON SITE											
Cromwell Road	Romsey	2	7	9 CIP	S & R	Mar-18	Mar-19	Jun-19	Dec-19	Jun-23	Jun-23
Colville Phase 2	Cherry Hinton	4	0	4 CIP	HSC	Jan-19	Jul-19	Dec-19	Nov-20	Aug-24	Aug-24
Meadows and Buchan	Kings Hedges	84	0	84 CIP	HSC	Jan-19	Dec-19	Aug-20	Feb-21	Dec-24	Dec-24
Campkin Road	Kings Hedges	50	0	75 CIP	HSC	Jul-19	Nov-19	Mar-20	Mar-21	Jul-23	Jul-23
Clerk Maxwell Road	Newnham	14	21	35 S106	HSC	Jan-19	Dec-19	Jul-20	Feb-22	Jul-23	Jul-23
Sub total		154	28	207							
PLANNING APPROVED											
Kendal Way	East Chesterton	1	0	1 Tender	HSC	Jan-21	Feb-22	Jun-22	Jul-23	Apr-24	Apr-24
Tedder Way	Arbury	1	0	1 Tender	HSC	Jan-21	Jan-22	Nov-22	Jul-23	Apr-24	Apr-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	2				
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	188	117	2			
Cumulative total	2	2	19	77	147	335	452	454			

HSC Approved New programme schemes		02/06/2023												
Scheme Name	Ward	Social Rent	LHA/60%	80% of market rent	Replacement homes	Market	Total Homes	Delivery	Committee	Committee Approved	Planning Submitted	Planning Resolution	Est. SOS	Practical Completion
L2 Orchard Park	SCDC	30	0	45	0	0	75	CIP	HSC	Sep-20	Aug-20	May-21	Apr-22	Feb-24
Colville Road Phase 3	Cherry Hinton	32	0	16	16	0	48	CIP	HSC	Sep-20	Jun-21	Dec-21	Sep-22	Jul-24
The Mews, Histon Road	Arbury	0	10	0	0	0	10	S106 Laragh	HSC	Sep-20	May-19	Feb-20	May-21	Jul-23
Fen Road	East Chesterton	12	0	0	0	0	12	CIP	HSC	Jan-21	Feb-21	Jul-21	Aug-22	Nov-23
Ditton Fields	Abbey	6	0	0	0	0	6	CIP	HSC	Jan-21	Feb-21	Oct-21	Sep-22	Oct-23
Borrowdale	Arbury	3	0	0	0	0	3	CIP	HSC	Jan-21	Jul-21	Nov-21	Oct-22	Sep-23
Aragon Close	Kings Hedges	0	0	7	0	0	7	CIP	HSC	Jan-21	Jan-22	Oct-22	Aug-23	Oct-24
Sackville Close	Kings Hedges	0	0	7	0	0	7	CIP	HSC	Jan-21	Jan-22	Oct-22	Aug-23	Oct-24
Aylesborough Close Phase 2	Arbury	41	0	29	33	0	70	CIP	HSC	Sep-21	Apr-22	Oct-22	Jul-23	Jul-25
Paget Rd	Trumpington	2	0	2	0	0	4	Tender	HSC	Sep-21	Jun-23	Oct-23	Apr-24	Apr-25
St thomas Rd	Coleridge	0	8	0	0	0	8	Tender	HSC	Sep-21	Jul-23	Nov-23	May-24	May-25
Fanshawe Road	Coleridge	44	0	49	22	0	93	CIP	HSC	Jun-22	Aug-23	Jan-24	Jul-24	Mar-26
East Road	Petersfield	16	0	24	0	0	40	CIP	HSC	Jan-23	Sep-23	Feb-24	Jul-24	Jan-26
Hanover and Princess	Market	0	82	0	82	56	138	CIP	HSC	Mar-23	Dec-23	Jul-24	Jan-25	Jan-27
Hills Avenue Roughsleeper Pods	Queen Edith	4	0	0	0	0	4	ITAC	HSC	Mar-23	Apr-23	Oct-23	Nov-23	Feb-24
Total (Excluding Hanover and Princess TBC)		190	100	179	153	56	525							

LAHF Refugee housing	Ward	Social Rent	LHA/60%	80% of market rent	Total Homes	Committee	Committee Approved	Planning Submitted	Planning Approved	Est. SOS	Practical Completion
Existing Pipeline	Kings Hedges	0	16	0	16	Delegated HSC	Feb-23	NA	NA	NA	Jul-23
Acquisition 1	Queen Edith	0	1	0	1	Delegated HSC	Feb-23	NA	NA	NA	May-23
Acquisitions	TBC	0	13	0	13	Delegated HSC	Feb-23	NA	NA	NA	Nov-23
Total		0	30	0	30						
Net new Council Affordable Stock	14										

Net new Council Stock	330
Net new third party affordable housing to 1000 Homes target	4
	151

New programme affordable 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	26	48	0	0	0	0	0	0	0
Cumulative total	10	77	103	151	151	151	151	151	151	151	151

New programme affordable 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	0	81	18	52						
Cumulative total	0	0	81	99	151	151	151	151	151	151	151

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	28	48	0	0	0	0	0	0
Cumulative total	2	161	319	522	546	613	641	689	689	689	689	689	689	689
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	0	17	58	70	188	198	20	52	0	0	0	0	0
Cumulative total	2	2	19	77	147	335	533	553	605	605	605	605	605	605