



Cambridge City Council

Housing Scrutiny Committee

Date: Tuesday, 4 February 2025

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 - 30)
- 4 Public Questions

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

Decisions for the Executive Councillor for Housing

- 5 Quarterly Housing Performance Report (Pages 31 - 56)
- 6 HRA Budget-Setting Report (BSR) 2025/26
Report to follow.

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

Decisions for the Executive Councillor for Community Safety, Homelessness and Wellbeing

- 7 Homelessness Prevention Grants (Pages 57 - 76)

Decisions for the Executive Councillor for Housing

- 8 Cambs Home Improvement Agency (Cambs HIA) -
works contractor procurement (Pages 77 - 84)

Housing Scrutiny Committee Members: Griffin (Chair), Robertson (Vice-Chair), Gawthrop Wood, Gardiner-Smith, Lee, Martinelli, Swift, Thittala and Tong

Alternates: Bennett, Nestor, Porrer, Pounds and Young

Tenants and Leaseholders: Diane Best (Leaseholder Representative), Harmony Birch (Tenant Representative), Diana Minns (Tenant Representative), Mandy Powell-Hardy (Tenant Representative) and Justyna Ulman-Jaworska (Tenant Representative)

Executive Councillors: Bird (Executive Councillor for Housing) and Holloway (Executive Councillor for Community Safety, Homelessness and Wellbeing)

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The full text of any public question must be submitted in writing by noon two working days before the date of the meeting or it will not be accepted. All questions submitted by the deadline will be published on the meeting webpage before the meeting is held.

Further information on public speaking will be supplied once registration and the written question / statement has been received.

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

17 September 2024

5.30 - 8.46 pm

Present: Councillors Griffin (Chair), Robertson (Vice-Chair), Baigent, Gawthrop Wood, Lee, Martinelli, Swift, Tong and Pounds

Executive Councillor: Bird (Executive Councillor for Housing)

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

Also present (virtually) Executive Councillor Holloway (Executive Councillor for Community Safety, Homelessness and Wellbeing)

Officers present in person:

Head of Finance and Business Manager: Julia Hovells

Director, Communities Group: Sam Scharf

Assistant Director, Development: Ben Binns

Committee Manager: Sarah Steed

Meeting Producer: Dan Kalley

Officers present virtually:

Strategic Delivery Manager (Operational Delivery): Sean Cleary

Housing Services Manager: Laura Adcock

FOR THE INFORMATION OF THE COUNCIL

24/34/HSC Apologies

Apologies were received from Councillor Thittala and Councillor Pounds attended as alternate.

Councillor Lee provided apologies for lateness.

Justyna Ulman-Jaworska Tenant Representative provided apologies.

24/35/HSC Declarations of Interest

Name	Item	Interest
Councillor Robertson	24/46/HSC	Personal: Had family who lived in Davy Road.
Councillor Baigent	All	Personal: Member of Cambridge

		Cycling Campaign.
Councillor Tong	All	Personal: Member of Cambridge Cycling Campaign.
Councillor Gawthrope Wood	24/40/HSC	Personal: Rented a garage in Arbury.

24/36/HSC Minutes

The minutes of the meeting held on 18 June 2024 were approved as a correct record and signed by the Chair.

24/37/HSC Public Questions

Question 1.

We are the Save Ekin Road community group, and we are writing to you regarding Cambridge City Council's plans for Ekin Road. We are a group of council tenants and freehold residents living on Ekin Road. As done in the past, we wish to express our concerns regarding the investigation work and upcoming development of our estate.

We note Agenda Item 10 of this meeting, where it is noted that the Ekin Road project has now been added to the Housing Delivery Programme, following the decision by the Council at HSC on 18 June 2024. However, no further details as to the design, layout, or construction stages on the estate have been provided to residents since then.

We welcome the redevelopment of the flats on Ekin Road. We welcome the fact that emergency Home-Link banding has been given for those council tenants, several of whom have already found new housing. And we welcome the rehousing prioritisation of tenants whose living conditions are the worst on the estate, and hope that those worst-affected can be rehoused before the onset of winter.

However, although we welcome the retention of the 14 houses on the southern edge of the estate, we maintain that this does not go far enough. We continue to advocate for the retention of the 6 houses in the north-east corner, so as to preserve the health and wellbeing of those living in them who continue to express a strong desire to stay.

We are also concerned that, as rehousing progresses for residents on the estate, there is an increasing number of void properties. This could lead to the

estate giving the appearance of being abandoned, which may attract anti-social behaviour and is thus a concern for both those residents whose homes are being retained, and those who might not be rehoused for many more months.

Having reviewed the current status of the development project, and having consulted our members, we now wish to make the following three requests to the Council, which we believe are reasonable and justified, with reasons to follow below:

Request 1

We *again* request that the 6 semi-detached houses in the north-east corner of the estate (odd numbers 13-23 inclusive) be retained in the redevelopment of Ekin Road, in addition to those 14 houses on the southern edge of the estate (odd numbers 33-59).

Request 2:

We request that the Council provide the number of households in the redevelopment area who have reported damp and mould issues in the past 2 years but have yet to be rehoused, and to provide a clear outline of how it intends to rehouse these residents before the onset of winter.

Request 3

We request that the Council provide a plan for dealing with the vacated dwellings, outlining if any will be used for temporary housing and the criteria for deciding which, and what will be done with dwellings that are not to be used for further housing, including how they will be made secure while vacant.

Our reasons for Request 1 are as follows:

- The majority of the residents in those houses have expressed a **strong desire to keep their homes**, and some have been in theirs for over 40 years. These are well-loved family homes, and there are no intrinsic reasons to take them down.
- Several of the residents in those houses have **physical, or mental, health issues, for which their house is their lifeline**. To forcibly remove them from their home will substantially reduce their quality of life, in ways that, for many, will be irreversible. We will not articulate their (very personal) circumstances here; the Council has already been made aware directly from them, in a meeting as recently as last week.
- There is a **strong sense of community** even within those 6 houses. Many residents are very close, and have been family friends for decades. There is also a community connection to the remainder of the

estate, with some of those residents having relatives who live in the retained 14 houses on the southern edge of the estate.

- Our full analysis (available at [x.com/SaveEkinRoad/status/1805253143019630612](https://www.x.com/SaveEkinRoad/status/1805253143019630612)) of the Council's current documentation for the project, shows that the Council will suffer a **net loss of homes in its housing stock** as a result of demolishing these 6 houses.
- We are aware of **various protected species** which live in the gardens of the houses in the north-east corner, whose habitats would be destroyed if those houses are demolished.
- There has to date been **no compelling reason given by the Council** for including those 6 houses in the project. All the main aims of the project can be achieved without the demolition of these houses.

Our reasons for Request 2 are as follows:

- One of the main reasons given by the Council for proceeding with this project, and one of the reasons so many residents supported it, was that it was put forward as **a way to rehouse those living in dreadful housing**. If that cannot be achieved in a timely manner, then it **undermines the entire basis for the project**.
- The worst period for damp and mould is over the colder months, and so the Council should aim for that as a final deadline for rehousing those affected residents, so as to **avoid them suffering through yet another winter cycle of damp and mould**.
- The 6 months between the HSC vote in June and the onset of winter in December should be ample time to find new housing for those affected households. If that deadline cannot be met, then the council **should not have relied on a redevelopment project to secure adequate rehousing**, and should have instead or concurrently explored other remedial strategies.

Our reasons for Request 3 are as follows:

- As well as being informed of what the end outcome for the estate will be, current residents should be kept up to date with how the street will evolve leading up to construction. It is ultimately these residents who will **need to live on the street in those intervening months**.
- The Council needs measures to deal with any untoward activities arising from having a high vacancy rate on the estate. Residents have the **right to live in a safe and secure environment**, and should not be put at risk because of a project being carried out by the Council.
- If the Council could maintain an up-to-date list of which dwellings have been made permanently void, then this would **enable remaining**

residents to point out any vandalism or break-ins that may otherwise go unreported.

We make these suggestions to you, the Council, to guide the project towards an outcome that we can all support, and a process that is both fair and reasonable for all those impacted. With the design changes outlined in Request 1, and the execution steps outlined in Requests 2 and 3, this might become a project that our group can openly support. Unfortunately, as things currently stand, it remains not.

Kind regards,
Save Ekin Road

Executive Councillor response:

- i. Details of the latest proposals to redevelop Ekin Road would be available at the public event on 1 October 2024 at Barnwell Baptist Church. Residents and the local community are invited to look at the plans and speak with the design team.
- ii. As the design has evolved it has become clear that the initial decision to include the six houses is the right approach. This is consistent with what was said at Housing Scrutiny Committee in June 2024 and to the residents at the Liaison Group meeting in the same month. To avoid creating false expectation to residents, it is important to make clear that the planning application will include the redevelopment of 108 homes at Ekin Rd including the six houses to the east.
- iii. There were 28 reported cases of damp, condensation and mould (DCM) on the estate. We expect there to be further low-level cases of DCM where residents have chosen not to report this to the Council. Of the 28 reported cases, 8 of these had now moved and 4 were in the process of moving. The Council's Regeneration Policy gives priority to households where DCM had been reported. All tenants should be reassured that each case is considered carefully by Officers before a property is allocated.
- iv. Encouraged all tenants to continue bidding on properties using Homelink and to report any DCM concerns to the Council for further investigation.
- v. Void properties would be carefully considered on a case-by-case basis. When temporary accommodation was not suitable due to the condition of the property, the council may take the decision to keep a property as a void until redevelopment. When a block or house was empty, it would be secured with hoarding.

Supplementary question:

- i. Expressed concern about properties becoming void on the estate and asked the Council to ensure when this happens that the estate is properly maintained.
- ii. Urged the Council to rehouse the people in the 16 properties which still had DCM before Christmas.
- iii. Stated that the residents in the 6 properties to the northeast of the Ekin Road estate had difficult personal circumstances and maintained that these houses should not be redeveloped as it would cause harm to the residents. Believed that no compelling explanation had been given as to why these houses needed to be redeveloped.

Executive Councillor response:

- i. Had met with Save Ekin Road Group and had also met with some of the tenants from the northeast corner to explain what was happening.
- ii. Had encouraged the residents to keep in contact with Officers.

Assistant Director (Development):

- i. Officers would continue to work with all tenants on the Ekin Road estate including those in the northeast corner.
- ii. Progress had been made in terms of interactions with tenants and leaseholders. Encouraged tenants who had not contacted officers to do so, so they could understand their options moving forwards.
- iii. Noted the concerns raised regarding properties becoming void as redevelopment progressed.

Question 2.

1. On the 23rd January and subsequently on the 12th of March Cllr Bird reported that of the 72 flats damp and mouldy on Ekin Road, 2 were vacant (void works) and 70 were occupied, could she please update the meeting on how many are currently vacant and occupied.
2. Has the council performed a risk assessment of Ekin Road flat residents in receipt of a pension who may well have had their winter fuel payment withdrawn in flats which are known to be damp, mouldy and difficult to heat in winter.

Executive Councillor response:

- i. There were currently 15 properties unoccupied, comprising 14 households that had moved and 1 leasehold property that had been bought back.
- ii. The Council would not normally undertake a risk assessment of this type. However, would like to reiterate that all cases of DCM are given priority

when bids are placed on Homelink. In addition, the Council's Financial Inclusion Team works with tenants in financial hardship, and will be reporting any cases that come to our attention so that support can be provided.

Supplementary Question:

- i. Had been attending Housing Scrutiny Committee meetings for the past year asking similar questions.
- ii. Asked how many of the flats (72) were currently empty. Thought at the last meeting there were 2 vacant; thought the Executive Councillor was now saying that 15 were now vacant.
- iii. Felt there had been no progress in the last 12 months to empty these flats which had DCM.
- iv. Asked how many of the flats were occupied and vacant.

Executive Councillor response:

- i. 15 properties (flats) were unoccupied. 14 households had moved and 1 of the flats was a leaseholder.

Question 3.

I would like to ask the Executive Councillor for Housing to think about what it is like to be a leaseholder at Davy Road at the moment.

Let us first remind ourselves that leaseholders are people who have focused resources and intentions on creating a stable and long-lasting home for themselves and for their families and who contribute considerably and regularly to Cambridge City Council in terms of income.

Since this time last year the leaseholders at Davy Road have received two letters having a heavy impact on their lives:

- one letter stating that the building in which they have set up their homes is now marked for redevelopment (future demolition)
- one letter stating that they will soon be charged for repairs on that same building; charges that will cost thousands of pounds to each leaseholder.

This week we can confirm that two leaseholders received three copies of the same letter dated 10th September requesting different payments of £1664.43 and £1829.97 for the first instalment of the work.

Notwithstanding carrying out charged repairs on a site earmarked for redevelopment, the repairs themselves have caused confusion and disbelief from the leaseholders and tenants alike. The structure and stability of the blocks and the balconies appear sound and good and when asked about the

detail of the 'planned works', no detailed explanation has been given. Without proper evidence given for claiming thousands of pounds from the leaseholders for seemingly "pointless and unnecessary" repairs makes this area of the council appear dishonest in its lack of transparency.

Also there is no breakdown of the costs amounting to £1664.43 and £1829.97. The leaseholders deserve to know how these figures have been arrived at.

In the meantime, the leaseholders have no idea what the future holds for their homes and the experience is making one feel "nervous, angry and unsure what the future holds" and it is "all out of their hands."

Please could the Executive Councillor for Housing explain in detail what is the justification for these extensive works costing thousands to leaseholders at Davy Road, bearing in mind that one leaseholder works in property maintenance and knows that the explanation given is not up to standard. Also, could the Executive Councillor explain in satisfactory detail how the costs have been arrived at? Finally, please can the same Executive Councillor give more information to the leaseholders and the tenants of Davy Road on how development of this site can be justifiable given that the flats and the building are in good working order?

Executive Councillor response:

- i. Structural repairs and associated works to the flats at Davy Road were approved in January 2021 following a report to the Housing Scrutiny Committee. The Council owns several blocks of flats built in the 1950s and 1960s. Many of these flats have structural concrete elements that need to be repaired from time to time.
- ii. In view of the re-development proposals that were under consideration at the time, the works at Davy Road have been reduced to a minimum required to maintain the building in a safe condition.
- iii. The Council has not requested any payment towards the works. The total cost incurred by the Council has currently been split between the three blocks. However, as two blocks have 12 flats and the third block, 18 flats, the costs are divided equally between the number of flats in each block, which is why they differ.
- iv. The costs will be accurately defined per block once all works have been completed, and costs verified by the Council. A full breakdown of the costs will be available once all the works are completed on site, costs verified, and accounts signed off. The costs will be carried forward to 2024/2025 accounts to be issued in September 2025. No payment is

- expected from leaseholders this financial year for the structural works carried.
- v. As indicated in the officers' report, the standards of the existing flat blocks and maisonettes are poor and do not meet the current new build design standards. Residents were asked their views on the estate in a survey in July 2024, and the results include:
 - a. 60% of respondents said that they have damp, mould or condensation in the home.
 - b. 60% said their home is too cold in the winter.
 - c. 100% of respondents said that they have experienced anti-social behaviour at Davy Road and around half indicated dissatisfaction with the safety and security of the estate.
 - d. Accessibility - There are no level access properties and a third of respondents said that their home is not fit for their accessibility needs. Only 25% of residents agreed that the flats are fit for their wider network's needs and residents reported family members cannot visit them because of the difficult access.
 - vi. The above examples of lived experiences from residents of the estate provide a compelling argument for redevelopment. In addition to these required improvements, we will also improve water use, energy use, ventilation and air quality for residents.
 - vii. There are many people in need of a new home in the city, and by redeveloping we can significantly increase the number of homes on the site as we approach 3,000 people on the housing register.

Supplementary Question:

- i. Davy Road and Fanshawe Road were earmarked for redevelopment.
- ii. They lived at Fanshawe Road, and the redevelopment proposals there did not fill residents with hope.
- iii. Observed the lifelessness of the Ironworks site. The green space has been abandoned, the care of the trees and plants had not been given priority and the area resembled a car park. Referred to a news article regarding this estate.
- iv. Asked the Executive Councillor what plans would be put in place to improve the living area of the grounds so it was a priority and that the upcoming development of Fanshawe Road and Davy Road (if approved) would be carefully maintained.

Assistant Director (Development)

- i. Mill Road was a complex site. It wasn't just about the area being handed back to the council to adopt the open space. The area also includes management by others including a Management Company and there is a

- cycleway which wasn't completed yet which is managed by the Greater Cambridge Partnership.
- ii. There have been problems with bollards and the Council was working to a solution with Hill, residents and the Estates and Facilities Team. A Traffic Regulation Order (TRO) had been applied for to control parking.
 - iii. Each development had different requirements, and the council would take on board lessons learnt.
 - iv. It is expected that the open space on Fanshawe Road would be managed by the City Council.

24/38/HSC Compliance Update

Matter for Decision

The report provided an update on the compliance related activities delivered within the City Services Compliance Team, including a summary on gas, electrical, fire, lifts, legionella, asbestos and damp, condensation and mould.

Decision of Executive Councillor for Housing

- i. Noted the progress of the compliance related work detailed within the report.

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 Strategic Delivery Manager.

The Strategic Delivery Manager said the following in response to Members' questions:

- i. In response to a query regarding personal evacuation plans, advised that officers were undertaking these with tenants where required. Information packs (which included fire evacuation procedures) were provided to tenants when they moved in, and fire procedures were attached to the back of each front door for sheltered housing tenants.
- ii. Noted concerns raised by a Tenant Representative that a fire drill hadn't been undertaken at Brandon Court and understood that one had been undertaken in August 2024. Would follow this up outside of the meeting.
- iii. Officers relied on tenants advising them about changes to their circumstances which could impact any fire evacuation arrangements.

Tenancy audits would also assist in picking up changes in tenant's circumstances.

- iv. Officers would follow up the suggestion of including an article in the Open Door magazine encouraging residents to tell the Council about any changes in their circumstances which could impact fire evacuation arrangements.
- v. The City Council was already addressing hazards (such as damp condensation and mould) within the timeframes set out in Awaab's law.
- vi. Noted concerns around gaining access to properties to undertake remedial works. Certain legislation could be used to gain access to a property to undertake remedial works.
- vii. Officer's would investigate the difference in figures contained in Appendix 1 between the June Compliance Report and this report.

The Committee unanimously resolved 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.

24/39/HSC Rent Regulation Error Update Report

Matter for Decision

The report provided an update on progress in respect of the project to recalculate and correct rents and refund any overpayment for properties affected by either of two identified rent regulation errors.

Decision of Executive Councillor for Housing

- i. Noted progress in respect of the correction and quantification, calculation and repayment of any overpayments resulting from the two identified rent regulation errors.

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 Committee unanimously resolved 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.

24/40/HSC Review of Garage Charging Policy

Matter for Decision

The Housing Revenue Account managed a portfolio of 1,344 garages and 320 parking spaces, which are let as separate licences on a weekly rental basis to a variety of customers, including council housing tenants, other residents (including leaseholders) of the city, charities, businesses and commuters.

The current charging structure for garages had been in place since April 2018. It was considered timely to review the charging structure, particularly considering new garages and parking spaces available as part of the new build programme, and the introduction of a right to park in new underground parking provisions.

The revised charging structure was presented for decision by the Executive Councillor for Housing, following scrutiny and debate at Housing Scrutiny Committee, in line with the Council's constitution in respect of setting rent and service charges.

Decision of Executive Councillor for Housing

- i. Approved the garage and parking space charging structure as outlined in Appendix A, to be implemented from April 2025, with the exception of the reduction in right to park charges for council tenants, which will be implemented from 1 October 2024.
- ii. Approved delegated authority to the Director of Communities to designate an area of garages or parking spaces as being in a high value or high demand area, therefore attracting the higher rental charge, or in a low value or low demand area and therefore attracting a lower rental charge.

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.

An updated charging schedule (Appendix A) and an Equality Impact Assessment were published and circulated to the Committee in advance of the meeting.

The Assistant Head of Finance and Business Manager said the following in response to Members' questions:

- i. Noted concerns raised regarding allocated parking spaces at the Ironworks site; officers would liaise with members outside of the meeting.
- ii. There was a balance to be struck when setting the garage charges. On the one hand the council did not want to lose income on the other, the rates needed to be affordable for all council tenants. The garage charges could be reviewed again in the future.
- iii. If any anti-social use of the garages arose, this would be dealt with in the same way as any other anti-social behaviour.

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.

24/41/HSC Review - Storage in Communal Areas - Zero Tolerance Policy / Fire Safety in Communal Areas Policy**Matter for Decision**

The purpose of the report was to update members of a review of the existing Storage in Communal Areas - Zero Tolerance Policy and sought approval to implement proposed changes to the policy. This includes a proposal to change the title to 'Fire Safety in Communal Areas Policy'.

Decision of Executive Councillor for Housing

- i. Approved the changes to the Storage in Communal Areas - Zero Tolerance Policy, and the new title of the revised policy: Fire Safety in Communal Areas Policy (Appendix A of the Officer's report)
- ii. Support officers of the Council in enforcing the revised policy.

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 Housing Services Manager.

The Committee noted that an Equality Impact Assessment was published and circulated to the Committee in advance of the meeting.

The Housing Services Manager said the following in response to Members' questions:

- i. Noted concerns raised about the impact of the new policy on resources (timescales / staff etc). Discussions had taken place with the Streets and Open Spaces Team and no concerns regarding the impact on resources had been raised.
- ii. Noted that some council properties were managed by a Management Company and confirmed that if the proposed Fire Safety in Communal Areas Policy was approved, officers would work with Management Companies to align their policies.
- iii. Officers would investigate concerns raised about storing mobility scooters in passageways and the impact on fire exit routes.
- iv. The Council (as a landlord) had a legal duty to ensure that exit routes were clear and safe in the event of an emergency. Officers undertook inspections and produced a quarterly report. Any patterns / issues would be identified following these reports. Noted that immediate risks included flammable liquids and motorcycles and that secondary risks included bicycles and plants which could cause obstructions in smoke filled areas where visibility could be reduced. The Council would undertake a proportionate approach in applying and enforcing the Policy.

The Committee resolved by 11 votes to 0 with 2 abstentions 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.

24/42/HSC HRA Medium Term Financial Strategy

Councillor Pounds left the meeting before the consideration of this item and did not return.

Matter for Decision

The Housing Revenue Account (HRA) Medium Term Financial Strategy (MTFS) is one of two long-term strategic financial planning documents produced each year for housing landlord services provided by Cambridge City Council.

The HRA MTFS provides an opportunity to review the assumptions incorporated as part of the longer-term financial planning process, recommending any changes in response to new legislative requirements, variations in external national and local economic factors and amendments to service delivery methods, allowing incorporation into budgets and financial forecasts at the earliest opportunity.

Decision of Executive Councillor for Housing

- i. Approved the Housing Revenue Account Medium Term Financial Strategy, to include all proposals for changes in:
 - a. Financial assumptions as detailed in Appendix C of the document.
 - b. 2024/25 and future year revenue budgets, resulting from changes in financial assumptions and the financial consequences of changes in these and the need to respond to unavoidable pressures and meet new service demands, as introduced in Section 8, detailed in Appendix E and summarised in Appendix G of the document.
- ii. Approve that delegated authority be given to the Director of Communities and Assistant Director of Development to be in a position to confirm that

the authority can renew its investment partner status with Homes England.

- iii. To recommend to Council to approve proposals for changes in existing housing capital budgets, as introduced in Section 9 and detailed in Appendix F of the document, with the resulting position summarised in Appendix H.
- iv. To recommend to Council to approve proposals for new housing capital budgets, as introduced in Sections 6 and 7 and detailed in Appendix E of the document, with the resulting position summarised in Appendix H.
- v. To recommend to Council to approve the revised funding mix for the delivery of the Housing Capital Programme, recognising the latest assumptions for the use of Grant, Right to Buy Receipts, HRA Resources, Major Repairs Allowance and HRA borrowing, as summarised in Appendix H.

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 Committee were reminded that an Equality Impact Assessment had been published separately to accompany this report.

The Assistant Head of Finance and Business Manager said the following in response to Members' questions:

- i. If the Council didn't receive the level of grant funding set out in the Housing Revenue Account (HRA) Medium Term Finance Strategy (MTFS), then the Council would need to review the redevelopment programme.
- ii. It was hoped that clarity around grant funding would be announced as part of the Government's Autumn Statement.
- iii. The redevelopment schemes which had been approved by the Executive Councillor for Housing were within the levels of borrowing that the Council could afford. However, risks would need to be considered for any

- future schemes being brought forward from January 2025 onwards if the level of grant funding had not been confirmed.
- iv. The HRA was well managed and sustainable at the moment. However, aspirations for the new build programme or improvements to existing housing stock above EPCC standard would need to be reviewed should grant funding not be forthcoming.
 - v. An external opinion on the risks of future borrowing to fund future redevelopment was scheduled to be undertaken in 2025.
 - vi. Confirmed that the HRA MTFs was based on several assumptions which could change either for the better or worse. This was why the HRA was reviewed twice a year where revisions could be made to assumptions and estimates.
 - vii. In response to comments about the tenant satisfaction survey; advised that there was benchmark data however officers needed further time to look at the methodologies of the surveys as there was a distortion in responses given depending on whether they were completed by telephone or online.

The Committee resolved by 9 votes to 0 with 3 abstentions to endorse recommendations 1 and 2.

The Committee resolved by 5 votes to 0 with 3 abstentions to endorse recommendations 3 to 5.

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.

24/43/HSC Update on New Build Council Housing Delivery

Matter for Decision

The report provided a regular quarterly update on the City Council's new housing delivery and development programme.

Decision of Executive Councillor for Housing

- i. Noted the continued progress on the delivery of the approved housing programme as outlined in Appendix 1 and 2 of the officer's report.
- ii. Noted the Council's support to the cross-party coalition of over 100 council landlords, including Cambridge City and South Cambridgeshire

District councils, in the five solutions for the government to 'secure the future of England's Council housing as outlined in section 4.2 of Officer's report.

- iii. Approved the formal adoption of a Portfolio approach to the Council's ten-year development programme which take into account the Councils Ambitions in line with Corporate objectives, HRA Business Plan, the Local Plan and the Greater Cambridge Housing Strategy as outlined in Appendix 3, and acknowledging links to existing policies as set out in Appendix 3 part 7 of the officer's report.
- iv. Noted the findings of the initial Passivhaus pilot report including a commitment to come back to Housing Scrutiny Committee in 2025 with recommendations on attaining Net Zero as outlined in Appendix 4 of the officer's report.
- v. Approved an amendment to the Sustainable Housing design Guide via an Addendum to include a CamStandard for sustainable housing delivery as outlined in Appendix 4 of the officer's report.
- vi. Approved commencement of work on a Framework for Change for North Cambridge through the Cambridge Investment Partnership as outlined in Appendix 5 of the officer's report.

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 Director (Development).

The Assistant Director (Development) advised:

- i. that paragraph 5.11 of the officer's report should read: Increase in the size of the total size of the Ten Year New Homes Programme from the original estimate of just under 2700 to 2,500.
- ii. in paragraph 7.3 and 7.3.1 of the officer's report this should read:
 - a. 7.3 Greater Cambridge Housing Strategy: The Portfolio approach is currently forecast to have ~~27~~2% of council homes to be let at Social Rent
 - b. 7.3.1 Annex 2: Para. 2.6: "75% of the 40% affordable housing requirement to be Affordable/Social Rent. On S.106 sites above 15

homes at least 10% (of the 75%) to be allocated for Social Rent. Currently the Council programme proposed c27~~2~~2% of total affordable housing delivery as Social rent. This is significantly above the level set out in the strategy and will remain a target. It is important to note that this delivery is significantly subsidised through the delivery of a complementary component of homes at 80% of market rent which subsidize the reduced revenue.

- iii. That Appendix 4 – Sustainable Housing Design Guide was published and circulated to the Committee in advance of the meeting.

The Assistant Director (Development) said the following in response to Members' questions:

- i. The North East Cambridge Framework was based on the East Barnwell Framework. This involved conversations with community groups (doctors, schools, community centres) and residents to talk about what they liked about the area and what could be improved.
- ii. There were 14 void units at Stanton House, 4 on notice with 2 offers and 14 remaining tenants.
- iii. Noted that the University was looking at a research project into the benefits of people moving into new build houses.
- iv. A report on the Passivhaus units and energy consumption would be brought back to a future Housing Scrutiny Committee.
- v. There was a balance to be struck with redevelopment proposals; if the Council built homes to Passivhaus standards then the Council would have to reduce the number of homes built as there was not the resource to be able to do both. New homes were constructed as close to Passivhaus standard as possible.
- vi. The portfolio approach to redevelopment meant some sites could come forward with less than 40% affordable housing provision provided that the Council's redevelopment programme across the city delivered at least 40% affordable housing provision. It was noted that other councils had also adopted this approach.

The Committee resolved by 5 votes to 0 against with 3 abstentions 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.

24/44/HSC Report on Outcome of Rooftop Feasibility Study

Matter for Decision

The report set out the outcomes of the feasibility study conducted since its approval in September 2023, considering both upward extension of existing housing blocks and deep-retrofit of existing properties as a parallel approach to regeneration.

Decision of Executive Councillor for Housing

- i. Noted the outcome of the Feasibility Study conducted, confirming the officer recommendation that no deliverable scheme proceed.
- ii. Approved that 243 - 313 Odds Lichfield Road, 1-12 Bracondale, 1-18 Fernwood, and 1-18 Heatherfield be removed from short term redevelopment consideration, and that any further long-term review remained aligned with business-as-usual maintenance and management consideration of these properties, as it does with all council housing stock.

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 Director (Development).

The Committee were reminded that an Equality Impact Assessment had been published separately to accompany this report.

It was noted that a resident of Lichfield Road had handed a petition to the Committee Manager just before the start of the meeting which had 21 signatures which opposed the redevelopment of Lichfield Road.

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.

24/45/HSC Delivery of Refugee Housing Funded Through the LAHF Round 3

Matter for Decision

The Council has successfully delivered homes across Round 1 and Round 2 of the LAHF programme. This included delivery of 37 homes, exceeding a combined target of 34 homes across both prior rounds of funding.

A third round was announced by LAHF in early 2024, but was delayed due to national elections and subsequent change in government.

On the basis of confirmation from the Executive Councillor for Housing and the Chief Financial officer, a positive Expression of Interest was submitted to the LAHF, indicating that the Council were willing to enter into an MOU for the pre-allocated funding, subject to formal approval through the Housing Scrutiny Committee.

This report sought approval for the delivery of the 4 homes proposed, together with an allocated budget to be drawn down from the new homes programme funding built into the HRA MTFs.

Decision of Executive Councillor for Housing

- i. Delegated authority to the Section 151 Officer to enter into a Memorandum of Understanding with the Department for Levelling Up, Housing and Communities to allow for the Round 3 payment of allocated funding to the Council.
- ii. Approved that the delivery of accommodation to cater for recent humanitarian schemes identified within this second round of LAHF funding be delivered as part of the Councils 2022-2032 New Build Housing Programme.
- iii. Approved that an indicative budget of £2,016,000 be drawn down in 2024/25 from the sum already ear-marked and approved for investment in new homes, to cover the costs associated with delivering 4 homes to serve as longer term accommodation, catering for the eligible cohort as defined in paragraph 4.2 of the Officer's report and to recognise grant funding of £921,675 towards this expenditure. Following the meeting of this need the properties delivered will become general needs housing held within council stock.
- iv. Authorised the Acting Chief Property Surveyor to approve the purchase of open market properties into council stock to serve as housing for the

eligible cohort as defined in paragraph 4.2 of the Officer's report, subject to consultation with the Director of Communities and the Chief Financial Officer.

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 Director (Development).

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.

24/46/HSC Redevelopment of 2-28b Davy Road, including associated land and Garages**Matter for Decision**

The report seeks approval to proceed with the redevelopment of Davy Road flats and garages through the Cambridge Investment Partnership to provide 90 new highly sustainable homes on the site. The report also seeks a budget to purchase the 45 Affordable Homes.

Decision of Executive Councillor for Housing

- i. Approved that the scheme be brought forward as a mixed tenure development and included in the Housing Capital Programme, with an indicative capital budget of £15,730,000 for the purchase of affordable homes to cover all site assembly, construction costs, professional fees and further associated fees. Budget will be drawn down from the sum already ear-marked and approved for investment in new homes.
- ii. Authorised the Chief Operating Officer in consultation with the Executive Councillor for Housing to approve variations to the scheme including the

- number of units and mix of property types, sizes and tenure as outlined in the Officer's report.
- iii. Authorised the Chief Operating Officer in consultation with the Executive Councillor to approve an Affordable Housing Agreement with CIP for the purchase of 45 affordable homes. This agreement will be at a value provided by an independent valuer.
 - iv. Approved that delegated authority be given to the Executive Councillor for Housing in conjunction with the Chief Operating Officer 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.
 - v. Approved with immediate effect the purchase of the leasehold interest of flats at 2-28b Davy Road (evens) and the issue of Home Loss and Disturbance payments to qualifying Council tenants and Basic Loss and Disturbance payments to qualifying leaseholders affected by the potential redevelopment
 - vi. Approved giving 32 affected council tenants required to decant the highest priority on the Council's choice-based lettings system (Home-Link). The emergency banding status will be applied to all existing secure tenant applications from 18 September 2024.
 - vii. Delegated authority to the Chief Operating Officer to take steps preparatory to the making of a Compulsory Purchase Order (CPO) in respect of any Leasehold and Freehold properties required in order to deliver the scheme.
 - viii. Delegated authority to the Chief Operating Officer to make a CPO in respect of any leasehold or freehold interests that cannot be acquired by private treaty within a reasonable timescale and at a reasonable cost subject to the Chief Operating Officer being satisfied that there is a compelling case in the public interest for the use of compulsory purchase powers, and that all legal and policy requirements for the making and confirmation of a CPO have been met;
 - ix. Delegated authority to the Chief Operating Officer 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 Assistant Director (Development).

The Committee were reminded that an Equality Impact Assessment had been published separately to accompany this report.

The Assistant Director (Development) corrected a typographical error in paragraph 2.1 of the officer's report that 9 homes (and not 12 homes) should be eligible for the Homes England grant funding.

The Assistant Director (Development) said the following in response to Members' questions:

- i. Noted members concerns about the reduction in social rent properties in the council's portfolio and commented that the number of social rent properties being built across the country was low as it was difficult to make this tenure of property financially viable to develop.
- ii. Referred to the table in paragraph 7.1 of the officer's report and confirmed that reference made to 100% of residents experiencing anti-social behaviour should have been clarified to mean 100% of residents who responded to the consultation.
- iii. Noted concerns raised about works being carried out to properties which were potentially ear marked for redevelopment and advised that some works were necessary to ensure homes complied with health and safety requirements.
- iv. Redevelopment proposals would always consider retrofit options however it was noted that retrofitting would not always bring properties up to current levels for example space standards, therefore the case for redevelopment was strong. The sustainability standard that new homes were built to was high and it was hoped would future proof homes for a long time.

The Committee resolved by 5 votes to 0 with 3 abstentions 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 meeting ended at 8.46 pm

CHAIR

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Housing Performance Report

To:
Gerri Bird, Executive Councillor for Housing
Housing Scrutiny Committee (04/02/2025)

Report by:
Sam Scharf, Communities Director
sam.scharf@cambridge.gov.uk

Wards affected:
All

1.	Recommendations
1.1	<p>It is recommended that the Executive Councillor for Housing consider:</p> <ul style="list-style-type: none"> i. The Housing Service’s results in operational delivery, health and safety and customer focus performance, plus the current pressures on service delivery and the impact this may have on reaching targets laid out in this report. ii. The recent reports of damp, condensation and mould received by the service, and the measures being put in place to help combat DCM in tenant’s homes. iii. The update on the rent regulation project iv. Any further measures of performance that would be beneficial to be included in these reports, going forward.
2.	Purpose and reason for the report
2.1	<ul style="list-style-type: none"> • To update Housing Scrutiny Committee on the progress towards meeting performance against indicator targets that support the delivery of the Council’s vision: “One Cambridge, Fair for All’ (Appendix A) • To brief Members on the regular programme of statutory and regulatory returns currently being submitted by the Housing Service (Appendix B) • To provide an update on damp, condensation and mould recorded in HRA stock (Appendix C) • To provide an update on the rent review project (Appendix D)
3.	Alternative options considered

3.1	<p>An update on compliance has been bought to HSC each quarter for the last few years, and a small suite of operational performance indicators and feedback on complaints is shared with tenants and leaseholders via the Open-Door magazine. To strengthen the governance arrangements for the monitoring of housing performance, it is proposed that four reports covering the full range of performance-related activity are bought to HSC throughout the year and shared with residents via the website.</p> <p>The alternative option is to share the report with members of HSC as part of a quarterly performance update without bringing the item to Committee. The Regulator expects Governing bodies to have oversight of performance against the TSM measures, and in particular, Health & Safety. It is therefore recommended that a wider report containing these measures, plus the other key areas of housing service performance, is presented to HSC on a regular basis.</p>
4.	<p>Background and key issues</p>
4.1	<p><u>Overview</u></p> <p>To ensure continuous monitoring of performance throughout the year, the Housing Service keeps an oversight of operational, management and stress indicators across all service areas. Monitoring and review take place quarterly at Housing Leadership Board, and in the case of compliance data, Housing Scrutiny Committee each quarter. Where services are not meeting customer expectations, an understanding of where dissatisfaction is high is captured via complaints monitoring and transactional surveying.</p> <p>In line with the requirements of the Consumer Standards as set out by the Regulator for Social Housing and to improve the level of information that Housing Scrutiny Committee receives, it is proposed to introduce a quarterly scrutiny report, that incorporates the current compliance data with other key areas of performance across the housing service.</p> <p>Cambridge City Council's Housing Service sets performance targets to ensure:</p> <ul style="list-style-type: none"> • The quality of services is good, and meeting the expectations of customers • Progress against the delivery of the Corporate Plan • Delivery against our regulatory and statutory requirements • Prompt focus on areas of poor performance, resource identification to address

failing areas of performance and the maintenance of good performance.

Cambridge is also a member of the Housemark benchmarking group; a social housing performance comparison club, which allows the service to compare costs and performance against a 'peer group' of authorities with a similar profile to Cambridge. Our position against our peers in relation to performance indicators, helps the service to set realistic and achievable targets, as well as giving Managers the opportunity to open a dialogue with comparable Local Authorities who are achieving better performance at a lower cost.

Performance measures are presented in the following way:

- **operational efficiencies**, which also pick up some of the indicators submitted to the Regulator via LAHS and the TSM's (see appendix B for details) and used for benchmarking purposes via Housemark,
- **Health and Safety**, where datasets on compliance will be aligned with the Regulator's requirements on reporting,
- **Customer Focus**, which look at levels of satisfaction within services, and includes data from the TSM's.

It is also proposed to bring to Committee annual reports on the TSM results and benchmarking, as well as other areas of performance-related activity as required.

4.2	<p><u>Proposed timeline of performance reporting</u></p> <p>To ensure continued transparency and a good governance structure around performance is in place, the following timetable for updates is proposed:</p> <table border="1" data-bbox="225 327 1461 887"> <thead> <tr> <th data-bbox="225 327 740 371">Report</th> <th data-bbox="740 327 852 371">when</th> <th data-bbox="852 327 1461 371">Detail</th> </tr> </thead> <tbody> <tr> <td data-bbox="225 371 740 495">Operational effectiveness, Health & Safety, & customer focus</td> <td data-bbox="740 371 852 495">Feb</td> <td data-bbox="852 371 1461 495">Including an update on rent regulation project / damp and mould / disrepair / other as required</td> </tr> <tr> <td data-bbox="225 495 740 618">Operational effectiveness, Health & Safety, & customer focus</td> <td data-bbox="740 495 852 618">Jun</td> <td data-bbox="852 495 1461 618">Including an update on rent regulation project / damp and mould / disrepair / other as required</td> </tr> <tr> <td data-bbox="225 618 740 741">Operational effectiveness, Health & Safety, & customer focus plus TSM results year end</td> <td data-bbox="740 618 852 741">Sep</td> <td data-bbox="852 618 1461 741">Including an update on rent regulation project / damp and mould / disrepair / other as required</td> </tr> <tr> <td data-bbox="225 741 740 887">Operational effectiveness, Health & Safety, & customer focus plus Benchmarking as at Yr End</td> <td data-bbox="740 741 852 887">Nov</td> <td data-bbox="852 741 1461 887">Including an update on rent regulation project / damp and mould / disrepair / other as required</td> </tr> </tbody> </table>	Report	when	Detail	Operational effectiveness, Health & Safety, & customer focus	Feb	Including an update on rent regulation project / damp and mould / disrepair / other as required	Operational effectiveness, Health & Safety, & customer focus	Jun	Including an update on rent regulation project / damp and mould / disrepair / other as required	Operational effectiveness, Health & Safety, & customer focus plus TSM results year end	Sep	Including an update on rent regulation project / damp and mould / disrepair / other as required	Operational effectiveness, Health & Safety, & customer focus plus Benchmarking as at Yr End	Nov	Including an update on rent regulation project / damp and mould / disrepair / other as required
Report	when	Detail														
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Operational effectiveness, Health & Safety, & customer focus plus Benchmarking as at Yr End	Nov	Including an update on rent regulation project / damp and mould / disrepair / other as required														
5.	Corporate plan															
5.1	The reporting of progress against key performance measures supports Priority 2: Tackling poverty and inequality and helping people in the greatest need, and Priority 3: Building a new generation of council and affordable homes and reducing homelessness.															
6.	Consultation, engagement and communication															
6.1	<p>The report asks the Executive Councillor for Housing to consider whether the proposed reporting arrangements are practicable and whether HSC members, tenant and leaseholder representatives have any other measures they would like to see reported on, going forward.</p> <p>Performance indicators will be shared on the Housing webpages, and feedback from visitors to the website will be asked for via a housing content specific feedback form (currently in development).</p>															
7.	Anticipated outcomes, benefits or impact															
7.1	Strong governance, visibility and accountability around the performance of housing services will highlight to members the pressures currently facing services, e.g. the ability to recover monies owed, and the measures being put in place to support tenants and residents experiencing financial pressures.															
8.	Implications															

8.1	Relevant risks
	There are no risks associated with this report
	Financial Implications
8.2	There are no financial implications associated with this report
	Legal Implications
8.3	NA
	Equalities and socio-economic Implications
8.4	NA
	Net Zero Carbon, Climate Change and Environmental implications
8.5	NA
	Procurement Implications
8.6	NA
	Community Safety Implications
8.7	NA
9.	Background documents Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985
9.1	None
10.	Appendices
10.1	<ul style="list-style-type: none"> • Performance Indicators (Appendix A) • List of statutory and regulatory returns being submitted to the Regulator (Appendix B) • Update on damp, condensation and mould recorded in HRA stock (Appendix C) • Rent review project update - December 2024 (Appendix D)
	To inspect the background papers or if you have a query on the report please contact Catherine Buckle, Business Development Manager (Housing), 01223 457261 Catherine.buckle@cambridge.gov.uk

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Appendix A – Housing Services performance reporting

Table 1: Operational efficiency

Where green shows performance in line with meeting the annual target, and amber shows performance at current rate likely to be off target at year end:

Ref	Description	Target	Apr-Dec 24/25 (Qtr. 3)	On target	Current benchmark Quartile
I1	Rent collected from current and former tenants, as a % of the annual rent due (excluding arrears bought forward)	100.00%	100.34%		Q1
I2	Current tenant arrears as a % of the annual rent due	3.30%	3.59%		Q3
I3	Former tenant arrears as a % of the annual rent due	1.80%	2.77%		Q4
I4	Leasehold service charge arrears (no payment plan in place)	<£40,000	£59,891		NA
HH1	Tenancy audits completed (% of overall stock)	10%	5.8%		NA

Slightly off track:

I2 & I3 - Due to the rent regulation work, the team are not able to take enforcement action. Whilst they continue to try and engage with tenants who are in arrears, these KPIs are predicted to continue rising until the team can start enforcement work again.

I4 – Leaseholder service charge arrears have increased since the end of qtr 2; 64 accounts currently have no payment plan in place, and a growing number of cases are with the Legal team for resolution. There are also 11 accounts where the leaseholder is deceased, or the council is buying back the property for redevelopment. A small number of challenges have been received over the bills received for works undertaken on the blocks.

HH1 – We are currently below target for this KPI due to a combination of staff resourcing issues during Q1 and Q2 as a result of vacant posts (2 Housing Officer posts were vacant until Q2) and periods of absence; and also, an increase in the complexities of the workload the housing team are experience through either issues identified from the tenancy audits or being received via other means which requires more officer time to resolve. From the tenancy audits alone, 666 follow up actions were identified from the 250 properties visits and 122 return visits were completed. The team are working hard to achieve the target, but it is anticipated we may be just under the 10% at the end of the year.

R1	Appointments kept as a % of appointments made	90.0%	96.1%		Q2
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Appendix A – Housing Services performance reporting

Ref	Description	Target	Apr-Dec 24/25 (Qtr. 3)	On target	Current benchmark Quartile
R2	Emergency responsive repairs completed within the landlord's target timescale <i>(Tenant Satisfaction Measure)</i>	97.0%	87.9%		Q4
R3	Non-emergency responsive repairs completed within the landlord's target timescale <i>(Tenant Satisfaction Measure)</i>	85.0%	84.3%		Q2
R4	Percentage of repairs completed at first visit	85.0%	83.8%		Q2
V1	Average time in days to let a general needs void	45.0	37.7		Q1
V2	Average time in days to repair a void (general needs & sheltered)	20.0	22.4		Q2

On track: R1, R4 and V1 continue to show improvements throughout the year.

Slightly off track: R2 & R3: During the Christmas period, the performance of both emergency (R2) and non-emergency (R3) responsive repairs experienced a noticeable decline. This downturn was influenced by a combination of factors, including an increase in staff sickness levels and adverse weather conditions, both of which posed challenges to operational efficiency and service delivery.”

V2: In the third quarter of the year, there was a significant rise in the number of void properties requiring repairs, which placed additional pressure on the repair process. As a result, the average time to complete void repairs increased slightly, rising from 20.2 days at the end of Quarter 2 to 22.4 days by the end of Quarter 3. Addressing this increase and reducing the repair time has become a critical focus for the void team, who are actively working to streamline processes and allocate resources more effectively to bring the turnaround time back to target levels.

HD2	Number of Council housing starts	318	0		NA
HD3	Number of new affordable homes completed with the City Council's own programme (from HDA forward programme)	151	70		NA

Planning delays are significantly impacting starts on site; none in 2024/25 to date.

Slightly off-track:

Appendix A – Housing Services performance reporting

Ref	Description	Target	Apr-Dec 24/25 (Qtr. 3)	On target	Current benchmark Quartile
	Completions slightly behind, 24 homes completed in qtr. 2, across Colville 2 (4) and 3 (20) and 46 homes completed in qtr. 3, of which 4 are modular homes being held and let by <i>It Takes a City</i> . Impact on completions due to current contractor issues and this will impact budgets. Further details are included in the new build update board.				

Table 2: Health & Safety in council homes

Reporting and publishing data on our performance against the building safety TSM's is a mandatory requirement under the new Social Housing (Regulation) Act 2023. Where the data relates to properties within a block, each flat still in council ownership must be counted. This also includes those units managed by a third party, as the council retains overall responsibility for health & safety.

At the present time, EICR reporting is NOT included in the TSM's, however, for consistency, the service is calculating the results based on the TSM methodology.

The following table also includes data on other important areas of health and safety being monitored by the council.

Compliance as at 30/11/2024

***the numerator; those units for which the Authority holds an in-date safety certificate.*

TSM Ref/C CC Ref.	Description	Affected units (denominator)	Number compliant**	% compliant	Notes
BS01	% of homes for which all required gas safety checks have been carried out.	*7000	*7000	100%	*Number of applicable units for each area of compliance and other health and safety elements being finalised as part of internal review; these also change quarterly as properties are sold/demolished/added to stock
BS02	% of homes for which all required fire risk assessments have been carried out.	*3610	*3610	100%	
BS03	% of homes for which all required asbestos management surveys or re-inspections have been carried out	*3158	*3158	100%	

Appendix A – Housing Services performance reporting

BS04	% of homes for which all required legionella risk assessments have been carried out	*793	*499	63%	
BS05	% of homes for which all required communal passenger lift safety checks have been carried out	*1206	*1206	100%	
C2	% of domestic properties with a satisfactory Electrical Installation Condition Report (EICR) up to five years old	*7305	*6635	91%	
RP01	% of homes that do not meet the Decent Homes Standard	*7588	*7583	0.07%	Denominator and numerator required as part of TSM return – as at 31/03/2024

Other key areas of health and safety not reported to the Regulator, but monitored internally:

Ref	Description	Target	result	% installed	Notes
	CO / Smoke Alarms in place	*TBC	*TBC	100%	
	All Electric Properties (no gas)	1556	1556	100%	

Other key areas of health and safety not reported to the Regulator, but required for delivery of the Corporate Plan and benchmarking purposes

Ref	Description	Latest Result (end Nov 24)	As a % of stock	Benchmark position	Notes
O9a	Number of damp and mould 'live' cases	326	4.29	Q4	A damp and mould live case is where damp and/or mould has been recorded in line with policy and investigations into or actions to tackle the cause of damp and/or mould are ongoing and yet to be resolved. Further details on DCM cases can be found at Appendix C

Ref	Description	Latest Result	Per 1000 properties	Benchmark position	Notes
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Appendix A – Housing Services performance reporting

09b	Number of disrepair claims	20 (23/24)	2.7	Q1	Collated annually. Details will be provided in the Year End report to HSC. Further details on disrepair cases in 2024/25 can be found at Appendix C
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Commentary:

On Track: BS01, BS02, BS03 and BS05

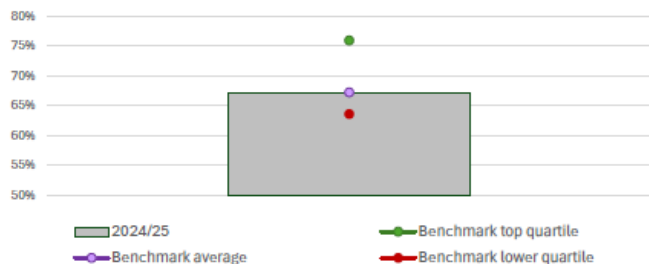
Slightly off-track:

BS04 – The block surveys that expired in Oct/Nov/Dec 2024 are currently being carried out, and certification is also pending from contactors undertaking the works.

C2 - Our contractor TSG has increased the number of electricians working on the contract to complete all overdue EICR tests within this financial year.

Resident Voice Dashboard

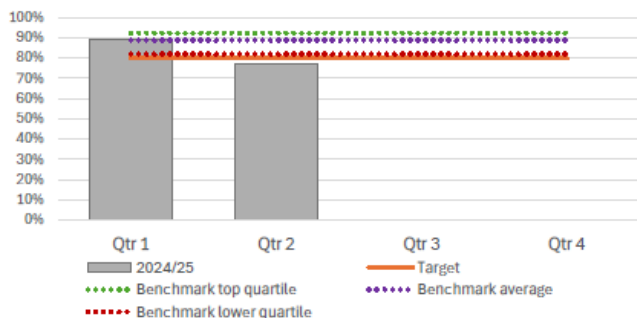
% of tenants satisfied with the overall service their landlord provides - LCRA



% of tenants satisfied with the overall service their landlord provides - compared with the previous satisfaction survey in 2022, overall satisfaction has remained stable at 67%. With satisfaction falling for many other social landlords in this period due to various external factors that have impacted how landlords operate, this is positive for the council. As is commonly found, overall satisfaction among sheltered tenants (87%) is much greater than for general needs tenants (66%). Key driver analysis has been used to examine the relationship between the different questions asked in the survey to determine which elements of the service are the key drivers for tenants' overall satisfaction. The five key drivers, in order of influence are: a well-maintained home, the council being easy to deal with, a safe home, overall satisfaction with the repairs service, and how the council listens to its tenants' views and acts upon them. A Tenant Satisfaction Measures Action Plan has been devised in order to make improvements around these influential key drivers above, as well as dealing with particular areas of low satisfaction across our landlord services. Work is underway to implement actions within the plan, with a meeting in January to ensure we are prioritising resources towards these actions.

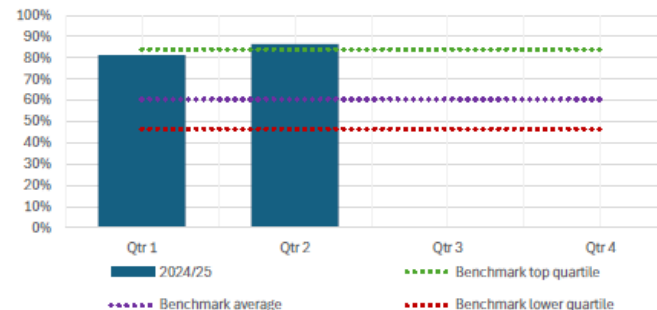
satisfaction with most recent repair - feedback from tenants included dissatisfaction with the job not being completed first time and poor communication about the work to be done, or when it could be done. The Repairs Team are looking at the internal communication channels when repair jobs require a specialist contractor, or get moved to planned works, to ensure the tenant is kept informed of any delays, timeframes etc. Satisfied tenants were happy with the politeness and professionalism of the contractors undertaking the work.

Satisfaction with most recent repair (transactional survey)



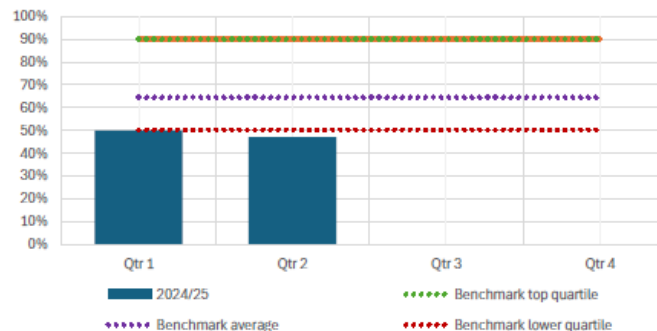
% satisfaction with the new home - feedback from dissatisfied tenants in the main relates to snagging issues at some of the properties, including the time it is taking to get them addressed, noisy neighbours and some concerns about the costs of new build living, as well as the lack of access to the meters to understand the costs. Feedback from surveys is shared with the various teams responsible for the issue; Assets, Housing Officers, Lettings Teams etc. Problems regarding defects is followed up with the developer. Suggestions from feedback have led to development of video manuals on using the heating controls in the home. Satisfied tenants' feedback includes the design and space of the flats and communal spaces (underground bin system).

% of Stage 1 complaints resolved within timescale

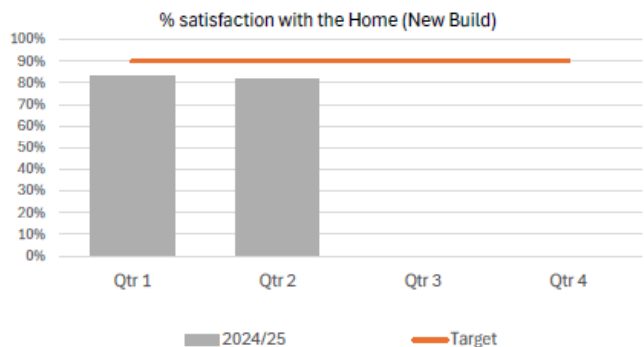


% of complaints resolved within timescale - There has been a significant increase in the number of Stage 1 complaints being responded to within timescales; up from 62.1% at the end of 2023/24 to 86.4% as at the end of Sept 2024. A stage 2 complaint occurs when a Stage 1 complaint is escalated. There were 17 Stage 2 complaints as at the end of Sept 24. Stage 2 complaints can involve a number of departments and are subsequently difficult to coordinate. Response times are monitored at Housing Leadership Team.

% of Stage 2 complaints resolved within timescale



We have recently introduced a complaints recommendation tracker in the reports that are circulated to members of the Housing and Community Safety Management Team. This now provides the opportunity to better monitor the recommendations resulting from complaints, and any subsequent improvements in the way we deliver services and handle complaints.



Appendix B: Statutory Data

The Service is responsible for collating mandatory quarterly and annual government return data:

Local Authority Housing Statistics (LAHS), collected annually, covers a range of housing information in the local authority, including local authority owned stock and changes through the year, income and arrears data lettings data, housing registers (or waiting lists) data, vacant property, stock condition data and expenditure and new housing supply data.

LAHS data is considered essential for central and local governments to understand their housing situation and how policies affect it. The data is needed for many purposes including:

- Informing and monitoring government strategies, policies and business objectives.
- responding to parliamentary questions.
- informing policy development on housing issues
- evaluating the quality and value for money of public services and public bodies

Some of the data provided through the LAHS form is used for grant or funding purposes such as determining the New Homes Bonus allocation. The data is also used in other statistical products and by other Government Departments.

Homes England Affordable Housing Supply?

Other?

The Local Authority Data Return (LADR) is an annual census conducted by the Regulator of Social Housing (the regulator) and completed by registered Local Authority providers in England. The regulator has been responsible for regulating Local Authority rents since 1st April 2020. All registered Local Authority providers of social housing in England are required to complete the LADR every year, providing the regulator with data on stock and rent levels.

Tenant Satisfaction Measures (TSM's) is an annual census conducted by the Regulator of Social Housing and completed by English registered providers (or groups of providers) that own 1,000 or more social housing units. TSM's are a core set of performance measures against which all providers must publish their performance. They are a requirement of the Tenant Satisfaction Measures Standard which came into effect from 1 April 2023.

From 1 April 2023, all registered providers that owned relevant social housing stock were required to publish their TSMs on an annual basis, following the requirements set out by the Regulator and in accordance with the TSM Standard.

The Fire Safety Remediation Survey (FRS) for building of 11 or more metres or five or more storeys is a survey conducted by the Regulator of Social Housing (the regulator) and completed quarterly by registered providers. Working with the Ministry of Housing, Communities and Local Government (MHCLG), the Regulator is seeking assurance from all registered providers are:

- Meeting the obligations under the Fire Safety (Regulatory) Order 2005 for assessing fire safety risks associated with the relevant parts of those buildings.
- That where there are risks, the provider understands what they are and how they should be addressed, particularly in relation to cladding and
- Where the provider has identified life-critical safety fire risks, they have a plan in place to remediate those buildings in a timely manner.

The continuous recording of lettings and sales in social housing in England (referred to as CORE) is a national information source that records information on the characteristics of both private registered providers and local authority new social housing tenants and the homes they rent.

This collection provides all the statistical information that the Ministry of Housing, Communities and Local Government produces on social housing lettings and includes:

- trends in social housing lettings over time
- characteristics of tenants with new social housing lettings
- types of tenancy agreements

A CORE log is completed at every relevant new tenancy sign-up.

Appendix C: Damp, Condensation, and Mould (DCM) and Disrepair Claims Report



1 December 2024

This report tracks the progress of **Damp, Condensation, and Mould (DCM) cases and Disrepair claims**. A major focus has been on managing the influx of cases, streamlining processes, and collaborating with various teams to improve efficiency and outcomes. Table 1 below provides a detailed breakdown of DCM reports received each month from 1st April 2023 to 1st December 2024.

Table 1.

2023	Reported	Completed	N/Access	Asset/ Planned	Work in progress	Number of 'live' cases
Apr	34	34	0	0	0	0
May	44	44	0	0	0	0
Jun	28	28	0	0	0	0
Jul	35	35	0	0	0	0
Aug	19	18	0	0	1	1
Sep	9	8	0	0	1	1
Oct	36	36	0	0	0	0
Nov	47	47	0	0	0	0
Dec	47	44	1	0	2	3
Jan	86	73	3	0	10	13
Feb	12	4	0	0	8	8
Mar	77	57	2	0	18	20
23/24	474	428	6	0	40	46
2024	Reported	Completed	N/Access	Asset/ Planned	Work in progress	Number of 'live' cases
Apr	63	51	0	0	12	12
May	50	35	2	0	13	15
Jun	52	24	1	0	27	28
Jul	61	14	0	0	47	47
Aug	33	10	0	0	23	23
Sep	47	6	0	0	41	41
Oct	61	25	0	0	36	36
Nov	99	21	1	0	77	78
24/25	466	186	4	0	276	280
Tally	940	614	10	0	316	326

A damp and mould 'live' case is where damp and/or mould has been recorded in line with the new DCM policy and investigations into or actions to tackle the cause of damp and/or mould are ongoing and yet to be resolved.

Table 2. Location of DCM from April 2023:

More than one room	526 cases
Limited to windows, doors, or only bathrooms	341 cases

*This fluctuates as tenants may initially report issues as isolated, such as a single ceiling, but during surveys it often becomes clear that the issue affects multiple ceilings or the entire property. These nuances emerge as cases are investigated and surveyor reports are reviewed. Variations also occur due to factors like cancelled visits by residents, lack of access, or findings where no damp or mould is identified.

Categories of DCMs

Table 3 organises the issues based on their severity and frequency, with major examples indicating more significant concerns that require immediate attention, and minor examples representing less critical, but still important, issues.

Table 3.

Category	Issue	Occurrences
Tenant Responsibility	No Access	10
	Condensation - Lack of Airflow	48
	Extractor Fan blocked	54
Structural – requires major works	External Wall Insulation	41
	Lack of insulation	36
Structural – requires minor works	Leak	72
	Window/Doors	115

	Gutter	31
Other	Misc (ineffective damp course, broken pipes, defective roof coverings)	533

1. **No Access:** indicates that the inspection team attempted to visit the property after receiving a report but was unable to gain entry. In such cases, cards are left on the property to inform the tenants of the attempted visit and request that they get in touch to rearrange the appointment.
2. **Condensation:** A primary cause of damp and mould across our social housing is condensation, which can result from inadequate ventilation, overcrowding, or insufficient heating. This includes issues like blocked extractor fans, closed windows and blocked trickle vents. In some cases, the property layout contributes to poor airflow.
3. **Insulation Issues:** A notable number of properties suffered from insufficient insulation. The lack of cavity wall insulation or insufficient loft insulation led to cold bridging and condensation, exacerbating the formation of mould.
4. **Leaks:** Water leaks from various sources, including the roof, flat above, pipes, and plumbing fixtures, have been significant contributors to damp and mould reports and cases. Where leaks had been repaired, there is on occasions residual moisture and damage that requires further attention.
5. **Solid Brick Construction:** Older properties that are of a solid brick construction are particularly problematical. External Wall Insulation (EWI) can be programmed to address this. Households identified as potentially benefiting from EWI have been forwarded to the Energy Team for prioritisation.
6. **Structural Issues:** Problems such as failed canopies, deteriorating wooden cladding, and blocked or faulty guttering were also recorded, leading to water ingress and damp.
7. **Tenant Responsibility:** In some cases, causes listed in the tenant handbook as a responsibility of the tenant such as blocked ventilation, cluttering, or using appliances like tumble dryers without adequate ventilation contributed to moisture buildup and mould growth.

8. **Boiler and Heating Problems:** Non-functioning or inefficient heating systems also played a role in some properties, leading to insufficient warmth and increased condensation during winter months.
9. **Aging Infrastructure:** Several properties were highlighted for being overdue for upgrades, including bathrooms, windows, and roofing, which contributed to ongoing issues with damp and mould.
10. **Balcony** – Some properties have cold bridging issues from the integral balcony above their flats. We address these as we receive the reports.
11. **Bathroom refurbishment** - Often, tenants install showers without properly tiling the surrounding walls or using appropriate shower screens or curtains to prevent water from spilling.
12. **Doors & Windows:** Old or deteriorated doors and windows can make the property colder, potentially leading to dampness during the winter season.
13. **Gutter & downpipes:** Broken or blocked drainage, gutters, and downpipes can cause moisture to accumulate on the external walls, leading to dampness on the internal walls and the formation of mould.

Disrepair Claim Progress

Current Case Breakdown

	Total claims	In progress	Awaiting post-completion inspections
Older claims (dating back to 2020)	11	4	6
FY 2023/24	13	5	2
FY2024/25*	16	16	7
Grand Total	40	25	15

Expenditure Breakdown:

	Total claims (Legal Fee's)	Compensation payments
FY 2022/23	£12,249.60	£41,500.00
FY 2023/24	£125,054.82	£36,526.44
FY 2024/25*	£135,944.15	£44,609.51

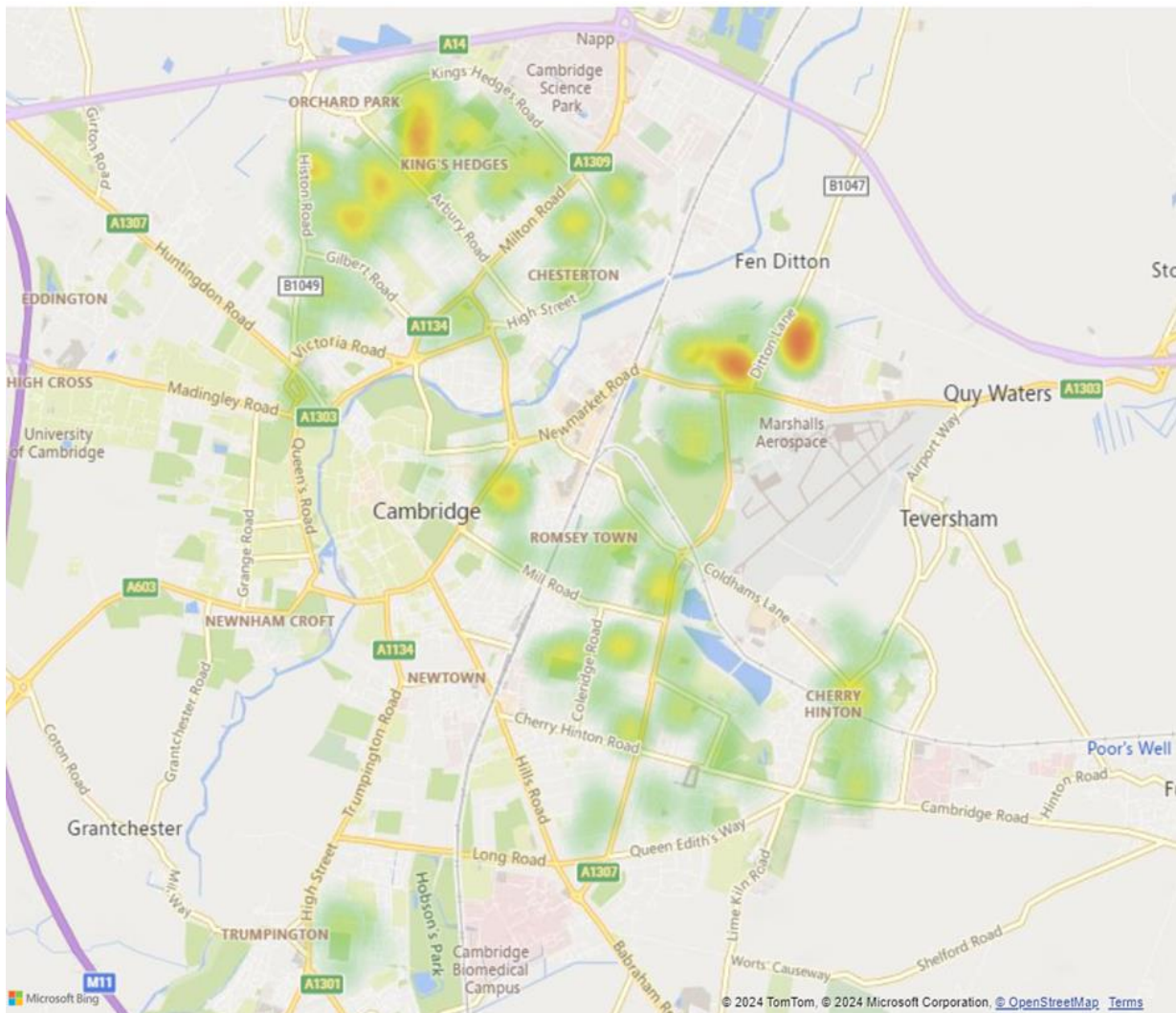
***This will be reported again at year end**

Key Progress

- **Retrofitting Programme:**

The retrofitting programme is expected to significantly improve future cases, particularly in areas with high damp and mould issues. Hotspot locations have been identified, and efforts to complete retrofitting work are underway:

- **Ross Street (13 cases) and Kendal Way (15 cases):** Retrofitting work is nearing completion.
- **Ditton Fields (28 cases):** Scheduled as the next priority for retrofitting.
- **Additional Locations:** Work is planned for Ekin Road (19), Lichfield Road (17), Thorpe Way (16), Molewood Close (14), Cockerell Road (13), Ramsden Square (12), and Akeman Street (10).



- **No-Access Properties:**

The Asset Team has been provided with a list of no-access properties to facilitate surveys. Collaborative efforts are underway to identify solutions to gain access, ensuring comprehensive stock condition reports are carried out. These are crucial for assessing property conditions and managing damp, condensation, and mould (DCM) cases effectively.

- **Safeguarding Concerns:**

Housing Team collaboration has helped address cases with additional issues preventing access. Work with RICS-approved surveyors has identified safeguarding concerns, prompting coordinated efforts with caseworkers, charities and GPs to resolve them.

- **Tenant Awareness:**

A winter article in *Cambridge Matters* magazine highlighted:

- Key steps to address damp, condensation, and mould.
- Reporting mechanisms for damp and mould issues.
- Guidance on preventing frozen pipes.

Additionally, the website has been updated to offer guides on condensation management in accessible formats, including larger print and translations.

- **Enhanced Staffing and Backlog Clearance:**

A new staff member has joined via the agency, clearing the referrals backlog. This additional support has streamlined DCM case management, ensuring tenants receive timely assistance.

- **Diagnostic Tools:**

The Purrmatrix Warmscore diagnostic tool is actively measuring housing performance indicators, including:

- **Average Relative Humidity** (>65% indicates condensation risk).
- **Peak Relative Humidity** (>80% signals extreme condensation risk).
- **CO₂ Levels** (highlighting ventilation deficiencies).

These metrics pinpoint underlying issues and provide evidence for legal proceedings when needed.

- **Contractor Support:**

- **JGPS (RICS Surveyor Consultant):** Reduced report processing times from 6–8 weeks to 5–10 days.

- **Oak Construction Ltd:** Efficiently completing remedial work identified in surveys.

Key Updates

- **Emergency Case Priority:**
Emergency DCM cases are being prioritised, with PurrMetrix devices installed within 24 hours. The introduction of an online triage form has significantly improved assessment processes. Emergency cases now receive immediate action, including emergency mould washes within 24 hours.
- **Policy Update:**
The new DCM policy is aligned with best practices and enhance tenant support.
- **Educational Video:**
A draft version of the DCM video has been completed and is currently under review [DCM video - draft2.mp4](#). This video aims to support our tenants and staff on damp and mould management.
- **Safeguarding Coordination:**
An increasing number of safeguarding issues identified during inspections are being addressed in collaboration with housing colleagues and Cambridgeshire Poverty Commission.
- **Volunteer Support:**
A new volunteer has joined the team to assist with administrative tasks, enhancing operational efficiency.

Next Steps

1. Implement the new DCM policy.
2. Launch DCM video.
3. Monitor and analyse data from emergency PurrMetrix device installations.
4. Strengthen collaboration with housing colleagues and CAB to address safeguarding and damp-related concerns.
5. Assess the feasibility of adopting Asset MRI for streamlined case management.
6. Fully integrate the volunteer into operational workflows to maximise impact.

Appendix D – Rent Regulation Project Update

Background

In late 2023 Cambridge City Council identified 2 errors in how it had historically set our rents. One error related to incorrectly de-pooling service charges for Gas Maintenance and Electrical and Mechanical Maintenance dated back to 2004. The second error related to Affordable rents and not annually reducing them by 1% for 4 years in line with the Welfare Reform Act 2013 for the period of 2016-2020.

We sought legal advice including a second opinion from Counsel and referred ourselves to the Regulator of Social Housing in December 2023.

In January and February 2023, we wrote out to all affected current tenants to advise them of the error and that we were working hard to correct their rent and would then look at calculating any refunds owed. We also set up a dedicated webpage on the Council's website providing more information.

We were able to re-calculate the correct rents in time for our normal rent increase period of April, so from April 2024 all affected current tenants were being charged the correct rent.

Regulatory Judgement

On 9th July 2024 Cambridge City Council received a Regulatory Judgement (RJ) for breach of the Rent Standard from the Regulator of Social Housing following its self-referral.

An all-member briefing was held on 8th July to inform of the imminent RJ and all the actions being taken as a result. The Tenant and Leaseholder Representatives were informed on 11th July 2024 of the RJ, with further discussion of this at their scheduled meeting on 19th August 2024.

Actions since Housing Scrutiny Committee in September 2024

The actions since the last update report to Housing Scrutiny Committee in September 2024 include:

- An update letter sent to affected current tenants informing them about progress

of the project, the collaboration with DWP and our statutory duty. At this time, we also informed them of the engagement of the new Project Manager. This was sent out on the 21st November 2024 and the Customer Service Centre have received 22 calls, 297 web page hits from 200 users and 45 emails on the back on this letter, none of which have escalated to a complaint and were mainly seeking clarifications or advising of new addresses.

- An introductory meeting between the new Project Manager and the Department for Work and Pensions (DWP) in relation to Universal Credit took place on 15th October 2024, with a review to update us at the end of November following their next Governance meeting. This second meeting took place on 4th December, and we were advised:
 - A decision had not been made yet
 - The Governance board had asked them to explore other processes
 - They will be able to update in the New Year

Subsequently, a meeting has been set for 16th January 2025.

- We have been seeking further legal advice on our position with the DWP.
- The validation of the data has been completed for the Service Charge error and a further review is being taken on the Affordable Housing error. These are both currently being scrutinised by the Audit Team to ensure the calculations are correct and meet the audit requirements.
- A total of 8600 refunds are required: 8276 for the service charge error and 324 for affordable housing. 1442 of which are anonymised and 6451 of the refunds are affected by the Universal Credit decision.
- The Housing Benefit reports have been created and we are now tasked with running the data through a cloned NEC test system. The benefit team are working through the pre-test subsidy checks to ensure all relevant reports filter

in correctly. Due to the priorities of billing, mini tests will be processed through January and February, to allow for the Project Manager to undertake process and policy creation. The final full test is provisionally planned for March 2025.

- Finance and Audit have been duly updated and the Project Manager is ensuring the Housing Benefit adjustments comply with these departments' needs for their financial reporting timelines.
- The Project Manager Sarah-Jane Hounsell commenced on 30th September and has engaged with all appropriate teams to move the project forward. She is looking after the dedicated email inbox account for the project and is currently looking to onboard the first part of her team in line with the full test through housing benefit.
- We continue to investigate the possibility of procuring a system which will allow for quick and easy validation of tenant bank accounts and processing payments. Several software applications have been investigated, but we have not found one which supports our overall needs for bank validation yet, so this continues to be pursued.
- A small team have started to work collaboratively to create an automated web-form which generates a bulk upload through the T1 system, with the intention of being completed by 28th February 2025, in time for the final Housing Benefit testing of data.

Timescales

Given the deadlines above:

- DWP meeting in January and deadline to be for early February 2025
- Housing Benefit final tests in March 2025
- Web-form completion in February 2025

The timescales will have changed as it is extremely unlikely we will be ready to start

refunding before 1st April 2025 at the earliest. Likewise, due to the billing cycle, this will also be an extremely busy time for both Customer Service and the Income Team so further planning will need to be involved throughout the testing phase.

	Affordable Rents	Social Rents
Refund Current Tenants	Spring/Summer 2025	Spring/Summer 2025
Refund Former Tenants	Summer/Autumn 2025	Summer/Autumn 2025

Once refunds have been fully validated and confirmation has been received from the DWP surrounding the repayment of overpaid Universal Credit, more detailed communications can be sent to current tenants. The tenants have been advised we will communicate with them next before the financial year end in March 2025.

Risk

DWP Universal Credit is now our most significant active risk to the timelines of refunds to tenants. We will continue to actively engage with DWP on this issue.

Homelessness Prevention Grants to Agencies 2025-26

To:

Cameron Holloway, Executive Councillor for Community Safety, Homelessness and Wellbeing, Housing Scrutiny Committee, 04/02/2025

Report by:

Simon Hunt, Housing Advice Service Manager – Housing Advice

Tel: 01223 457932 Email: simon.hunt@cambridge.gov.uk

Wards affected:

All

1.	Recommendations
1.1	<p>It is recommended that Executive Councillor for Community Safety, Homelessness and Wellbeing:</p> <p>Approves the award of homelessness prevention grants to voluntary and community organisations for 2025-26, as set out in Appendix 1 of this report.</p>
2.	Purpose and reason for the report
2.1	<p>This report details the annual bid round for grants made to organisations providing homelessness prevention services. It provides an overview of the process, the grant eligibility criteria and the budget. Appendix 1 details the applications received with recommendations for 2025-26 awards.</p>
3.	Alternative options considered
3.1	<p>As detailed later in the report, where, having tested services over a number of years, we see clear advantages to be achieved in contracting services under multi-year arrangements rather than awarding one-year grants, we have taken the opportunity to</p>

	do so. We will continue to explore such opportunities in the future.						
4.	Background and key issues						
4.1	<p>Each year the Council invites agencies and organisations to submit bids for funding for homelessness-related services from its annual central government Homelessness Prevention Grant (HPG). The 2025-26 bid round opened for applications on 1st August 2024 and closed on 18th September 2024. A communications and publicity plan was implemented to promote the grant fund.</p> <p>Members may wish to note that bids received totaled £669,165 against available funding of £321,000, excluding a further sum of £50,000 set aside from our HPG as winter provision for rough sleepers, which was approved through 2022’s grants bid under a 3-year contract.</p> <p>Additionally, a further £70,000 has been set aside from our grant allocation to fund an employment advice service for those who are homeless, or at risk of losing their home, on a 3-year contract, following Director approval, from 1st April 2025, once a procurement process has been completed. We have funded employment advice projects of this kind through our annual grants programme for a number of years. Having established the type of service we think works best for people, and which also provides the greatest value for money, we now feel that rather than asking partners to apply for funding anew each year to deliver this kind of service, there are clear advantages to be gained from contracting with a provider to deliver this type of service over multiple years.</p> <p>When the amount set-aside for winter provision and the amount set-aside for the proposed employment advice contract are included, the total sum available to partner organisations for homelessness projects is £441,000, as set out in the table below – an increase of £83,000 on the sum that was available last year.</p> <table border="1" data-bbox="229 1843 1062 2009"> <tr> <td>Recommended grants to agencies</td> <td>£321,808</td> </tr> <tr> <td>Winter provision contract</td> <td>£50,000</td> </tr> <tr> <td>Employment advice contract</td> <td>£70,000</td> </tr> </table>	Recommended grants to agencies	£321,808	Winter provision contract	£50,000	Employment advice contract	£70,000
Recommended grants to agencies	£321,808						
Winter provision contract	£50,000						
Employment advice contract	£70,000						

2025/26 total	£441,808	
<p>Discretionary Rate Relief (DRR) applications that meet the funding priorities, outcomes and eligibility criteria are also funded by the Homelessness Prevention Grant budget. It is proposed that just over £9,500 from the available funding is used for this purpose. DRR applications for 25/26 are set out in Appendix 1. The Homelessness Prevention Grants budget makes a 40% contribution of any DRR award made under the Business Rate Retention Scheme.</p> <p>Applications were initially considered by individual officers using a common assessment matrix, and then moderated by those officers meeting as a panel.</p> <p>Given the significant excess of claims over available funding, not all bids could be supported in full, leading to some difficult recommendations. Nonetheless, most bids were approved for some funding, if not the amount that was requested as part of the application. Individual bids were assessed principally against the degree to which the proposed service would prevent or relieve homelessness, with services that could directly evidence the prevention of homelessness being particularly favoured. More broadly, officers considered the strategic and operational value of the proposed service, whether the proposed service duplicated or overlapped with an existing service, and the ability of the submitting agency to self-fund in whole or in part.</p> <p>The Executive Councillor attended a meeting with officers to review the recommendations. The final recommendations are set out in Appendix 1.</p>	<p>5. Corporate plan</p>	<p>5.1 A decision to approve the recommended grant awards to partner agencies will support the City Council in its following key priorities, as set out in the Corporate plan 2022-27:</p> <ul style="list-style-type: none"> -Tackling poverty and inequality and helping people in the greatest need -Building a new generation of council and affordable homes and reducing homelessness

6.	Consultation, engagement and communication
6.1	Consultation has been carried out with the Executive Councillor. In addition, extensive consultation was carried out with partners on the grant application process and eligibility criteria, ahead of the annual bid round in 2022. The process and eligibility criteria have remained the same since then.
7.	Anticipated outcomes, benefits or impact
7.1	Grants to partner agencies will benefit individuals across the city who are homeless or threatened with homelessness for a variety of different reasons. The work undertaken by partners as a result of these grants will support the City Council in its statutory responsibilities to prevent and relieve homelessness. It is a condition of the grant that agencies provide monitoring information to the City Council detailing outcomes and impact achieved from the grant award.
8.	Implications
	Relevant risks
8.1	Any slight risk of a partner agency getting into financial difficulties and being unable to deliver a project is mitigated by the financial checks that we run as part of the application process, the monitoring arrangements that we put in place once a grant is awarded, and payment by instalment to reduce our losses in the event that an organisation can't deliver on a project.
	Financial Implications
8.2	As set out in 3.2 and Appendix 1. Members are reminded that the award of any recommended grant is subject to the receipt of the annual central government Homelessness Prevention Grant (HPG). On 18 th December 2024 the Council was notified of its award of HPG for 2025-26, and we can therefore be confident of funding the grant sums recommended at Appendix 1.

	<p>The three-year winter provision contract commenced in November 2023, meaning that funding is now secure for the remainder of the contract.</p> <p>Regarding funding the proposed three-year employment advice contract, the 18th December government notification ensures that funding is secure for the first year of the contract. Years 2 and 3 funding can also be confidently assumed, given that in its various iterations HPG has been made available in steadily-increasing amounts for more than two decades.</p>
	Legal Implications
8.3	None.
	Equalities and socio-economic Implications
8.4	<p>Some of the grant awards are for projects specifically targeted at groups with a protected characteristic. However, all bidding organisations must be able to demonstrate compliance with the Equality Act 2010 in delivering their services, and submit their equality and diversity policies with their applications.</p> <p>An Equality Impact Assessment (EqIA) has been completed and is attached to this report.</p>
	Net Zero Carbon, Climate Change and Environmental implications
8.5	No positive or negative impact identified as the services recommended for grant aid are broadly similar to those supported in former years.
	Procurement Implications
8.6	None.
	Community Safety Implications

8.7	None.
9.	Background documents Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985
9.1	No background papers were used in the preparation of this report.
10.	Appendices
10.1	Appendix 1: Summary of award recommendations.
	If you have a query on the report please contact Simon Hunt, Housing Services Manager - Housing Advice. Tel: 01223 457932. Email: simon.hunt@cambridge.gov.uk

Appendix 1 – Homelessness Prevention Grants 2025-26 Applications and Grant Recommendations

The following recommendations are subject to the confirmation of central government funding, the Council's budget in February 2025 and, in some cases, the receipt of satisfactory information from applicant organisations (this could include projects, programmes, finances, governance etc).

Where the proposed award is less than the full amount requested, advice will be provided regarding potential alternative sources of funding. The final detail around the activity being funded will be discussed with the group and set out in a grant agreement.

Agency and Key Service Areas	Activity for Which Grant Sought	Full Cost of Activity	Grant Request	Proposed Award	2024-25 Award
Cambridge and District Citizens' Advice Bureau - provide advice people need for the problems they face, influence change for the better.	Specialist independent support, advice and representation around housing and debt issues: support with housing benefit, rent and other arrears, debt advice, crisis intervention, negotiation, legal advocacy, rights, tenures, bailiff issues.	£57,000	£45,000	£30,000	£35,000
Cambridge Cyrenians – provides a range of accommodation, support and specialist services for homeless men and women in Cambridge.	Older Homeless Floating Support Service for single people over 45 to access and maintain move on accommodation.	£85,901	£15,000	£8,500	£6,000
Cambridge Cyrenians.	Supported Housing Service - accommodation for single homeless people meeting Council local connection policy.	£22,166	£15,000	£8,500	£6,000
CHS Group (The Cambridge Housing Society Ltd) - social enterprise and charitable housing association.	Young Parent and Baby Project (YPP). Supported housing service for 8 young single parents (16-25) and their babies. To prevent and relieve homelessness. Provide education and support to young parents. Maximise chances of maintaining future tenancies. 8-12 young families supported. Continued support when beneficiaries move on.	£201,832	£29,696	£18,900	£16,438

Agency and Key Service Areas	Activity for Which Grant Sought	Full Cost of Activity	Grant Request	Proposed Award	2024-25 Award
Cambridge Women's Aid - information, advice, support for women who have experienced domestic abuse.	Community based specialist support service for victims of domestic abuse. Advice, advocacy, practical and emotional support as well as safe and secure accommodation to women and their children. Telephone, email, face to face support and groups and social programmes. 24hr call service.	£166,388	£45,000	£40,000	£30,000
Cambridge Women's Resources Centre - specialised support, information and training for women to increase skills, confidence, self-esteem and employability.	Personalised housing support delivered by a specialist housing worker. Includes signposting to services, making direct referrals, helping to complete applications, supporting women in LA emergency and temporary accommodation placements with finances, nutrition, parenting and social inclusion.	£26,022	£26,022	£15,000	£13,000
Cambridgeshire Community Foundation - award grants for local projects.	Street Aid fund administration and marketing, grant awards, and contactless terminals.	£21,049	£19,000	£14,000	£14,000
Centre 33 - Service providing support to young people to help overcome their problems through a range of free, confidential services.	Young People's Homeless and Housing Support Service for 13–25-year-olds.	£61,270	£61,270	£40,000	£44,000
Centre 33	Housing and homelessness programme for Cambridge Schools (delivery in 10 schools, total reach 750 young people).	£7,500	£7,500	£0	NEW
Greater Change Foundation – to support as many people out of homelessness in the most efficient way possible.	Project supporting 60 people with personalised budgets to support them out of homelessness for good. Utilising a platform to promote and raise funds for individual's needs to secure longer term settlement and reduce demand on temporary accommodation.	£60,000	£30,000	£0	NEW

Agency and Key Service Areas	Activity for Which Grant Sought	Full Cost of Activity	Grant Request	Proposed Award	2024-25 Award
Hope into Action UK - 35 bed spaces and support for those experiencing homelessness.	Funding of an Empowerment Worker to support residents of eight Hope into Action homes. (19 bed spaces for single men, single women and one family).	£228,555	£17,500	£15,000	£15,000
It Takes A City – a network of people and organisations working together to end rough sleeping due to homelessness in Cambridge.	Communication and education activities, including editing and maintaining the Street Support Cambridgeshire website, ITACs social media channels and the production of a quarterly newsletter. Comm's support also provided regarding the provision at Crossways, the Survive to Thrive service, the Community Land Trust, for the 'the Haven' off-street facility for vulnerable women, and for the development of the Cambridge Homelessness Charter.	£70,888	£25,000	£0	£10,000
It Takes A City	Provision of support to rough sleepers in private sector accommodation. Survive and Thrive service for anyone in self-contained or small shared accommodation with a recent history of rough sleeping or homelessness who do not have a confirmed support offer: tenancy sustainment and resettlement support, meals, food parcels and practical help, rapid moving-in service, mentoring and befriending service employment outreach service, pastoral care and welfare, supported modular housing.	£76,320	£35,000	£35,000	£25,000
It Takes A City	Funding for a Women's Services Coordinator for 30 hours per week. With the intention of providing support at The Haven over night off street facility, for two nights per week should the pilot continue, or to provide specialist advice and support in another format if the Haven does not continue.	£105,000	£29,700	£29,700	NEW

Agency and Key Service Areas	Activity for Which Grant Sought	Full Cost of Activity	Grant Request	Proposed Award	2024-25 Award
Jimmy's Cambridge - emergency accommodation and supported housing for homeless or vulnerably housed people.	Support for residents of 22 modular homes including financial support, encouraging positive activities, building new relationships, signposting to specialist support, and acting as mentor/friendly face via weekly visits.	£77,236	£38,618	£38,618	£28,000
Jimmy's Cambridge	Nutrition Project: One year pilot project: appointment of a nutritionist to support residents of Jimmy's.	£113,710	£66,210	£0	NEW
TellJO Limited – private limited company which offers digital wellbeing checks to people in housing rent arrears.	Funding for digital wellbeing checks and follow up support for residents on Cambridge City Council's housing register, those in temporary accommodation and those with council tax arrears. Aim to prevent those at risk of homelessness from deepening crisis through tailored support.	£130,000	£130,000	£0	NEW
Wintercomfort for the Homeless	Funding for a Crisis Intervention Project Worker. To engage with rough sleepers and those at risk of homelessness. Focus on two key areas: 1) One-on-one support to challenging, hard to reach rough sleepers. 2) Outreach (local foodbanks and community spaces) to assist individuals who are at risk of homelessness. Tailored support and early engagement. Approx. 50 rough sleepers	£41,028	£32,511	£19,000 for one-to-one support element	NEW
Discretionary Rate Relief	Cambridge Women's Aid x 3 properties Jimmy's x 2 properties Wintercomfort x 1 property Cambridge Cyrenians x 1 property		£9590	£9590	£8392

Summary

Total grant available	Total grant bids	Offers	Set aside for award under contractual agreements	Remaining
£441,808	£669,165	£321,808	£120,000	£0

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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.

1. Title of strategy, policy, plan, project, contract or major change to your service
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Homelessness Prevention Grants to Agencies 2025-26
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2. Webpage link to full details of the strategy, policy, plan, project, contract or major change to your service (if available)
--

Each year an invitation to organisations to apply for homelessness prevention grants is posted here .

3. What is the objective or purpose of your strategy, policy, plan, project, contract or major change to your service?

To invite and assess applications for grants to help prevent and relief homelessness and rough sleeping, and make grant awards.

4. Responsible Team and Group

Communities Group/Housing Advice Service.

5. Who will be affected by this strategy, policy, plan, project, contract or major change to your service? (Please tick all that apply)	<input checked="" type="checkbox"/> Residents <input type="checkbox"/> Visitors <input type="checkbox"/> Staff
<p>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):</p> <p>People who are homeless, threatened with homelessness, have a history of homelessness or who are sleeping rough.</p>	

6. What type of strategy, policy, plan, project, contract or major change to your service is this?	<input type="checkbox"/> New <input type="checkbox"/> Major change <input checked="" type="checkbox"/> Minor change
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7. Are other departments or partners involved in delivering this strategy, policy, plan, project, contract or major change to your service? (Please tick)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<p>If 'Yes' please provide details below:</p> <p>The Grants team.</p> <p>Grant recipients, as detailed in the recommended grant awards.</p>	

8. Has the report on your strategy, policy, plan, project, contract or major change to your service gone to Committee? If so, which one?
<p>Recommended grant awards will be considered by Housing Scrutiny Committee on 2nd February 2025.</p>

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?
<p>A public invitation to bid for grant funding is issued, and any organisation assisting homeless people may apply. Awards are made on the basis of the published criteria, one element of which is to identify the need for the service and the particular needs of the client group the service is aimed at, for example, young people or women. Organisations are expected to provide evidence of need for the service as part of the bidding process. All bidding organisations must be able to demonstrate compliance with the Equality Act 2010 and submit their equality and diversity policies with their</p>

applications. Successful applicants must provide six monthly monitoring reports, which include evidence of Equality Act compliance and impacts.

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

For 2025-26 several grants are recommended for approval that address age-related homelessness, as follows:

- Cambridge Cyrenians - Housing Related Support - Older Homeless Floating Support Service (over 45s)
- CHS Group - Young Parent Project (YPP)
- Centre 33 - Homeless & Housing Service for young people under 25 years.

No negative impacts identified.

See appendix 1 for more information.

(b) Disability

Projects submitting funding requests support vulnerable people, and very often that vulnerability relates to mental or physical ill-health (even if these needs are not the primary focus of the service or project). The distribution of funding therefore has a positive impact on people with the protected characteristic of disability who are homeless or vulnerably housed.

No negative impacts identified.

(c) Gender reassignment

No negative or positive impacts identified.

(d) Marriage and civil partnership

No negative or positive impacts identified.

(e) Pregnancy and maternity

For 2025-26 the proposed grant awards to projects specialising in the needs of pregnant women and mothers include the following:

- CHS Group - Young Parent Project
- Cambridge Women's Aid

No negative impacts have been identified.

See appendix 1 for more information.

(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.

Grants made to charitable organisations may be used to assist individuals not otherwise eligible for public funds (people with 'no recourse to public funds' due to their immigration status). An example of this is the proposed grant to Cambridgeshire Community Foundation to pay for that organisation's administration of the Street Aid scheme (see: [Cambridge Street Aid - Cambridgeshire Community Foundation \(cambscf.org.uk\)](https://www.cambscf.org.uk)).

(g) Religion or belief

No positive or negative impacts identified.

(h) Sex

For 2025-26 the proposed grant awards to projects specialising in the needs of women include the following:

- Cambridge Women's Aid
- Cambridge Women's Resource Centre
- It Takes a City (The Haven)

An overall positive impact on the basis of sex is identified in the proposed awards of grants to these organisations. Firstly, this reflects the greater likelihood that women will experience domestic

abuse (see: [What is domestic abuse? - Womens Aid](#)), which is a common reason for women's homelessness. Secondly, women who are rough sleeping face complex challenges, barriers to services, and risks, which are not so prevalent amongst men who are rough sleeping. Health and wellbeing are key areas of concern, including women's reproductive health, substance misuse, and trauma or adverse childhood experiences. This is reflected in the Women's Rough Sleeping Census, 2023, which found that 64% of women experiencing homelessness reported mental health issues, and 74% reported physical health issues.

See appendix 1 for more information.

No negative impacts identified.

(i) Sexual orientation

No negative or positive impacts identified.

(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.**
- **People of any age with care experience – this refers to individuals who spent part of their childhood in the care system due to situations beyond their control, primarily arising from abuse and neglect within their families. The term “Care experience” is a description of a definition in law, it includes anyone that had the state as its corporate parent by virtue of a care order in accordance with the Children Act 1989 and amendments.**
- **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).**

Low-income groups or those experiencing the impacts of poverty

The overwhelming single characteristic of people presenting to the Housing Advice Service is their relative poverty. Homelessness is causally-related to poverty, and grants made to prevent or relieve homelessness must evidence, directly or indirectly, that they make a proportionate and value-for-money positive impact on alleviating poverty or the consequences of poverty.

People of any age with care experience

Whilst the impact of the care experience can affect people of all ages, young care leavers (from the age of 16 and up to their early 20s) disproportionately experience homelessness, loneliness, unemployment, poverty and a range of other disadvantages. As detailed above, some of the grant recommendations are for organisations specialising in the needs of young people. An overall

positive impact on the basis of being a care leaver is identified in the proposed awards of grants to these organisations.

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

People experiencing homelessness often have overlapping disadvantages and/or vulnerabilities, associated with or caused by inequality they experience related to being from a protected characteristic group. For instance, many homeless people have physical and mental health issues. Also, ethnic minority people, women, and disabled people (and especially people from two or more of these three groups) are more likely to experience poverty in the first place that can lead to homelessness or risk of homelessness (see: [UK Poverty 2024: The essential guide to understanding poverty in the UK | Joseph Rowntree Foundation](#)).

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.)

Each organisation will submit six monthly monitoring reports, which include an account of impacts on equality groups.

12. Do you have any additional comments?

No.

13. Sign off

Name and job title of lead officer for this equality impact assessment: Simon Hunt, Housing Advice Service Manager.

Names and job titles of other assessment team members and people consulted: Julie Cornwell, Community Funding & Voluntary Sector Manager; Melanie Baker, Senior Grants Officer; Cameron Holloway, Executive Councillor for Community Safety, Homelessness and Wellbeing; Helen Crowther, Equality and Anti-Poverty Officer.

Date of EqIA sign off: 06/01/2025

Date of next review of the equalities impact assessment: 06/01/2026

Date to be published on Cambridge City Council website: 06/01/26

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

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Cambs Home Improvement Agency (Cambs HIA) – Procurement of works contractors.

To : Executive Councillor, Housing Scrutiny Committee 4th February 2025

Report by: Frances Swann, Manager, Cambs HIA

Tel: 01954 713456.

Email: frances.swann@cambshia.org

Wards affected:

All.

1.	Recommendations
1.1	<p>It is recommended that the Executive Councillor for Housing:</p> <ul style="list-style-type: none"> a) Approve Cambridgeshire Home Improvement Board’s decision to proceed with a procurement exercise for up to four years for the provision of two contracts, the first being for adapted bathrooms and kitchens and the second for the provision and installation of disability equipment. b) Authorise Cambs Home Improvement Agency (on behalf of Cambridge City Council and its partners South Cambridgeshire and Huntingdonshire district councils) to evaluate tenders and to award contracts to suitable bidders following a competitive tender evaluation process.
2.	Purpose, background and key issues for the report
2.1	<p>Cambridgeshire Home Improvement Agency (Cambs HIA) was established as a shared service on behalf of City Council, Huntingdonshire District Council and South Cambridgeshire District Council in 2012 and delivers adaptations and repairs work for elderly and disabled adults and children.</p>

2.2	The Agency works closely with Occupational Therapists who assess the clinical needs of clients and make recommendations to the Agency for the type of work required. The Agency is then responsible for designing the work, securing the disabled facilities grant funding on behalf of the client, commissioning the works, liaising with the contractors, and overseeing the works throughout the build stage.
2.3	The adaptation work is largely funded from Disabled Facilities Grants (DFG's) allocated by central government or from Special Purpose Assistance Grants (SPA's) funded by Cambridge City and South Cambridgeshire District Council. Additionally, the Agency delivers a small amount of non-grant aided adaptation work for those who, following a means test, are not eligible for grant and still require help to adapt or repair their home.
2.4	The total anticipated value over four years of the proposed contracts is £4.8m for Bathrooms and Kitchens (of which £1.04m relates to Cambridge City) and £3.5m for equipment (of which £826k relates to City). It is proposed that the contracts will be awarded in lots with the first proposed start date in November 2025.
2.5	The equipment contract includes the installation of stair and step lifts, through floor lifts, ramps, hoists and tracking, automated door entry systems and specialist toilets and baths.
2.6	Currently, the arrangement for procuring works comprises a mixture of call offs from two existing sets of contracts for 1) bathroom and kitchens and 2) equipment and these contracts are due to expire on the 31 st of October 2025 and 31 st March 2026.
2.7	The proposed procurement and contracts will ensure that Cambs HIA is compliant with the Procurement Regulations. It will ensure that there is standardisation in specifications and access to pre-tendered fixed and variable price contractors / suppliers who will be able to deliver all work in much shorter timescales and at more competitive rates.
2.8	Importantly, the simplified delivery model, made possible with the contracts in place, will enable grant applications to be processed and completed quicker and at lower overall cost.

2.9	Local contractors will be encouraged to tender for construction works specific to their operational area which will be important given the large geographical coverage of the three partner authorities. The intention is to appoint several contractors per Lot.
3.	Alternative options considered
3.1	<p>Consideration for calling off any existing frameworks offered by national procurement bodies was considered however, this work requires a particular approach to customer care which differs from mainstream bathroom or kitchen replacements.</p> <p>These contracts are reactive and cannot be managed as planned maintenance. Those engaged on the work require exceptional customer care skills and an understanding of the needs of people with disabilities. Further, Cambs HIA acts as an Agent on behalf of the client and the council does not own all the premises in which the contractors will work resulting in the need for certain bespoke contracts.</p>
4.	Corporate plan
4.1	<p>The decision required links to the council’s corporate plan and specifically the section entitled “Tackling poverty and inequality and helping people in the greatest need”. Cambs HIA and its contractor’s role is entirely focused on:</p> <ul style="list-style-type: none"> ● Supporting people on low incomes to combat barriers to enable families who are more likely to experience poverty, inequality and vulnerability. ● Improving housing conditions and taking action to enable residents to overcome health inequalities.
5.	Consultation, engagement and communication
5.1	Throughout the term of the contract, the service maintains an “issues log” which details for each contract any issues that have arisen based on stakeholder feedback. This feedback is then used to inform the next contract specification.

5.2	Additionally, customer satisfaction feedback is sought on completion of every grant which rates the performance of the contractor and learning lessons are then incorporated into the next tender specification.
5.3	The tender opportunity will be advertised via the council's LGSS Pro Contract IT system or via the proposed open digital procurement platform being introduced under the new Procurement Act 2023 effective from February 2025. The tender opportunity will be further advertised via social media.
5.4	As tendering is a mandatory function, no further consultation has taken place.
5.5	Cambridge City and South Cambs council housing adaptations officers are also able to call off the adapted bathroom and kitchens and equipment contracts when required. Both council's adaptation officers are consulted on the specification.
6.	Anticipated outcomes, benefits or impact
6.1	The council aims to appoint several new and existing contractors.
6.2	An updated tender provides an opportunity to update and improve the current specification aiming to clarify any areas not presently covered by the tender documents which in turn help to deliver value for money and improve efficiency.
6.3	Each contract has a suite of Key Performance Indicators (KPI's) which are then used to help manage contractor performance.
6.4	Having a contract from which the service can call off rather than tendering each job separately saves time, reducing the time taken to complete adaptations for people with disabilities and aims to achieve better value for money.
7.	Implications

7.1	Relevant risks
7.1.1	The DFG regulations require that the work for each grant award is competitively tendered and accompanied by at least two quotes. As the work is managed by the council(s) resulting in a cumulative impact, the council cannot disaggregate works into smaller amounts and must tender this contract or risk being non-compliant with its procurement duties.
7.1.2	Risks are mitigated through the procurement process which includes financial checks and references. The contracts require each contractor to carry suitable insurance requirements and to be compliant with the Construction, Design and Management regulations (CDM).
7.1.3	Contract management risks are mitigated by regular and on-going contract management review meetings throughout the contract term.
7.2	Financial Implications
7.2.1	Disabled Facility Grant work is funded by the government and distributed to the district councils via the County Council's Better Care Fund regime. Cambridge City and South Cambs councils receives adequate funding to complete its statutory function. Huntingdonshire's demand exceeds the budget afforded by government and the council provides additional funding to meet this need.
7.3	Legal Implications
7.3.1	The council is required under the public sector procurement regulations to competitively tender contract opportunities of this value. Although Cambridge City Council leads the procurement of these contracts, each council enters its own legal contract for the works. A bespoke contract drafted by the council's legal team is used for the equipment contract and JCT Measured Term Contract is used for the bathrooms and kitchens contract. These contracts provide legal assurance in respect of quality and defects. All contracts

	are awarded on a no guaranteed work basis reducing risk to the authority.
7.4	Equalities and socio-economic Implications
7.4.1	Procurement is a mandatory function and therefore an EQIA is not needed for this report. The nature of the work being procured enables a positive impact for people with long term illnesses and/or disabilities and contractors are required to comply with the Equalities Act when working on the council's behalf.
7.5	Net Zero Carbon, Climate Change and Environmental implications
7.5.1	This project has a low positive impact using the climate rating tool. The tender evaluation will give greater priority to contractors who demonstrate a commitment to positive environmentally efficient practices.
7.5.2	Agency staff discuss EPC rating scores (where they exist) are discussed with homeowners to help increase their awareness of changes they can make to improve their home's energy efficiency.
7.6	Procurement Implications
7.6.1	Due to the values involved with these contracts, the council is required to openly advertise the tender opportunities. As at the date of this report the full requirements of the Procurement Act 2023 are not yet known. The author will work with the council's Procurement Team to ensure those new standards, once known, are adhered to.
7.7	Community Safety Implications
7.7.1	All contractors are required to have a Safeguarding Policy from which their suitability for this type of work is assessed against. Two of the equipment Lots relate to accessibility which also helps improve home security for those who are most vulnerable in our society (ramps/automated entry systems).

7.7.2	<p>All contractors are required to have a suitable Health and Safety Policy and to comply with the Construction, Design and Management Regulations 2015.</p> <p>There are no further community safety implications.</p>
8.	Background documents
8.1	Climate Change Rating Tool worksheet
9.	Appendices
9.1	None
	<p>To inspect the background papers or if you have a query on the report please contact: Frances Swann, Manager, Cambs HIA, Tel: 01954 713456, email: frances.swann@cambshia.org</p>

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