



# Executive Committee

Tue 9 Jul  
2019  
6.30 pm

Committee Room Two  
Town Hall  
Redditch

**REDDITCH** BOROUGH COUNCIL

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# Executive

Committee

Tuesday, 9th July, 2019

6.30 pm

Committee Room 2 - Town Hall  
Redditch

## Agenda

### Membership:

Cllrs:	Matthew Dormer (Chair)	Bill Hartnett
	Juliet Brunner	Mike Rouse
	Greg Chance	David Thain
	Brandon Clayton	Craig Warhurst
	Julian Grubb	

### 1. Apologies

### 2. Declarations of Interest

To invite Councillors to declare any Disclosable Pecuniary Interests and / or Other Disclosable Interests they may have in items on the agenda, and to confirm the nature of those interests.

### 3. Leader's Announcements

### 4. Minutes (Pages 1 - 12)

### 5. Redditch Borough Council Low Emission Vehicle Strategy (Pages 13 - 58)

### 6. Tenancy Conditions for Council Housing Tenants (Pages 59 - 110)

This report is due to be the subject of pre-scrutiny by the Overview and Scrutiny Committee at a meeting that is due to take place on 4<sup>th</sup> July, after the publication of the agenda for this meeting. Any recommendations made by the Overview and Scrutiny committee in respect of this matter will be reported for the consideration of the Executive Committee in an additional papers pack.

### 7. Financial Outturn 2018/19 and Reserves (Pages 111 - 130)

This report will be the subject of pre-scrutiny at a meeting of the Budget Scrutiny Working Group due to take place on the evening of 1<sup>st</sup> July 2019, after the publication of the agenda for this meeting. Subject to the agreement of the Overview and Scrutiny Committee at a meeting on 4<sup>th</sup> July, any recommendations arising from this meeting will be included in an additional papers pack for the consideration of the Executive Committee.

## **8. Housing / Housing Revenue Improvement Plan - Progress Report (Pages 131 - 164)**

This report is due to be the subject of pre-scrutiny by the Overview and Scrutiny Committee at a meeting that is due to take place on 4<sup>th</sup> July, after the publication of the agenda for this meeting. Any recommendations made by the Overview and Scrutiny committee in respect of this matter will be reported for the consideration of the Executive Committee in an additional papers pack.

## **9. Overview and Scrutiny Committee (Pages 165 - 174)**

There are no outstanding recommendations requiring a decision from the Executive Committee arising from the meeting of the Overview and Scrutiny Committee held on 6<sup>th</sup> June 2019.

## **10. Minutes / Referrals - Overview and Scrutiny Committee, Executive Panels etc.**

To receive and consider any outstanding minutes or referrals from the Overview and Scrutiny Committee, Executive Panels etc. since the last meeting of the Executive Committee, other than as detailed in the items above.

## **11. Advisory Panels - update report**

Members are invited to provide verbal updates, if any, in respect of the following bodies:

- a) Constitutional Review Working Panel – Chair, Councillor Matthew Dormer;
- b) Corporate Parenting Steering Group – Council Representative, Councillor Juliet Brunner;
- c) Member Support Steering Group – Chair, Councillor Matthew Dormer; and
- d) Planning Advisory Panel – Chair, Councillor Matthew Dormer.

## **12. Exclusion of the Press and Public**

Should it be necessary, in the opinion of the Chief Executive, during the course of the meeting to consider excluding the public from the meeting on the grounds that exempt information is likely to be divulged, it may be necessary to move the following resolution:

“That, under S.100 (A) (4) of the Local Government Act 1972, the public be excluded from the meeting for the following matter(s) on the grounds that it/they involve(s) the likely disclosure of exempt information as defined in the relevant paragraphs (to be specified) of Part 1 of Schedule 12 (A) of the said Act”.

These paragraphs are as follows:

Subject to the “public interest” test, information relating to:

- Para 3 – financial or business affairs;

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## **13. Investment Opportunity (Pages 175 - 186)**

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### MINUTES

#### Present:

Councillor Matthew Dormer (Chair), Councillor David Thain (Vice-Chair) and Councillors Juliet Brunner, Greg Chance, Brandon Clayton, Julian Grubb, Bill Hartnett and Craig Warhurst

#### Officers:

Haroon Chaudhry, Mike Dunphy, Clare Flanagan, Rebecca Green, Sue Hanley and Jayne Pickering

#### Senior Democratic Services Officer:

Jess Bayley

#### 1. APOLOGIES

An apology for absence was received on behalf of Councillor Mike Rouse.

#### 2. DECLARATIONS OF INTEREST

There were no declarations of interest.

#### 3. LEADER'S ANNOUNCEMENTS

The Chair circulated a list of announcements at the meeting.

During consideration of this item the Chair proposed that future meetings of the Executive Committee should start at 6.30pm. The same start time had been introduced the previous year for the Overview and Scrutiny Committee and had worked well. As Members confirmed they would be available at this time this proposal was agreed.

The Chair advised that the review of the Local Enterprise Partnerships (LEPs) was ongoing. Further information in respect of this matter would be available shortly.

#### 4. MINUTES

.....  
Chair

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**RESOLVED that**

**the minutes of the meeting of the Executive Committee held on 26<sup>th</sup> March 2019 be held as a correct record and signed by the Chair.**

**5. CIVIL PENALTY NOTICES POWERS - PRIVATE SECTOR HOUSING**

The Environmental Health Practitioner for Private Sector Housing presented a report in respect of the proposal to introduce civil penalties for landlords who failed to comply with standards in the private rented sector. In the Housing and Planning Act 2016 the Government had introduced powers for local authorities to use financial penalties as an alternative to prosecution in cases where landlords did not comply with appropriate standards. The report detailed proposals in respect of how the powers in this legislation would be implemented and a financial penalty matrix had been developed in consultation with neighbouring local authorities to ensure there was consistency across the region.

The purpose of the civil penalty notices was to reduce the burden placed on local authorities when taking enforcement action against landlords. The alternative, prosecution through the courts, was time consuming and resource intensive. Civil penalty notices would only be issued in exceptional circumstances. Prior to issuing a civil penalty notice, Officers would present a letter of intent to the landlord which would provide landlords with notice that the Council would issue a civil penalty notice unless s/he took specific action. This action would only be taken by an officer following consultation with his/her manager. Once a civil penalty notice had been issued the landlord would be required to pay a fine. The maximum fine that could be paid would be £30,000, though the level of the fine would be determined on a case by case basis. The landlord would have the right to appeal, to The First Tier tribunal. Landlords would be required to pay the fine within a certain period of time and if they failed to do so the Council could take action to recover the debt, including placing a charge on the property and the enforced sale of the property, where the debt was significant.

Following the presentation of the report Members discussed a number of points in detail:

- The need for the Council to demonstrate that it was serious about taking enforcement action against landlords who did not comply with standards. Once a few civil penalty notices had been issued by the Council it was likely that this would raise the profile of the process with local landlords.



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- The number of properties in the private rented sector in the Borough of Redditch. Members were informed that there were 4,000 properties in the private rented sector.
- The extent to which civil penalty notices were likely to be issued in relation to local landlords. Members were advised that the majority of landlords in the private rented sector were fully compliant and it was likely that civil penalty notices would only need to be issued in relation to a small number of landlords.
- The number of landlords who had been prosecuted by the Council in the last year. Members were advised that two landlords had been prosecuted.
- The potential for enforcement action to be taken in respect of the standard of a property both inside and outside, as Members noted that sometimes when tenants left a property they left a lot of items behind outside their previous home, particularly with Houses of Multiple Occupation (HMOs).
- The length of time it had taken since the Housing and Planning Act 2016 to introduce civil penalty notices and the reasons for the delay. Members were advised that there had been a lot of consultation with other Councils in respect of the matrix for issuing fines as most authorities had recognised the need to adopt a consistent approach across the region.
- The amount of consultation that had been held with landlords in advance of the introduction of civil penalty notices. Members were advised that landlords had been informed about the introduction of civil penalty notices at meetings of the Landlords' Forum.
- The extent to which different Councils in the West Midlands would be adopting the same approach to issuing civil penalty notices. Members were advised that the matrix was the same so that landlords would encounter the same fine across the region. However, the policies varied to reflect local practice.
- The number of Councils that had already introduced civil penalty notices and the impact that these had had at a local level. The Committee was informed that civil penalty notices had been introduced by some Councils including Worcester City Council where a civil penalty notice had already been issued and paid.

### **RECOMMENDED that**

- 1) **power be delegated to the Head of Community Services to approve the use of Civil Penalties in appropriate housing related offences as an alternative to prosecution: and**
- 2) **the financial penalty matrix be adopted.**

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## 6. PRIVATE SECTOR HOME REPAIR ASSISTANCE POLICY UPDATE

The Housing Strategy Manager presented a report detailing proposed updates to the Private Sector Home Repairs Assistance Policy. Every year the Private Sector Housing Team was audited on its use of funding provided by the Government for Disabled Facilities Grants (DFGs) as this was always a significant amount of money. During the latest audit, changes had been suggested to the policy to ensure that it corresponded with working practices. The changes to the policy detailed within the report were fairly minor but they did require Members' agreement.

During consideration of this item Members noted that the Overview and Scrutiny Committee had pre-scrutinised the report at a meeting on 6<sup>th</sup> June 2019 and had recommended that action needed to be taken to promote the availability of DFGs to the public. The Committee discussed this recommendation and in doing so Members commented that every year only a proportion of the funding had been used. The budget for DFGs was ring-fenced and therefore the Council could not use this budget to support other Council services. There were likely to be a lot of residents who were eligible for DFG funding who were not aware of its existence or that they could access the funding. In this context Members agreed that the recommendation from the Overview and Scrutiny Committee should be approved.

Concerns were raised that the Private Sector Home Repair Assistance Policy was being updated in response to changes to working practices as ideally the changes should have occurred in the opposite order. However, as the proposed changes were minor there was general consensus that the updates to the policy should be approved.

### **RESOLVED that**

- 1) **the Executive Committee notes the changes made to the Private Sector Housing Assistance Policy and approves its implementation; and**
- 2) **Officers explore options to communicate the availability of Disabled Facility Grants to the public.**

## 7. STATEMENT OF COMMON GROUND (SOCGS) APPROACH TO AGREEMENT WITH LOCAL AUTHORITIES

The Strategic Planning and Conservation Manager presented a report in respect of the Statement of Common Ground (SoCG) approach to agreement with other local authorities for Members'

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consideration. Under the new revised national planning framework all Councils were required to have a SoCG which set out how the organisation would work with other local authorities in respect of their local plans. Redditch Borough Council was not in the process of reviewing the Local Plan, however, other Councils were reviewing their local plans and would be approaching the authority for a response. Officers were proposing that in cases where there were significant and potentially controversial implications arising from another Council's plans these should be presented for Members' consideration. Where there was no controversy it was suggested that Officers should have delegated authority to make a decision.

The proposals in respect of the SoCG had already been considered by Members at a meeting of the Planning Advisory Panel (PAP). During this meeting Members had been advised that there were very few examples of SoCGs in place at other local authorities. However, the SoCG had been introduced at this stage as it would help to provide transparency in respect of the Council's approach to working with other local authorities.

## **RESOLVED that**

- 1) Members note officer attendance is required at Duty to Co-operate /Statements of Common Ground meetings where cross boundary issues and draft Statements of Common Ground agreements are discussed and prepared;**
- 2) Council delegates to the Leader and Portfolio Holder for Planning, to sign off all relevant Statements of Common Ground where cross boundary growth is not included; and**
- 3) all Statements of Common Ground which include agreements on cross boundary housing, employment or other development needs or any other key planning issues are reported to Council for consideration prior to signing.**

## **8. HIGH QUALITY DESIGN - SUPPLEMENTARY PLANNING DOCUMENT (SPD)**

The Strategic Planning and Conservation Manager presented a proposed Supplementary Planning Document (SPD) in respect of high quality design. The SPD added further detail to the Council's Local Plan in respect of design quality. Requirements in respect of existing residential properties, new build housing, conversions, shop front signage and non-residential properties had been

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included in the document. Officers anticipated that the document would help housing developers and architects through the Council's planning process.

The contents of the proposed SPD had already been considered by Members at a meeting of PAP. Members were advised that an updated version of this report would be presented for the consideration of Council on 24<sup>th</sup> June 2019. There would be no material changes to the document, though the presentation of the content would look different.

During consideration of this item Members noted that reference was made to provision of space in developments for cycle storage. The decision as to whether to incorporate cycle sheds and spaces into housing developments would be determined on a case by case basis and the SPD provided the authority with some flexibility in relation to this matter.

**RESOLVED to note**

- 1) **the 'Consultation Comments and Officer Responses' table made in response to consultation on the draft High Quality Design SPD, and the actions proposed by strategic planning officers to make subsequent revisions to the SPD;**
- 2) **the revised version of the High Quality Design SPD; and**

**RECOMMENDED that**

- 3) **the High Quality Design SPD be adopted at a meeting of Full Council.**

**9. UPPER NORGROVE SITE, WEBHEATH - DEVELOPMENT OF LAND**

The Principle Solicitor presented a report in respect of land located on the former Upper Norgrove House site in Webheath, which had been declared surplus some years previously. This was located at a strategic site for housing development, as detailed in the Council's Local Plan. The site was not large but it was important due to its location. There was the potential for the use of the site to contribute to meeting housing needs in the Borough but Officers were suggesting that flexibility was needed to explore all options further.

The Upper Norgrove House site was owned by the Council, with .82 acres held by the Housing Revenue Account (HRA) and 2.2 acres held by the General Fund. Officers were proposing that the costs

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associated with further work in respect of this site should continue to be funded from both.

There had been a number of reports to Committee in respect of the site but the last one was over ten years ago. Members agreed that it was important to make progress in respect of developing the area. The Council needed the flexibility to respond quickly to any approach from the owners of the land adjoining the site and for this reason it would be helpful to delegate the Head of Legal, Equalities and Democratic Services with the power to enter into negotiations and collaboration agreement/s with them and other relevant organisations, regarding this site, rather than requiring all points to be referred back to Committee.

During consideration of this item Councillor Bill Hartnett proposed an amendment to the first recommendation detailed in the report. This amendment was seconded by Councillor Greg Chance.

The amendment proposed that the word “social” should be inserted into the recommendation so that it would read as follows:

“The Council-owned site at Upper Norgrove House be included in a scheme for the provision of social housing, in co-operation with adjoining landowners who wish to secure planning permission to develop their land in collaboration with the Council”.

In proposing the amendment Councillor Bill Hartnett noted that at paragraph 3.7 to the report it was recognised that the Council could explore options to use the site to increase the Council’s housing stock, but this was not then reflected in the wording of the recommendations. The insertion of “social” into the recommendation would help to ensure that the Council gave consideration to the development of social housing on the site.

In seconding the proposed amendment Councillor Greg Chance commented that it was important to ensure that funding from the HRA was invested in social housing wherever possible. The Council had previously committed to increasing the number of Council houses in the Borough through the Housing Growth Programme and this amendment would help to support that programme.

Members subsequently discussed the proposed amendment. Concerns were raised that this amendment could restrict the options available to the Council and create complications that would have an impact on the Council’s ability to negotiate a good deal with third parties. Should a housing development be agreed for the site this would be subject to the planning process and the Council’s expectations in terms of social housing in line with the Local Plan.

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Members noted that it was important to achieve best value for the site and concerns were raised that the amendment could undermine this objective.

On being put to the vote the amendment was lost.

**RESOLVED that**

- 1) **the Council-owned site at Upper Norgrove House be included in a scheme for the provision of housing, in co-operation with adjoining land owners who wish to secure planning permission to develop their land in collaboration with the Council;**
- 2) **authority be delegated to the Head of Legal Equalities and Democratic Services and the Chief Executive, following consultation with the Leader, to negotiate and enter into collaboration agreements with those adjacent owners (and third parties identified as necessary), to deliver the proposal if approved;**
- 3) **the Head of Legal, Equalities and Democratic Services be delegated authority to agree the appointment of an external legal advisor as a member of the development group, and an independent legal advisor and other necessary professional support to advise the Council in relation to the implementation of the decision and the legal arrangements required to deliver it; and**

**RECOMMENDED that**

- 4) **the associated cost of £25k is funded from General Fund Balances (£17k) and HRA reserves (£8k).**

**10. PERFORMANCE REPORT - HELP ME BE FINANCIALLY INDEPENDENT**

The Executive Director of Finance and Corporate Resources presented the Performance Report focusing on the strategic purpose 'Help me be financially independent'. During the presentation of the report the following matters were highlighted for Members' consideration:

- The Financial Inclusion Team (FIT) had worked hard to resolve complex benefits cases and had dealt with 195 cases in recent months, half of which involved Council tenants.
- The majority of residents who had been provided with support by the FIT team were seeking help to manage debt and managing their household budgets.

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- Every resident who was supported by the FIT team were asked for feedback when their case was resolved. Whilst not all responded 82 of those residents had reported that the support had helped to improve their circumstances.
- The Council had previously received £45,000 funding from the Department for Work and Pensions (DWP) to provide debt advice. This had subsequently been withdrawn and reallocated to the CAB. The Council worked closely with the CAB to ensure that the needs of local residents were met.
- The Council had been working with the DWP to reduce the amount of time that was taken by Officers to resolve benefits cases. The DWP's benchmark was 22 days and the Council had reduced its timeframes to 25 days, though further progress needed to be made.
- The structure of the Customer Service and Financial Support team was in the process of being review. There would be job opportunities for existing staff in the new structure.
- The Council continued to provide financial support to residents where needed from the Essential Living Fund (ELF). Generally this financial support was used to support residents whilst they waited for their first Universal Credit payment, though there were signs that the delays that had been experienced with Universal Credit initially were reducing.
- Whilst financial support was available to residents both face-to-face and by telephone the Council was exploring opportunities to automate responses to simpler enquiries.
- The Council had an Energy Efficiency Fund which was used to support people experiencing difficulties due to fuel poverty.
- Officers had been working with local high schools to help young people learn about financial management.

Members noted that many of the issues that had been raised in the report had also been discussed during a recent Member training session in respect of the dashboard. Whilst automated services could be useful in some areas, Members commented that it would be useful to retain face-to-face services wherever possible as there were some residents who did not have access to a computer.

### **RESOLVED that**

**the report be noted.**

### **11. PERFORMANCE REPORT - HELP ME RUN A SUCCESSFUL BUSINESS**

The Executive Director of Finance and Corporate Resources presented a performance report that focused on the strategic purpose 'Help me run a successful business'. During the

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presentation of this report a number of points were highlighted for Members' consideration:

- The North Worcestershire Economic Development Unit (NWEDR) provided economic development and regeneration services on behalf of the Council.
- The NWEDR was working on plans to regenerate the four quarters of the town centre.
- The first of these, the railway and residential quarter, was progressing well. It was anticipated that there could be up to 600 residential units developed in this area and the Council was working in partnership with other organisations to progress the plans for this area.
- The second quarter, the enterprise area, was located close to HOW College and on the location of Redditch Police Station. Partners were exploring the potential for this to become a technology hub.
- The third quarter, the leisure and retail area, incorporated both the Kingfisher Shopping Centre and retail units located outside the centre. The proposals to introduce a Business Improvement District (BID) formed an integral part of the plans for this quarter.
- The final quarter, the community and public sector hub, was focused on the Town Hall. Redditch Borough Council, Worcestershire County Council, including the Library, and local health services had all expressed an interest in co-locating within a public sector hub.
- The redevelopment of Matchborough and Winyates District Centres continued to be reviewed. There were a range of regeneration options available, though the process was likely to be complex, particularly as there were a number of different landowners at both sites.
- The NWEDR team were promoting a number of business grants to local entrepreneurs and continued to provide business advice to local businesses.
- Sickness data for staff employed by the Council had also been included in this report. Training had been provided in respect of the Council's HR21 system, used to record sickness absence, and fourth-tier managers were considering return to work arrangements and how best to support staff who had been on long-term sick leave back into work.

Following the presentation of the report Members briefly discussed the regeneration of the town centre and noted that this project had been planned a few years previously and would take some time to deliver. Questions were raised about the stage that had been reached with the Redditch BID, which had been supported by the Council some time ago, and whether the ballot of local business



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had yet taken place. Officers agreed to provide further information in respect of this matter after the meeting.

**RESOLVED that**

**the report be noted.**

**12. OVERVIEW AND SCRUTINY COMMITTEE**

Members were advised that there were no outstanding recommendations from the Overview and Scrutiny Committee for consideration.

**RESOLVED that**

**the minutes of the meeting of the Overview and Scrutiny Committee held on 21<sup>st</sup> March 2019 be noted.**

**13. MINUTES / REFERRALS - OVERVIEW AND SCRUTINY COMMITTEE, EXECUTIVE PANELS ETC.**

There were no additional referrals from the Overview and Scrutiny Committee or from any other Committees.

**14. ADVISORY PANELS - UPDATE REPORT**

The following updates were provided:

- a) Constitutional Review Working Party – Chair, Councillor Matthew Dormer

Councillor Dormer confirmed that the following meeting of the Constitutional Review Working Party would take place on 16<sup>th</sup> July 2019.

- b) Corporate Parenting Steering Board – Council Representative, Councillor Juliet Brunner

Councillor Brunner advised that there would be a meeting of the Corporate Parenting Steering Board on 13<sup>th</sup> June 2019.

- c) Member Support Steering Group – Chair, Councillor Matthew Dormer

Councillor Dormer advised that a meeting of the group was due to take place on Tuesday 18<sup>th</sup> June 2019. As agreed at the previous meeting of the group a survey had been circulated in respect of Members' requirements of Council IT equipment. Members were urged to complete the survey,

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copies of which had been circulated both electronically and in paper form, prior to the meeting.

d) Planning Advisory Panel – Chair, Councillor Matthew Dormer

Councillor Dormer explained that a meeting of the Planning Advisory Panel had taken place on 29<sup>th</sup> May. During this meeting Members had considered the Statement of Common Ground (SoCGs) Approach to Agreement with Local Authorities and the High Quality Design Supplementary Planning Document, which had also been considered at the Executive Committee meeting.

**15. INVESTMENT OPPORTUNITY (REPORT TO FOLLOW)**

The Executive Director of Finance and Corporate Resources explained that Officers had identified a potential investment opportunity for the Council. An offer had been made to purchase a particular asset from an external organisation. No decision had yet been taken on this offer and therefore there was no report available for consideration at the meeting. Should the offer be excepted Members would be invited to make a decision on the matter.

The Meeting commenced at 7.00 pm  
and closed at 8.15 pm

**EXECUTIVE COMMITTEE****9<sup>th</sup> July 2019****Ultra-Low Emissions Vehicle Strategy and Funding**

Relevant Portfolio Holder	Cllr B Clayton
Portfolio Holder Consulted	Yes
Relevant Head of Service	Guy Revans/Judith Willis
Ward(s) Affected	All
Ward Councillor(s) Consulted	No
Key Decision / Non-Key Decision	Non Key

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**1. SUMMARY OF PROPOSALS**

- 1.1 The report sets out an Ultra-Low Emissions Vehicle (ULEV) Strategy and a five year action plan (Appendix 1) in response to the rapidly growing demand for ULEV infrastructure and technology.

**2 RECOMMENDATIONS**

- 2.1 The Cabinet is asked to RECOMMEND to the Council that:

## Strategy

- i. The ULEV strategy and associated action plan attached at Appendix 1 is adopted.

## Funding

- ii. The Head of Environmental Services and Head of Community Services have delegated power to act following consultation with the relevant Portfolio Holder, to apply for, accept, and administer (including in partnership with other local authorities) future funding in line with this strategy.

**EXECUTIVE COMMITTEE****9<sup>th</sup> July 2019****Ultra-Low Emissions Vehicle Strategy and Funding****3 KEY ISSUES****Financial Implications**

- 3.1 There are currently Government grants which can assist in the transition to ULEV technology, particularly the installation of electric vehicle charging points:

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**i. Office for Low Emission Vehicles (OLEV) home charge scheme**

This funding allows owners of electric vehicles up to £500 towards the cost of a home charge point provided they have a dedicated parking space. EV owners without dedicated parking provision are unable to access this.

**ii. On street residential charge point scheme**

The £4.5m funding in 19/20 is available to Local Authorities for eligible projects, on a first come, first-served basis. It allows Local Authorities access to grant funding for up to 75% of the capital costs of procuring and installing the charge point and an associated dedicated parking bay. Recent communications confirm that this funding would also be applicable for communal off-street parking facilities that are accessible by those for whom home-charging is not possible, for example in council owned car-parks.

**iii. Workplace charging Scheme (WCS)**

WCS is a voucher-based scheme designed to provide eligible applicants with support towards the upfront costs of the purchase and installation of EV charge points for staff. The contribution is limited to the 75% of purchase and installation costs, up to a maximum of £500 for each socket, up to a maximum of 20 across all sites for each applicant. The charge points cannot be publically accessible in order to be eligible for this funding.

- 3.2 There are possible opportunities to lease land (providing suitability of conditions) to Charge Point Operators (CPOs) where they will to install, maintain and operate charge points and charge point stations (essentially a bank of charge points usually undercover as with a traditional forecourt). This may also create an opportunity for income sharing. The Land Buildings and Asset Group (LBAG, a subgroup of the Commercialisation Board) is overseeing this potential opportunity.
- 3.3 There are other aspects of the Strategy which could also link to the Council's commercialism agenda, providing more cost effective services and opportunities for revenue generation to support public services. For example, electric vehicle pool

**EXECUTIVE COMMITTEE****9<sup>th</sup> July 2019****Ultra-Low Emissions Vehicle Strategy and Funding**

cars, investment in the low carbon economy and revenue generation from electricity grid services.

- 3.4 Officers will include any financial implications of grant income and expenditure on the quarterly budget monitoring statements.

**Legal Implications**

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- 3.5 A Local Planning Authority is the local authority or council that is empowered by law to exercise statutory town planning functions. In its role as Local Planning Authority, the Council can in certain situations require developers to include ULEV charging points as part of a proposed development.
- 3.6 The Council has the power under Section 1 of the Localism Act 2011 to act as Accountable Body under the Funding Agreement and accept the OLEV Ultra-Low Emission Taxi Infrastructure Scheme Grant. This would also apply to other OLEV funding that may be sought in the future, such as the 'On street residential charge point scheme' and the Workplace Charging Scheme.

**Service / Operational Implications**

- 3.7 The ULEV Strategy sets out a vision and aims, along with context and rationale:

**The Vision:**

A local area thriving in terms of local economic growth, public health, wellbeing and the environment, enabled by a sustainable travel network and a successful low carbon sector including ULEV related industry.

**The Aims:**

- To support the use of ULEVs in the local area
- To support local economic activity and training opportunities in the ULEV industry
- To facilitate other actions to reduce vehicle related emissions.

The Governments 'Road to Zero' Strategy confirms the end of the sale of new conventional petrol and diesel cars and vans in the UK by 2040. The key driver in Road to Zero is improving poor air quality in order to improve public health, as road transport is one of the biggest contributors.

Neighbouring Birmingham City Council's Clean Air Zone will be in effect from January 2020.

The uptake of ULEVs in the UK presents the Council with an opportunity to work towards a sustainable future and realise significant economic, social and health

**EXECUTIVE COMMITTEE****9<sup>th</sup> July 2019**

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**Ultra-Low Emissions Vehicle Strategy and Funding**

benefits. However it poses challenges including the deployment of resilient re-charging and re-fuelling infrastructure.

EVs are the most prominent and developed form of ULEV currently on the market thus the strategy action plan focuses on supporting this technology.

Planning for ULEV infrastructure, training and education and financial impact is essential to enable the District to be resilient to changing legislation and market conditions and to ensure residents, business and visitors to the local area benefit from the rapid advancement in transport towards ULEVs.

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- 3.8 These recommendation support the priorities, principles and strategic purposes of Redditch Borough Council's Plan 2017- 2020 as follows:

**Key Priorities:**

- Health inequalities
- Educational attainment
- Developing the economy

**Key Principles:**

- Be corporately responsible by ensuring we meet our ethical, environmental and social responsibilities, and that services support our communities to develop.
- Constantly innovate, to make the best use of our resources to ensure we deliver efficient, quality services and eliminate waste.
- Make decisions and provide challenge based on data, evidence and learning.
- Use the Council's unique position in the community to encourage and support change amongst partners and other agencies.

**EXECUTIVE COMMITTEE****9<sup>th</sup> July 2019****Ultra-Low Emissions Vehicle Strategy and Funding**

Strategic purposes:

- **‘Help me to run a successful business’**
- **‘Help me to be financially independent’**

Working with partners to support local business, encourage inward investment, support training that meets employer skill needs and enabling employment opportunities. Page | 5

- **‘Help me to live my life independently’**

Working with health and other partners to reduce hospital admissions and keep people in their own home, enable access to appropriate transport, support physical activity and support access to work, education and training.

- **‘Keep my place safe and looking good’**

Reducing emissions and limiting the effect of climate change, including working with our communities and working with stakeholders to improve the infrastructure for cycling and walking.

- **‘Provide good things for me to see, do and visit’**

Envisions vibrant and flourishing town and local centres.

### 3.9 Economic growth

It is important to recognise that the low carbon economy is already an area of strength, with many innovative businesses in this area. The Low Carbon and Renewable Energy sector has outperformed the growth of the wider economy, with growth in turnover nationally of 5% from 2015 to 2016. The Councils physical location and heritage in the automotive industry lends itself well towards adaptation to development of ULEV transport technology. Capitalising on this and investing in education in this industry is a key opportunity the Council can seek to facilitate.

The Worcestershire Local Enterprise Partnership (LEP)’s Energy Strategy is fully supportive of low carbon transport including a network of rapid EV chargers whilst increasing economic growth in the region and delivery of clean energy.

### 3.10 Air Quality and Climate Change

Poor air quality is the largest environmental risk to public health in the UK and there is strong evidence that global action is needed to improve on air quality and safeguard residents from the damaging effects of Climate Change. Local action is required improve conditions locally and to provide resilience for communities and industries.

National government have responded with the Road to Zero, Clean Growth and Clean Air Strategies and a commitment to end the sale of petrol and diesel cars

**EXECUTIVE COMMITTEE****9<sup>th</sup> July 2019****Ultra-Low Emissions Vehicle Strategy and Funding**

and vans by 2040<sup>1</sup>. Alternative fuels for vehicles, such as electric, gas (methane) and hydrogen, can have lower emissions than conventional fossil fuel vehicles.

Redditch has no Air Quality Management Areas (AQMAs) due to the design of the road layout as part of the new town creation. However, Worcestershire Public Health's analysis for the Joint Strategic Needs Assessment (JSNA), has shown direct correlation with that hospital admissions and exacerbated air quality conditions.

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In 2015, five Clean Air Zones (CAZs) were mandated in the UK, one of which is in neighbouring Birmingham. Birmingham's CAZ will be in effect in 2020. Drivers of the most polluting vehicles will be charged on a per day basis when entering the CAZ. In reality this results in cars, private hire, taxis and LGVs that do not meet the emissions standards being charged £8 per day and HGVs, coaches and buses being charged £50 per day to drive in the CAZ. Due to the Councils proximity to Birmingham, it is appropriate that adaptation is made to allow for the changing nature of vehicles on our roads to ensure residents, business and visitors are assisted in the transition to ULEVs.

Redditch Borough Council (RBC) are one of the partners to the Worcestershire Partnership Climate Change Strategy 2012-2020. This sets a target to reduce the county's carbon emissions from 2005 levels by 30% by 2020. From the latest available evidence (2005-2016<sup>2</sup>), the majority of reductions in local carbon emissions are in industrial and domestic sectors, with transport only showing a 10% reduction in Redditch Borough.

**3.11 ULEV charge point infrastructure**

In order to futureproof for local needs, including for streets that do not currently have off-street parking provision, we will facilitate the creation of a comprehensive network of rapid/ultra-rapid charging hubs and destination charging facilities (visitor and workplace, including communal overnight locations) that is reliable, convenient, affordable and attractive. We will consider rural as well as urban needs. Where possible, the electricity supply to this electric vehicle charging infrastructure should be from renewable energy sources.

As a social housing provider, RBC will consider the provision of charge points for its tenants. Where properties do not have dedicated parking spaces, this may include installing communal charging facilities for RBC tenants, leaseholders and householders of neighbouring properties. This may be eligible for the OLEV on-street/communal off-street parking mentioned above.

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<sup>1</sup> Road to Zero Strategy

<sup>2</sup> There is a two-year delay in the collation of national greenhouse gas figures.



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**Ultra-Low Emissions Vehicle Strategy and Funding**

It is our intention that all new homes, workplaces and visitor attractions, should have access to adequate electric vehicle charging infrastructure, where appropriate.

The electricity supply to this electric vehicle charging infrastructure should be from renewable energy sources. We will work to achieve this through development and implementation of local planning policies in line with the National Planning Policy Framework and through enforcement of future Building Regulations which will incorporate requirements for electric vehicle charging infrastructure from 2020.

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**3.12 Joined-Up Approach**

Worcestershire County Council (WCC) is in the preliminary stages of developing a county-wide strategy for ULEV provision. WCC as highways authority look after on street infrastructure and wider transport objectives. Their strategy will focus on technical standards and data analysis with particular regard to highways land.

The Borough level strategy sets out principles and actions that are tailored to our local situation. Worcestershire Regulatory Service (WRS) for RBC lead on creating air quality action plans for the Borough and RBC and Rubicon Leisure have responsibility for many of the off street car parks and some business premises across the Borough.

The County level and Borough level strategies therefore have a slightly different but complimentary focus. Any future reviews will aim for an integrated approach, as far as practically possible.

A North Worcestershire working group will ensure a joined up approach between councils and cross border. This including representatives from Redditch Borough Council, Bromsgrove District Council, Wyre Forest District Council, North Worcestershire Economic Development and Regeneration (NWEDR), Worcestershire Regulatory Services (WRS), Worcestershire County Council, Midlands Energy Hub and neighbouring Local Authorities. Minutes are also circulated to the RBC Strategic Planning Manager and Worcestershire Public Health.

**Customer / Equalities and Diversity Implications**

- 3.13 Should the Council choose not to deliver on delivering a ULEV strategy and action plan, this may lead to inequality in access to EV charging and the risk of increasing transport poverty, particularly relating to homes where home-charging is not possible and in rural areas.

**EXECUTIVE COMMITTEE****9<sup>th</sup> July 2019**

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**Ultra-Low Emissions Vehicle Strategy and Funding****4. RISK MANAGEMENT**

- 4.1 The action plan will be regularly monitored and updated as appropriate to ensure actions are reflective of local needs and requirements and the developing ULEV industry.

**5. APPENDICES**

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- Appendix 1 - Redditch Borough Council Ultra Low Emission Vehicle Strategy and Action Plan  
Appendix 2 - Glossary of acronyms

**6. BACKGROUND PAPERS**

None

**7. KEY**

None

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## Redditch Borough Council Ultra-Low Emission Vehicles Strategy

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## Glossary

Acronym	Definition
AQMA	Air Quality Management Area – Location where Nitrogen Oxide levels exceed the national maximum threshold. Councils are required to produce and implement plans to reduce emissions in AQMAs.
EVSE	Electric Vehicle Servicing Equipment – effectively a generic term for electric vehicle charging points.
ULEV	Ultra-low emission vehicle – defined as vehicles with emissions of CO2 below 75g/km or fully electric powered.
WTW	‘Well to wheel’. This describes the impacts of a vehicle fuel from production via distribution to usage.
Types of mass market vehicles are described in Figure 1.	
Types of electric vehicle charging situations are described in Figure 2.	
Types of electric vehicle charger are described in Figure 3.	

**Figure 1 Types of vehicle in mass-market production**

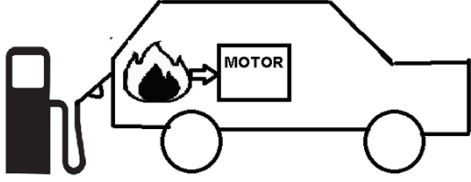
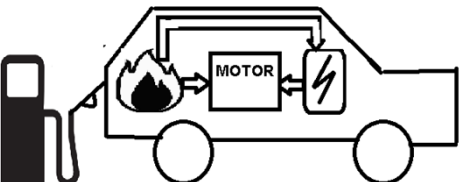
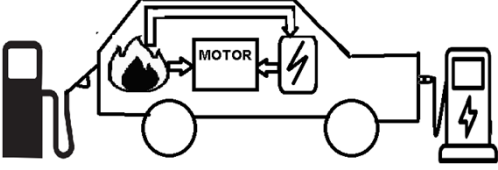
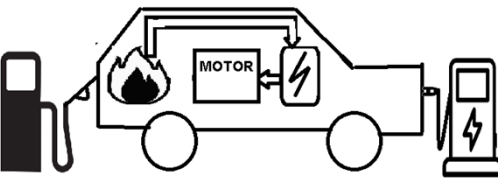
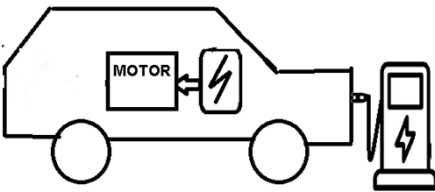
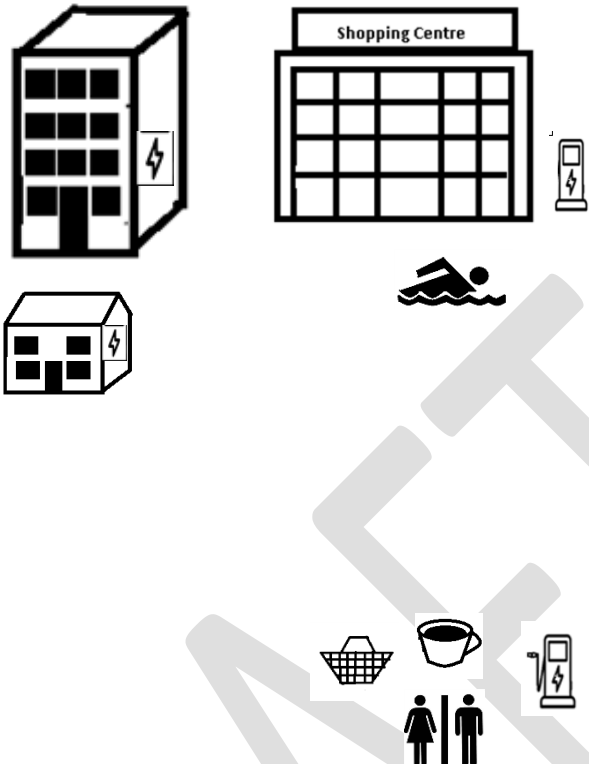
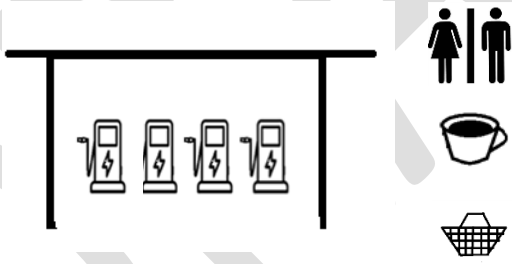
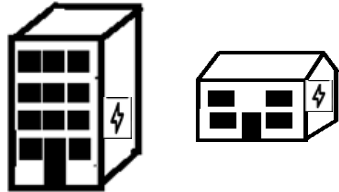
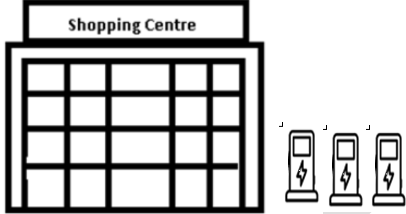

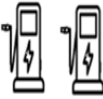
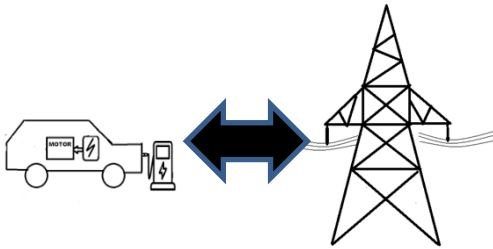
<b>ICE</b>  Internal Combustion Engine.		Traditionally petrol or diesel fuelled.
<b>HEV</b>  Hybrid Electric Vehicle.		Conventional petrol or diesel ICE and a relatively small electric battery. Uses ICE and/or battery to power the car and uses energy from the ICE to charge the battery, depending on the situation. In certain driving conditions, this will lead to lower emissions.
<b>PHEV</b>  Plug-in Hybrid Electric Vehicle.		HEV which has the ability to plug in and charge the electric battery from an external source. This gives the potential to further reduce emissions over a non-plug-in hybrid, especially if this electricity comes from a renewable source.
<b>EREV</b>  Extended Range Electric Vehicle.		A plug-in electric vehicle, where there is also a small ICE. Energy from the ICE keeps the battery topped up and extends the range of the vehicle.
<b>BEV</b>  Battery Electric Vehicle.		A plug-in electric vehicle using solely battery power.

Figure 2 Types of charging situations

<b>Destination charging</b>		<b>Charging your vehicle at your destination</b> <ul style="list-style-type: none"> <li>• When you travel and park for work, home, shopping or leisure.</li> <li>• Depending on the duration of stay, slow, fast or rapid chargers may be most suitable.</li> </ul>
<b>Charging station</b>		<b>Charging on route</b> <ul style="list-style-type: none"> <li>• Multiple rapid or ultra-rapid chargers with facilities</li> </ul>

**Figure 3 Types of electric vehicle charger**

<b>Trickle Charger or Slow Charger</b>  3kWh power		<ul style="list-style-type: none"> <li>• <b>Destination:</b> Homes or workplaces</li> <li>• <b>9 miles range in one hour<sup>1</sup></b></li> </ul>
<b>Fast Charger</b>  Usually 7kWh power		<ul style="list-style-type: none"> <li>• <b>Destination:</b> Few hours stay</li> <li>• <b>21 miles range in one hour</b></li> </ul>
<b>Rapid Charger</b>  Up to 50kWh		<ul style="list-style-type: none"> <li>• <b>Destination:</b> ~ One hour stay <b>OR</b></li> <li>• <b>Quick top-ups on route</b></li> <li>• <b>Up to 150 miles range in one hour</b></li> <li>• Different cars have different connection types</li> </ul>
<b>Ultra-Rapid Charger</b>  150 kWh – 350 kWh		<ul style="list-style-type: none"> <li>• <b>Charging on route</b></li> <li>• <b>75-175 miles added in a 10minute charge</b></li> <li>• Cars in development with compatible chargers.</li> </ul>
<b>Vehicle to grid (V2G)</b>		<ul style="list-style-type: none"> <li>• <b>Can discharge power from the vehicle back into the building or local network to provide power at peak times.<sup>2</sup></b></li> <li>• Upcoming technology.</li> </ul>

<sup>1</sup> As a rule of thumb, range is increased in 20 minutes by same number of miles as the power rating in kWh

<sup>2</sup> EV Charging in Car Parks CENEX



## Foreword

**To be provided by CEO or Leaders**

**Also passages of support from e.g. NWEDR, WRS, Public Health, HOW College?**

### **1. Vision, Aims and Objectives**

#### **1.1 Vision**

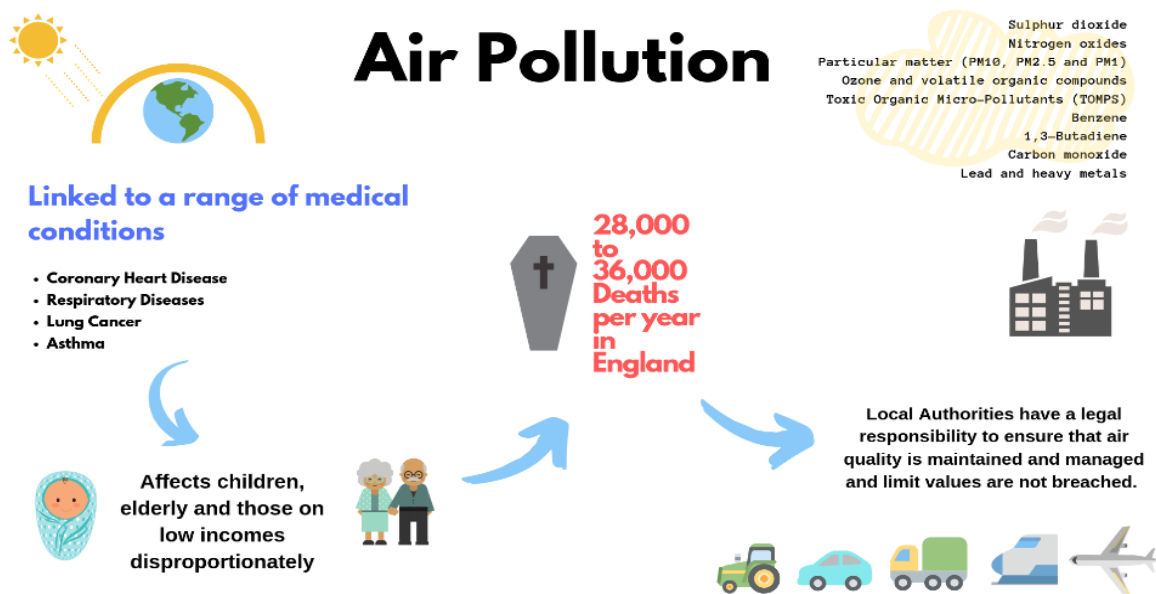
A local area thriving in terms of local economic growth, public health, wellbeing and the environment, enabled by a sustainable travel network and a successful low carbon sector including ULEV related industry.

#### **1.2 Aims**

- i. To support the use of Ultra Low Emission Vehicles (ULEVs) in the area.
- ii. To support local economic activity and training opportunities in the ULEV industry.
- iii. To facilitate other actions to reduce vehicle related emissions.

#### **1.3 Objectives**

- i. Engage with local stakeholders to understand and address their needs in relation to ULEV technology.
- ii. To support and develop appropriate infrastructure for re-charging and re-fuelling ULEV vehicles.
- iii. To enable suitable opportunities for ULEV related business and training, including within the councils' commercialisation agenda.
- iv. Work with other sectors such as communications, public health and sports development to explore other ways to reduce vehicle related emissions e.g. encouraging walking and cycling and decreasing vehicle idling.



**Figure 4 The impacts of air pollution<sup>3</sup>**

## 2. Setting the Scene

### 2.1 Introduction

There is a need nationally and locally to deliver economic growth along with improvements in public health, wellbeing and environmental welfare.

Diesel and petrol transport are key contributors to poor air quality, the largest environmental risk to public health in the UK. The annual mortality burden of human-made air pollution in the UK is roughly equivalent to between 28,000 and 36,000 deaths. Costs to society are estimated at more than £20 billion every year.<sup>4</sup> There is strong evidence that man-made greenhouse gas emissions, including from fossil-fuel based transport, will have serious consequences within decades if not checked<sup>5</sup>.

Redditch Borough Council (RBC) need to take action to improve local conditions and provide resilience for our communities and industries, as well as contributing to a global solution.

Alternative fuels are available for vehicles, with lower emissions than conventional fossil fuel vehicles. National government have responded with the Road to Zero, Clean Growth and Clean Air Strategies and a commitment to end the sale of petrol and diesel cars and vans by 2040<sup>6</sup>. At a local level, all Worcestershire Councils and the Worcestershire Local Enterprise Partnership are committed to improve local air quality<sup>7,8,9</sup> and to reduce greenhouse emissions<sup>10</sup>.

<sup>3</sup> Worcestershire Public Health Air Quality dashboard

<sup>4</sup> Review of interventions to improve outdoor air quality and public health. Public Health England.

<sup>5</sup> IPCC Special Report Global Warming of 1.5 degrees

<sup>6</sup> Road to Zero Strategy

<sup>7</sup> Worcestershire Climate Change Strategy

<sup>8</sup> Worcestershire LEP Energy Strategy

The uptake of Ultra Low Emission Vehicles (ULEVs) in the UK presents a great opportunity to work towards a sustainable future and realise significant economic, social and health benefits. However it poses several challenges that need to be addressed, most notably the deployment of resilient re-charging and re-fuelling infrastructure.

This strategy sets out how RBC will support the use of Ultra Low Emission Vehicles (ULEVs) and related economic activity in our areas. It recognises the importance to Redditch of a sustainable travel network for residents, businesses, commuters and the visitor economy, and the need to attract growth industries that can provide local employment and education opportunities.

There is no intention to increase the number of vehicles on our roads, rather to enable residents across our areas to switch to ULEV's and facilitate other actions to reduce emissions and congestion.

Whilst much of the focus is currently on electric vehicles, innovation is happening all the time. It is important to be able to be ready to respond to future changes, therefore this strategy and action plan is designed to be flexible and responsive.

This strategy sets out national and local context along with our vision, aims and objectives and a proposed five year action plan. It will be reviewed as necessary to ensure that it remains fit for purpose.

---

<sup>9</sup> Worcestershire Air Quality Action Plan.

<sup>10</sup> Carbon dioxide, methane, nitrous oxide, ozone, CFCs and HCFCs.

## 2.2 Scope of this strategy

2.2.1 Figure 5 below depicts the traditional fuel type and future alternative options for different vehicle types. These future options are applicable to both private vehicles and fleet, including council fleet.

**Figure 5: Traditional fuels and future alternative options for vehicles**

Vehicle type	Fuel type		
	Traditional fuel	Transitional options	ULEV options
<ul style="list-style-type: none"> <li>• Cars</li> <li>• Small vans</li> <li>• Taxis</li> </ul>	<ul style="list-style-type: none"> <li>• Petrol</li> <li>• Diesel</li> <li>• LPG<sup>11</sup></li> </ul>	<ul style="list-style-type: none"> <li>• Hybrid</li> <li>• Plug-in hybrid</li> <li>• EREV</li> </ul>	<ul style="list-style-type: none"> <li>• BEV</li> <li>• Hydrogen fuel cells (not mass market)</li> <li>• Hydrogen ICE: concept vehicles only</li> </ul>
<ul style="list-style-type: none"> <li>• Large vans</li> <li>• HGVs (including refuse collection vehicles and buses)</li> </ul>	<ul style="list-style-type: none"> <li>• Diesel</li> </ul>	<ul style="list-style-type: none"> <li>• Methane:               <ul style="list-style-type: none"> <li>○ Compressed natural gas (CNG)</li> <li>○ Liquefied natural gas (LNG)</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Some BEV and hydrogen fuel cell trials</li> <li>• Hydrogen ICE: concept vehicles only</li> </ul>

The only commercially viable ULEV option available at present is electric cars, vans and taxis. Therefore, this will be the focus of our current strategy and actions. However, we also outline below the options above that are still in development and our approach to emerging opportunities in relation to these technologies.

<sup>11</sup> Liquid Petroleum Gas (LPG) – have NOx and particulate emissions similar to petrol and greenhouse gas emissions per mile are similar to diesel, therefore this is not a viable future option to support in the area

### 2.2.2 Natural gas (methane)

Compressed natural gas (CNG) from high pressure gas mains is a potential transitional fuel for larger vans and HGVs. Liquid Natural Gas (LNG), delivered to site in liquefied form, is an alternative where CNG is not feasible, including for long-haul HGVs as it has a higher energy density. Vehicles that use both CNG or LNG and diesel are also available, with less benefit in terms of emissions compared to fully gas-powered vehicles.

For CNG/LNG, air quality emissions are equivalent to Euro VI diesel. WTW CO<sub>2</sub> emissions for CNG and LNG are similar to diesel if operated on fossil natural gas, but up to ~85% if operated on bio-methane<sup>12</sup>. CNG/LNG vehicles are also quiet compared to ICE vehicles, reducing noise pollution in residential areas and alongside busy roads.

While there are no mass-market ULEV options for larger vehicles, we will be supportive of high quality, appropriately sited CNG/LNG operations using bio-methane, including local filling stations and associated anaerobic digestion. We will consider these options for larger vehicles in our council fleet including refuse collection vehicles.

### 2.2.3 Hydrogen

Hydrogen can be used to power vehicles by producing electricity using hydrogen fuel cells. Water is the only tail pipe emission. However refuelling infrastructure is currently very limited and hydrogen production varies in its emissions profile.

We will watch this technology closely<sup>13</sup> and be supportive of investment in this industry in the area, provided there is a trajectory towards a lifecycle low emission profile.

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<sup>12</sup> Low Emission Technology Options for Local Authority Fleets CENEX

<sup>13</sup> Birmingham City Council jointly won £2.8 million with TfL in 2016 for 42 state-of-the-art hydrogen fuel cell buses <https://www.gov.uk/government/news/government-awards-30-million-funding-for-cleaner-greener-bus-journeys>

## 2.3 Key drivers for a ULEV strategy in Redditch Borough

### 2.3.1 Reduction in Emissions

ULEVs do not release any harmful tailpipe emissions and improve air quality when replacing ICE vehicles. When powered by renewable electricity, emissions are negligible. The UK is gradually decarbonising electricity production as renewable energy sources rapidly increase. Renewable electricity accounted for 29.3% of electricity generated in the UK during 2017<sup>14</sup>.

### 2.3.2 Improved Carbon Footprint

In the UK, the lifetime carbon footprint of an electric vehicle is lower than for an ICE vehicle, even when taking into account manufacturing, running and disposal<sup>15</sup>. Further gains can be brought about by facilitating alternatives to car use and also by increasing understanding that smaller lower range batteries are sufficient in many cases. There is significant opportunity to re-use degraded electric vehicle batteries for other purposes such as storage of renewable energy. Further development of batteries and recycling capability is a priority. The Midlands is leading the way in this respect<sup>16</sup>, with increased electric vehicle uptake likely to provide more of a commercial driver for these improvements.

### 2.3.3 Reduction in Noise Pollution

ULEV's operating by electric power are very quiet compared to ICE vehicles. This benefits residential areas and alongside busy roads as noise pollution is reduced.

### 2.3.4 Financial benefit for ULEV vehicles

BEVs are more economical to run when compared with traditional ICE vehicles, although the vehicles themselves are still relatively expensive to buy. However when drivers consider full lifetime (of the vehicle) cost, buying decisions sway towards ULEVs.<sup>17</sup> Up-front purchasing cost for electric vehicles is predicted to be on a par with petrol and diesel models by 2024 in the UK, or earlier if subsidies towards purchase continue<sup>18</sup>. As well as lower fuel costs, it is believed less maintenance will be required, as fewer moving

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<sup>14</sup> Renewable electricity accounted for 29.3% of electricity generated in the UK during 2017 UK Energy in Brief, DEFRA, 2018

<sup>15</sup> Department of Transport, Transport Energy Model Report, 2018

<sup>16</sup> <https://www.gov.uk/government/collections/faraday-battery-challenge-industrial-strategy-challenge-fund>

<sup>17</sup> Science Direct; Total cost of ownership and market share for hybrid and electric vehicles in the UK, US and Japan (January 2018)

<sup>18</sup> <https://www2.deloitte.com/uk/en/pages/press-releases/articles/21-million-more-electric-vehicles-expected-worldwide-by-2030.html>

parts are involved and regenerative braking increases life of braking components.

#### 2.3.5 Commercial opportunities relating to the ULEV industry

This emerging market offers scope for local growth in the low carbon economy, building on the legacy of the region's motor, metals and manufacturing industries.

#### 2.3.6 Limited Local Charge Point Infrastructure

There is insufficient accessible and reliable charging<sup>19</sup>, despite the increasing sales of electric cars. Restrictions by car manufacturer, business opening hours, charger reliability and ICE vehicles blocking charge points contribute to the inadequacy of the infrastructure. In order to increase public confidence, charge-points need to be reliable, convenient, affordable and attractive to use.

#### 2.3.7 Households without access to home charging

Where residents can charge at home on drives or in garages, this is convenient and gives confidence to make a switch to ULEV, also enabling access to specialist electric vehicle tariffs with reduced costs depending upon time of use. These are not accessible to households with communal parking, on-street parking and where home-charging is unavailable for other reasons. We are aware of households of this type in Redditch Borough, including terraced housing, apartments and other housing with communal parking including social housing.

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<sup>19</sup> See Appendix B for summary of local public electric charge-point infrastructure June 2019

## 2.4 National Context

2.4.1 UK government view EV technology as an exciting opportunity for the UK, It is expected that the UK's automotive sector will need to become a leader in this area in order to remain a player in the global market. The shift from ICE vehicles to ULEVs is seen as essential in achieving the national decarbonisation targets whilst maintaining economic growth.<sup>20</sup>

2.4.2 It is also recognised that ULEVs provide the opportunity:

- i. To reduce greenhouse gases from the largest emitting sector
- ii. An opportunity to reduce local air pollution; the second highest cause of avoidable morbidity in the country
- iii. As a new industry with substantial export opportunities.

2.4.3 There will be more than 1M electric vehicles in use by 2020, which will require a total of 100,000 EV charging points but currently there are only **16,500 points** in the UK.<sup>21</sup>

2.4.4 Road to Zero, 2018

The recently published government strategy in relation to ultra-low emission vehicles. It comes with an ambition to see at least half of new cars to be ultra-low emission by 2030 and a detailed 46 point action plan that provides us with an improved understanding as to where ULEV technology is seen to be heading from a government perspective. Its main aims are to:

- Enable a massive expansion of green infrastructure across the country
- Reduce emissions from vehicles already on the UK's roads
- Drive the uptake of zero emission cars, vans and trucks
- End the sale of ICE cars and vans by 2040

2.4.5 The Clean Air Strategy (2019) echoes the end of sale of ICE cars and vans by 2040.

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<sup>20</sup> Electric Vehicle: Driving the Transition, the Business, Energy and Industrial Strategy Committee. House of Commons. 2018

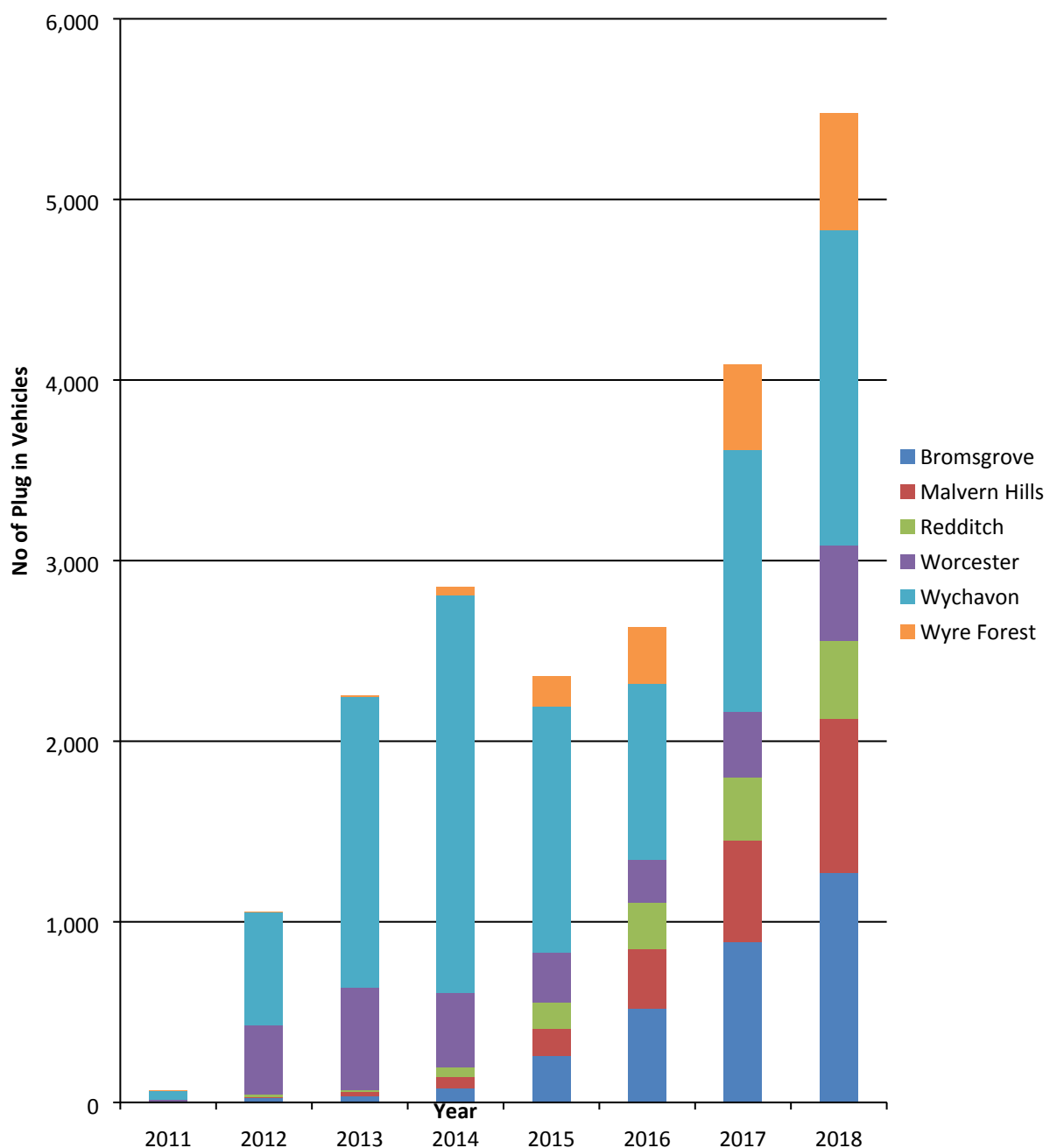
<sup>21</sup> Source Zap Map



## 2.5 Local Context

2.5.1 The take up of ULEVs in the UK is steadily increasing with the number of plug in Vehicles registered in the reached 144,000 in the first quarter of 2018. The local picture is following suit<sup>22</sup>. Fig. 6 below presents registration of plug-in cars and vans in Worcestershire. This increase is set to continue as additional ULEV models are introduced to the market in the coming years.

**Figure 6: Number of plug-in cars, vans and quadricycles licensed in Worcestershire 2011-2018**



<sup>22</sup> <https://www.gov.uk/government/statistical-data-sets/all-vehicles-veh01>

### 2.5.2 Worcestershire Climate Change Strategy 2012-2020

This sets targets to reduce the county's carbon emissions by 30% from 2005 levels by 2020 and put in place measures to enable reduction by 80% by 2050. One of its stated aims is to develop smarter travel choices programmes (including smarter use of ICT to help residents avoid travel), and facilitate use of alternatively fuelled vehicles.

From the latest available evidence<sup>23</sup>, the majority of reductions in local carbon emissions are in industrial and domestic sectors, as a result of a necessity to adapt to legislative and fiscal instruments. Transport only shows a 10% reduction.

**Figure 7: Reduction in carbon emissions from 2005 to 2016\* (%)**

	Reduction per sector			National/ Worcestershire target
	Industry	Domestic	Transport	
<b>Redditch</b>	-50	-30	-10	-30

\*There is a two-year delay in the collation of national greenhouse gas figures

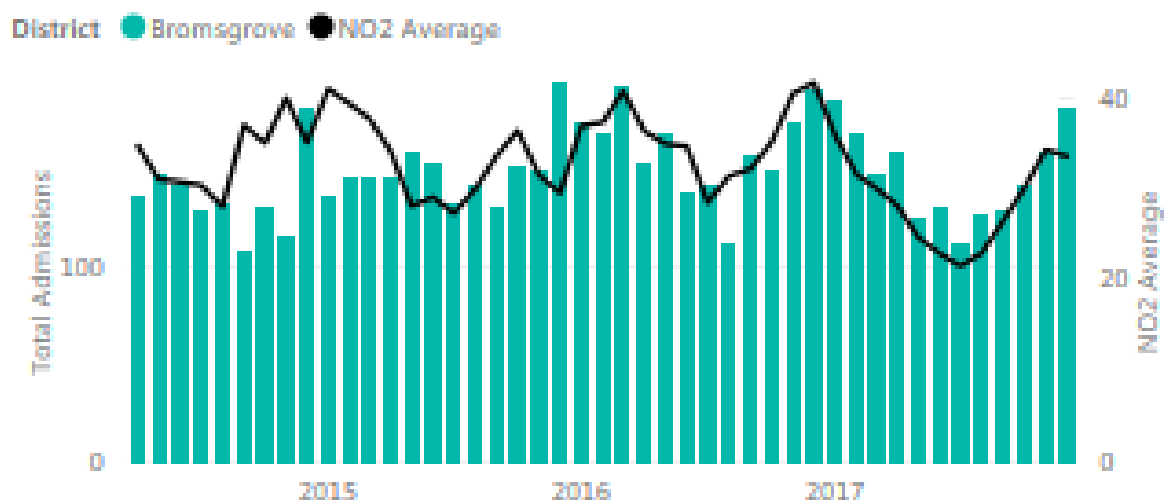
<sup>23</sup><https://www.gov.uk/government/collections/uk-local-authority-and-regional-carbon-dioxide-emissions-national-statistics>

### 2.5.3 Air Quality

Redditch has no air quality management areas (AQMAs) due to the design of the road layout as part of the new town creation. However, recent research as part of Worcestershire Public Health's analysis for the Joint Strategic Needs Assessment (JSNA), has shown that hospital admissions with air quality exacerbated conditions, is often correlated with district level air quality, even without AQMAs.

**Figure 8: Air quality and hospital admissions in Redditch<sup>24</sup>**

#### Total Admissions and NO2 Average by Month Year and District



### 2.5.4 Birmingham's Clean Air Zone (CAZ)

In 2015, the government revealed plans to improve air quality in cities, with the introduction of five CAZs, to be operational by 2020. The government mandated CAZ in neighbouring Birmingham will be in effect from January 2020 and is an area where targeted action is taken to improve air quality, in particular by discouraging the most polluting vehicles from entering the zone.

No vehicle is banned in the zone, but those which do not have clean enough engines will have to pay a daily charge if they travel within the area. For cars, private hire, taxis and LGVs that do not meet the emissions standards this will mean a charge of £8 per day and HGVs, coaches and buses that do not meet the standards will be charged £50 per day to drive in the CAZ.

### 2.5.5 Worcestershire Local Enterprise Partnership Energy Strategy

In line with the 2018 IPCC report's focus on the need for more urgent decarbonisation in order to keep the world below 1.5 degrees of warming,

<sup>24</sup> Worcestershire Public Health Air Quality dashboard

this strategy aspires to a target of net zero carbon emissions for Worcestershire by 2040. In order to meet these more demanding goals, significant policy and funding commitments will be needed at a national as well as local level, such as a zero carbon national electricity network, enforcement of building control to zero carbon standards and commitment to bring forward the phase out date for high emission vehicles and include HGVs from where it stands currently at 2040.

The strategy includes key measures of reducing carbon emissions by 50% on 2005 levels by 2030, doubling the size of the low carbon sector between 2016 and 2030 and tripling energy production from renewable generation by 2030.

Priority themes are interdependent and are as follows:

- i. Low carbon transport and active travel - aiming for a fully connected hub of low carbon transport, including a comprehensive system of rapid chargers for electric vehicles, next generation low carbon public transport and safe active travel corridors.
- ii. Increasing clean economic growth
- iii. Overcoming infrastructure and development barriers delivering affordable clean energy.

It also aims to grow Worcestershire's low carbon sector, which is already an area of strength, with many innovative businesses in this area. The Low Carbon and Renewable Energy sector has outperformed the growth of the wider economy, with growth in turnover nationally of 5% from 2015 to 2016. With the Government putting Clean Growth at the forefront of its Industrial Strategy there is a clear opportunity to maximise the local benefits of this and keep growing Worcestershire's low carbon economy.

## CASE STUDY – INDRA

### 2.5.6 Worcestershire Local Transport Plan

Worcestershire's Local Transport Plan focuses on new transport infrastructure Schemes, with a number of policy and guidance documents that sit alongside, for example:

#### POLICY TCC2 – ULTRA-LOW EMISSION VEHICLES

Worcestershire County Council will adopt a proactive approach towards ultra-low emission vehicles (ULEVs) and associated infrastructure, in line with Government policy. For example:

- Expand on its existing county-wide network of public charge points;
- Encourage businesses to provide workplace charging facilities for employees and customers;

- Ensure that developers are aware of ULEV guidance provided in the Streetscape Design Guide;
- Support access to charge points for residents without off-street parking;
- Facilitate (where possible) adoption of new and improved technologies and charging infrastructure developments (such as easy payment access);
- Explore the provision of dedicated charge points for taxi and private hire operators;
- Encourage bus operators to implement an ultra-low emission fleet and associated infrastructure;
- Work with partner organisations to support educational programmes that encourage the take-up and use of ULEVs; and
- Develop business cases and funding bids to access the funds needed to implement ULEV measures.

#### 2.5.7 Redditch Borough Council Local Plan

- As part of the National Planning Policy Framework (NPPF), these set out the Councils planning policies that shape and regulate local development.
- They reflect national aims to reduce carbon emissions, improve quality of life and health of residents and aim to conserve and improve the character and quality of the environment whilst promoting economic growth. They recognise that new and existing low carbon communities will be highly accessible and attractive.
- Several policies highlight low carbon, sustainable vehicle infrastructure as key to delivering the visions of these strategic plans.

#### 2.5.8 Redditch Borough Council Strategic Plan

These set out the principles, strategic purposes and priorities of both Councils.

Our shared principles include:

- Be corporately responsible by ensuring we meet our ethical, environmental and social responsibilities, and that services support our communities to develop.
- Constantly innovate, to make the best use of our resources to ensure we deliver efficient, quality services and eliminate waste.
- Make decisions and provide challenge based on data, evidence and learning.
- Use the Council's unique position in the community to encourage and support change amongst partners and other agencies.

Our strategic purposes are as follows:

- **‘Help me to run a successful business’**
- **‘Help me to be financially independent’;**

Priorities to be worked on with partners involve supporting local business, encouraging inward investment, supporting training that meets employer skill needs and enabling employment opportunities.

- **‘Help me to live my life independently’**

Priorities include working with health and other partners to reduce hospital admissions and keep people in their own home, enabling access to appropriate transport, supporting physical activity and supporting access to work, education and training.

- **‘Keep my place safe and looking good’**

Gives priority to reducing emissions and limiting the effect of climate change, including working with our communities.

- **‘Provide good things for me to see, do and visit’**

Envisions vibrant and flourishing town and local centres and aims to utilise our Councils’ facilities to promote healthy lifestyles.

### **3. Our approach Vision, aims, objectives and key approaches**

#### **3.1 Vision**

A local area thriving in terms of local economic growth, public health, wellbeing and the environment, enabled by a sustainable travel network and a successful low carbon sector including ULEV related industry.

#### **3.2 Aims**

- iv. To support the use of Ultra Low Emission Vehicles (ULEVs) in the area.
- v. To support local economic activity and training opportunities in the ULEV industry.
- vi. To facilitate other actions to reduce vehicle related emissions.

#### **3.3 Objectives**

- v. Engage with local stakeholders to understand and address their needs in relation to ULEV technology.
- vi. To support and develop appropriate infrastructure for re-charging and re-fuelling ULEV vehicles.
- vii. To enable suitable opportunities for ULEV related business <sup>25</sup>and training, including within the councils' commercialisation agenda.
- viii. Work with other sectors such as communications, public health and sports development to explore other ways to reduce vehicle related emissions e.g. encouraging walking and cycling<sup>26</sup> and decreasing vehicle idling.

#### **3.4 Joined-Up Approach**

- 3.4.1 Worcestershire County Council (WCC), as highways authority, is in the preliminary stages of developing a county-wide policy for ULEV infrastructure. RBC will engage with the development of this policy.
- 3.4.2 The RBC strategy sets out principles and actions that are tailored to our local situation. RBC have responsibility for many of the off street car parks across the district, leisure centres, some business premises and lead on creating air quality action plans.
- 3.4.3 The County level and Borough level strategies therefore have a slightly different but complimentary focus. Any future reviews will aim for an integrated approach, as far as practically possible.
- 3.4.4 A North Worcestershire working group has been set up to ensure a joined up approach between councils and cross border. This including representatives

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<sup>25</sup> See **Appendix C Case Study Indra Renewable Technologies**

<sup>26</sup> See **Appendix D Case Study Woo Bikes**

from Redditch Borough Council (RBC), Bromsgrove District Council (BDC), Wyre Forest District Council (WFDC), North Worcestershire Economic Development and Regeneration (NWEDR), Worcestershire Regulatory Services (WRS), Worcestershire County Council (WCC), Midlands Energy Hub and neighbouring Local Authorities. Minutes are also circulated to the RBC Strategic Planning Manager and Worcestershire Public Health.

### **3.5 Approach to electric vehicle charging infrastructure**

- 3.5.1 In order to futureproof for local needs, including for streets that do not currently have off-street parking provision, we will facilitate the creation of a comprehensive network of rapid/ultra-rapid charging hubs and destination charging facilities (visitor and workplace, including communal overnight locations) that is reliable, convenient, affordable and attractive, considering rural as well as urban needs.
- 3.5.2 It is our intention that all new homes, workplaces and visitor attractions, should have access to adequate electric vehicle charging infrastructure, where appropriate. We will work to achieve this through development and implementation of local planning policies in line with the National Planning Policy Framework and through enforcement of future Building Regulations which will incorporate requirements for electric vehicle charging infrastructure from 2020.
- 3.5.3 On-street charging is the jurisdiction of Worcestershire County Council where the land is adopted by WCC Highways.
- 3.5.4 Where the land is under the control of Redditch Borough, suitability for on-street charging solutions will be assessed on a case by case basis and will be supported where it is deemed to be practical, cost-effective and low risk. We do not anticipate that on-street charging e.g. via lampposts will be a practical solution in most cases however, for a number of reasons:
- The need for lampposts to be at the front edge of the pavement.
  - Significant upgrading of the electrical infrastructure associated with the lampposts is usually required.
  - Trailing charging leads create a potential hazard, especially for those with visual impairment.
  - Could potentially cause or exacerbate conflict when on-street parking spaces (with a charging facility or otherwise) are in high demand.
- 3.5.5 The electricity supply to electric vehicle charging infrastructure should be from renewable energy sources.



### 3.5.6 Site Selection

In order to ensure that installations of charge points are fit for purpose, we advise that the following criteria be used to assess potential locations.

**Figure 9: Site Assessment Criteria**

<b>General</b>	
Site Conditions including safety, accessibility, security	Potential for expansion of charging points if required
Closeness to existing/proposed chargers	Statutory Utilities
Potential for onsite renewable electricity generation	Grid constraints/ opportunities for demand management;
Links and proximity to AQMAs	Potential for contributing to or alleviating congestion
Cost of implementation	
<b>Destination chargers</b>	
Proximity to key destinations such as leisure, retail, housing without off-street parking	Impact on parking supply
<b>Ultra-rapid charging hubs</b>	
Proximity to key routes	Highways access
Proximity to refreshments and toilets	

### 3.5.7 Type, location and numbers of charging points

Fast charging points (7 kWh) are considered to be the most appropriate charging level at public car parks or major destinations where a three or four hour stay is realistic. Slow chargers (3.5 kWh single phase) are considered to be the best option in business parks for daytime charging. Rapid chargers ( $\geq 43$  kWh in appropriate locations close to major routes in places where stay is usually around one hour. Ultra-rapid charging hubs (150-350-kWh chargers) are ideal for those needing a quick top-up on route and would be ideally located near to refreshment and toilet facilities.

This will enable a mix of chargers for those needing a quick charge, those looking to stay somewhere for a minimum of a morning or afternoon and also for those parking all day at work.

Locations for electric vehicle charge-points should be attractive, visible and safe and the process of charging should be straightforward. There should be multiple chargers at a location and a high priority should be given to reliability.

The numbers of chargers needed across the area is hard to estimate as multiple variables including car-ownership, battery size of cars, daily distance travelled. The best approach is to have accessible destination charging at parking at all main trip attractors, with consideration given to future proofing in terms of minimising additional civil works required for electricity supply if demand increases and in terms of compatibility with vehicle charging technology, and simple payment methods.

### 3.5.8 Accessibility of charging-point spaces

All electric charging points should be designed to be accessible to all, with consideration given to accessibility of associated facilities by all. However, traffic control orders will not be used to prevent able-bodied drivers from using any electric vehicle charging points, nor to allow blue badge holders to park in an electric vehicle charge-point space when they are not going to be charging a car. The number of parking spaces designated as accessible and reserved for blue badge holders or parents and children by a traffic control order would remain unchanged.

### 3.5.9 Operation of proposed charging infrastructure

Management options of charging points have been assessed by other councils<sup>27</sup> and the outcome shows that in the short term (next five years) the preferred option will be a third party managing the public charging infrastructure. This has a number of advantages which are summarised below:

- Benchmarking shows that this is the option preferred by other local authorities that have already installed charging points at their car parks.
- RBC could be at disadvantage compared with experienced operators as we don't have the level of expertise or resource to be the scheme operator across a wide network of charge points.
- There is a risk of negative public perception towards RBC in case of poor performance of the charging points.
- Opportunity to connect electric vehicle charging point infrastructure in RBC to a network of charging points across the country.
- A third party operating the charging points will potentially be a better use of public money and better for the user. Should engagement on this draft strategy ratify this approach then the procurement procedure will be reported through the appropriate council meetings.

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<sup>27</sup> Harrogate Borough Council Ultra-Low Emission Vehicle Strategy Final Report 2019-2024

### 3.5.10 Funding installation of EV Charge-points on council land

Where appropriate grant-funding options will be sought as the first option.

#### **Rapid/Ultra-rapid charging infrastructure**

Where such chargers are sited on council land, we will aim to generate an income towards provision of public services, through leasing of land and income sharing.

The council recognises that operators will be generating revenue from the sale of electricity.

Our aim will be for these chargers to be open access allowing contactless payment via a credit or debit card<sup>28</sup>, in line with legislation to improve accessibility of the public charging infrastructure<sup>29, 30</sup>.

Provision of slower charging infrastructure will be considered when procuring rapid/ultra-rapid charging infrastructure or leasing land for that purpose, especially where there is potential to undertake works synergistically and decrease capital costs.

#### **Slower charging infrastructure**

To help enable slower charging infrastructure to be installed on suitable council sites, we will consider other mechanisms of revenue generation such as parking permits, charging permits, income from associated spend at sites and innovative opportunities e.g. providing grid services such as demand management.

The council recognises the potential to generate revenue from operating slower chargers is restricted by the limited kWh that can be provided.

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<sup>28</sup> <https://www.zap-map.com/charge-points/public-charging-point-networks/>

<sup>29</sup> The Alternative Fuels Infrastructure Regulations 2017

<sup>30</sup> Automated and Electric Vehicles Bill 2018

### 3.5.11 Parking Fees

Parking fees will remain in public car parks for BEV users as it is important, for congestion management purposes, to ensure that car use is not incentivised over other sustainable modes of transport.

### 3.5.12 Affordability/Transport Poverty

The upfront cost of EVs are still high at present and charges should not be so high as to dis-incentivise take up e.g. higher lifetime cost or higher running cost than petrol/diesel. Consideration should be given for not worsening and if possible improving equality and this is particularly relevant for those without home charging at present.

### 3.5.13 Charging bay enforcement

Parking bays with electric vehicle charging infrastructure included must be used only by electric vehicles that are plugged in and charging and require a time restriction to prevent abuse. This will be proportionate to the type of charger associated with the recharging bay. These bays will be supported by new Traffic Regulation Order (TRO) and will be signalled by DfT approved signs.

### 3.5.14 Innovative technology

The use of innovative technology to support the proposed charge points will be considered. For instance, installing solar panels and battery storage at appropriate locations or implementing demand management. Further to this we will look at integrated smart car-parking and EV point management technology and software.

## 4. Action Plan

To deliver the objectives an action plan has been established. As electric vehicle charging is very much an emerging technology it is important for the council to be able to adapt to changes and ensure a flexible approach to delivery of the strategy. The action plan will, therefore, be reviewed as required to ensure adaptability to changes in technology, trends in mobility and financial considerations. The Action Plan is outlined in Appendix A.

## Appendix A Redditch Action Plan

Action		Year of completion					Progress & Comments
		1	2	3	4	5	
1	<p>Review current funding opportunities and consider applying to Department For Transport (DFT) / Office for Low-Emission Vehicles (OLEV) grants if applicable.</p> <p>Current grants include:</p> <ul style="list-style-type: none"> <li>• Workplace charging scheme</li> <li>• On-street residential charge point scheme</li> </ul>						<p><b>Officers successfully bid for Ultra-Low Emission Taxi Infrastructure Scheme: round 2</b></p> <p>Meeting with WCC and other District LAs to look at the possibility of a Worcestershire-wide bid for the On-street residential charge point scheme (which can now include off-street car-parks).</p>
2	<p>Identify possible locations for charge points. This will involve considering the following along with the site selection criteria:</p> <ul style="list-style-type: none"> <li>• Demand</li> <li>• Availability of land /parking spaces</li> <li>• Type of charge points</li> <li>• Feasibility such as the cost of installation</li> <li>• Security of car parks</li> <li>• Accessibility</li> </ul>						<p>Monitor requests for public charge points through RBC website, social media, contact centre, MP enquiries and direct contacts to relevant staff. A criteria for appraising such requests will be developed.</p> <p><b>Identification of charge points has started as this was required for submission of the ULEV bid. Consultation with Taxi operators and private hire drivers, NWEDR, WRS &amp; WCC was undertaken and this point and discussions are still ongoing.</b></p>

3	<p>Review Council Fleet (and use of grey Fleet)</p> <ul style="list-style-type: none"> <li>• Utilise free fleet reviews and other related support</li> <li>• Plan for migration to alternative fuel options</li> </ul>					<p>Work with other waste collection and disposal authorities and commercial operators to investigate the possibilities for anaerobic digestion that may come with the national mandatory food waste collection and the potential to use this to produce bio-methane for vehicles.</p>
4	<p>Review current parking strategy and parking management policy for the Borough and for Council employee car parks, to ensure consideration is given to ULEV charge points and appropriate parking bays.</p>					
5	<p>Raise awareness of ULEVs through working with organisations to encourage the update of grants and provide relevant advice where appropriate through signposting and possible promotional events.</p> <ul style="list-style-type: none"> <li>• Set up a local ULEV user group</li> <li>• Develop links with relevant industries, education and businesses</li> <li>• Develop a Communications plan</li> <li>• Encourage low emission electric public transport options</li> <li>• Education for second-hand car-dealerships on EVs via EST</li> <li>• Work with local dealerships to promote new and used EVs</li> </ul>					

6	<p>Integrate ULEVs as well as the Council's wider sustainable transport agenda (promotion of public transport, walking and cycling) into all relevant Council policies and operations.</p> <p>Consider:</p> <ul style="list-style-type: none"> <li>• EV pool cars</li> <li>• Internal HR policies (e.g. mileage allowances etc)</li> <li>• Review Taxi Licensing with respect to incentivising and enabling uptake of electric vehicles</li> </ul>		
7	Ensure the planning process is supportive of ULEV developments.	Ongoing	<b>Discussions have been held internally with the Strategic Planning and Development Control Managers who are engaged to facilitate this.</b>
8	<p>Maximise use of renewable electricity and minimise grid implications.</p> <p>Consider renewables, local storage, smart chargers, V2G and behind the meter demand management.</p>	Ongoing	<b>Good links with key officers in WPD established. Good links with Midlands Hub Energy Advisor. WCC are part of a bid to a Pilot scheme with Virgin Media to link EV charging to their equipment cabinets.</b>
9	<p>Investigate communal charging facilities for those without access to personal home-charging charging e.g. social and private housing with communal parking areas such as RBC own stock. Work with other RSLs and private owners to learn from them and share or knowledge and experience</p> <p>Consider OLEV funding.</p>		Possible trial at an RBC block of flats where there is interest in having EV infrastructure.



10	<p>Liaison with other public health agencies in support of clean air policies.</p> <p>Work with sports development, HR, Public Health and Parenting and Community Team to integrate with the Councils Health and Wellbeing agenda</p>						<p><b>Representation on Worcestershire Air Quality Partnership Group and North Worcestershire ULEV working group.</b></p>
11	<p>Commercial opportunities for low carbon economic growth. Consider opportunities to generate revenue to support public services.</p>					<p>Ongoing</p>	<p>E.g. leasing land for charge-points, investment in the low carbon economy, revenue generation from grid services or optimising behind the meter usage, renewable electricity generation e.g. solar car-ports, local energy storage, vehicle-to-grid charging; leasing cars.</p> <p><b>Via Land and Buildings Asset Group, areas of land available for possible leasing have been identified and via soft market testing there appears to be some interest.</b></p> <p><b>Officers visited innovative ULEV technology company Indra – an inspirational Malvern based technology company that has teamed up with Ovo Energy and Nissan to produce the world’s first wall-mounted V2G Electric Vehicle charger that can also supply energy to the electricity network Indra has a rapidly growing workforce and aims to use local supply chains.</b></p> <p>Further work is needed to investigate how we can best attract and support such companies.</p>

12	Research, keep up to date with and contribute to government and other LAs policy, recommendations and projects on ULEVs.	<table><tr><td colspan="5">Ongoing</td></tr><tr><td></td><td></td><td></td><td></td><td></td></tr></table>					Ongoing										<p><b>Officers attended a Road to Zero best practice workshop and contacts have been established with the regional Energy Saving Trust Support Programme manager.</b></p> <p>In July 2018, the Automated and Electric Vehicles Act 2018 came into law and Government released its Road to Zero strategy. We will continue to monitor and review policies and strategies.</p> <p>Go Ultra Low is a joint government and car industry campaign providing information on switching to an electric vehicle.</p>
Ongoing																	

## APPENDIX B Charge points available to the general public in vicinity of Redditch Borough Jun 2019

Location	Slow		Fast	Rapid	Charging Network	Access	Location
	3kw	7kw					
Hyundai Neale's Garage B60 2BS		2			Hyundai Dealership	Restricted	Bromsgrove
Bromsgrove Train Station B60 3LX		4			Polar		
Arbury Nissan B60 3AJ				1	Nissan Dealership	Restricted	
Westlands Toyota B60 3AJ		2			Polar	Restricted	
Grafton Manor B61 7HA			2		Tesla Destination	Restricted	
Singletons Nurseries B61 0HT			2		Pod Point	Restricted opening hours	
Fire Safe Services B60 4AD	1				Other	Restricted	
Hopwood Park Services B48 7 UA				16	Tesla Supercharger	Restricted	Redditch
				2	Ecotricity		
Asda B98 7ER		2			Polar		
Abbey Stadium B97 6EJ				1	Polar/Charge your Car Worcestershire County Council		
Robbins & Day Citroen B97 6RH		2			Pod Point		
Greenlands Business Centre B98 7HD				1	Polar/Charge your Car, Worcestershire County Council		

Brickholes Farm B98 9DD		2			Other		
Webbs of Wychbold WR9 0DG				1	Polar/Charge your Car, Worcestershire County Council	Restricted opening hours	Droitwich
Chateau Impney WR9 0BN				1	Polar/Charge your Car Worcestershire County Council		
Lidl Droitwich WR9 9RB				1	Podpoint		
Waitrose Droitwich WR9 8LB	2				Polar		
Longbridge Retail Park B31 2UQ	2	6			Other		Birmingham
Longbridge Technology Park B31 2TS		5			Hubsta, Polar		
Longbridge Park & Ride B31 1TW		2			Polar		
Kings Court Hotel B49 5QQ			1		Polar		Stratford
Alcester Road Service Station WR74DB			2		Instavolt		Wychavon

## Appendix C Case Study: local economic activity and training opportunities in ULEV industry

### Indra Renewable Technologies in Malvern

Earlier this year the world's first widely available domestic electric Vehicle-To-Grid (V2G) Charger and EV Smart Charger were released. These products were developed and manufactured by Indra Renewable Technologies in Malvern, Worcestershire, a fast-growing electric vehicle and smart energy technology company, as part of an Innovate UK collaboration project with OVO Energy and Nissan.

The V2G Charger will optimise vehicle charging to take advantage of cheaper electricity when it's available and when there are more renewables on the system. The V2G charger also provides balancing services and can sell power back to the grid at peak time. This means that in theory, EV drivers using V2G may never have to pay to drive their car again.

Like the V2G charger, the Smart Charger enables EV's to be charged during off-peak hours, thereby easing pressure on the electricity grid, as well as allowing drivers to take advantage of cheaper off-peak electricity.

As well as electric vehicle charging technology, Indra also produce a Home Energy battery system and Indra's EV Service Centre specialises in EV battery upgrades, OEM repairs and EV diagnostics, catering for a growing EV aftersales market.

Mike Schooling, Founder and Chief Technical Officer of Indra, started working on electric car technology as a hobby in 2011, when he was 19 years old. Indra was formed in 2013, when operations moved out of Mike's spare bedroom in Malvern into a 2,000 sq ft industrial unit. The business and projects continued to grow and in 2018 transitioned into a modern, state of the art, 25,000 sq ft warehouse in Malvern, Worcestershire, with a 26-strong and growing team developing clean technology solutions, focused on accelerating the global transition to EV's.

Mike is passionate about using local supply chain and workforce where possible and feels there is a real need in Worcestershire for suitable business premises to enable this industry to grow throughout the county.

Indra were winners of the award for 'Excellence in Innovation' at Herefordshire and Worcestershire Chamber Business Awards 2018 and are finalists again in 2019, for two categories; 'Excellence in Innovation' and 'Small Business of the Year'.



## Appendix D Case Study: Woo Bikes

### Woo Bikes – City bike share pilot



#### What is it?

Since 2010/11 the University of Worcester has operated a short term [bike share scheme](#). This 50 bike scheme has increased in popularity in each year of operation. Students and staff can join for an annual £45 fee then borrow bikes at no extra cost. Members hire pedal bikes for a 7 day period and return them to two locations, City and St Johns Campus reception. Members are issued free helmets and lights and bikes can be used and locked anywhere. There is a small daily fine £2 for late returned bikes.

Woo Bikes extends this scheme by adding an additional 50 electric bikes, or e-bikes. These bikes have a battery, you ride it like a normal bike, but as soon as you pedal, the motor gives riders a boost whenever you need it. These bikes have no gears, you pedal to go faster, brake to slow. Members can hire e-bikes for a 24 hour period with a £4/day late return fee.

#### Why are we doing this?

One of the key aims of the scheme is to enable a 'try before you buy' approach to encourage our community to cycle. We anticipate that those who try, and become regular users, may commit to buying their own bike. The City is experiencing increased car congestion. There is an increase in single occupancy car use and there is an increase in both University students and staff using cars, including driving between University sites. It is likely that these trends are adding to air pollution in key City road corridors. The City is also experiencing a fall in cycling. The aim is to offer a wider travel choice as part of an overall strategy to manage congestion; reduce travel costs and support healthy living styles.

Research supported by central government in e-bike hire schemes across the country concluded that e-bike share schemes "widen the appeal of cycling" and particularly "supports the switching to e-bikes from up to 5-mile car journeys, compared to 3-mile car journeys for conventional cycling". This meets the profile of car commuting in and out of Worcester City and the hilly nature of the City.

#### What is it trying to achieve?

Encouraging potential new students to not even contemplate bringing a car with them when they apply to study in Worcester. Reducing the number of commute journeys by people who currently drive on their own to work or study and live within 5 miles of their destination.

#### Who is it for?

Initially for University of Worcester students and staff and rolling it out to other major employers and Worcester citizens.

#### When did it start?

At the University of Worcester 12<sup>th</sup> February 2018 and expanded into Worcester City with students' leading on *have a go sessions* from 17<sup>th</sup> April 2018.

#### Who are the partners?

Worcestershire Local Enterprise Partnership, Worcestershire County Council, Worcester City Council, Gtech, Emily Jordan Foundation and the University of Worcester.



Acronym	Definition
AQMA	Air Quality Management Area – Location where Nitrogen Oxide levels exceed the national maximum threshold. Councils are required to produce and implement plans to reduce emissions in AQMAs.
CAZ	Clean Air Zones.
COP	Charging Point Operator - A company that operates a network of electric vehicle charging points, including repair and maintenance, associated software, data and payment mechanisms. May also manufacture and install charging points.
EVSE	Electric Vehicle Servicing Equipment – effectively a generic term for electric vehicle charging points.
ULEV	Ultra-low emission vehicle – defined as vehicles with emissions of CO2 below 75g/km or fully electric powered.
OLEV	Office for Low Emissions, government department reporting to both the Department of Business, Energy and Industrial Strategy (BEIS) and the Department of Transport (DoT)
EV	Electric Vehicles
WCS	Workplace Charging Scheme – An OLEV grant scheme to subsidise work-place electric vehicle charging points.
LBAG	Land and Building Assets Group – a subgroup of the internal Commercialism Board
EVHS	Electric Vehicle Home Charge Scheme – An OLEV grant scheme to subsidise home electric vehicle charging points for electric vehicle owners/users with a dedicated parking space associated with their home.

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**Executive Committee**

9th July 2019

**Housing Tenancy Agreement and Conditions**

Relevant Portfolio Holder	Cllr Craig Warhurst
Portfolio Holder Consulted	Yes
Relevant Head of Service	Judith Willis
Wards Affected	All
Ward Councillor Consulted	No
Key Decision : Yes	

**1. SUMMARY OF PROPOSALS**

- 1.1 This report proposes the implementation of revised Housing Tenancy Agreement and Conditions.

**2. RECOMMENDATIONS**

The Executive Committee RESOLVE that:-

- 2.1 The revised Housing Tenancy Agreement & Conditions attached at Appendix 1, be released for formal consultation with tenants; and
- 2.2 Subject to the outcome of the consultation, a final version of the Tenancy Agreement be brought back to Executive Committee for formal adoption;

**3. KEY ISSUES****Financial Implications**

## 3.1

There are no direct financial implications from the adoption of the new Housing Tenancy Agreement and Conditions . However, the new document will provide tenants with a clearer understanding of both landlord and tenants requirements and obligations. Consequently the Council will be able to pursue the recovery of costs from tenants when appropriate e.g replacement keys, repairs from deliberate damage. A Tenants Recharge Policy is currently being developed to support this and will be brought to Executive Committee for consideration and approval in September 2019.

**Executive Committee**9th July 2019

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**4 Legal Implications**

- 4.1 It is a legal requirement for social housing Landlords to provide social housing tenants with a written tenancy agreement setting out the terms and conditions applicable to both tenants and landlords.
- 4.2 There are other legal obligations on both tenants and the Council, which may not be spelled out in the agreement, but which are implied into all tenancy agreements, for example compliance with other statutory frameworks which impact on both parties
- 4.3 The statutory duties of a Local Authority Housing Landlord are set out in section 3 'Our responsibilities' of the Housing Tenancy and Conditions document.
- 4.4 Under the Legislative Reform (Regulator of Social Housing) England Order 2018, the Regulator of Social Housing became a stand-alone Regulator, from 1 October 2018.
- 4.5 The RSH proactively seeks assurance from social housing providers that they are meeting set out Economic and Consumer standards.
- 4.6 A Tenancy Standard being part of the Consumer Standards regulated by the RSH states the following: *registered providers shall meet all applicable statutory and legal requirements in relation to the form and use of tenancy agreements or terms of occupation*. It is therefore essential that we have the appropriate tenancy agreement in place enabling compliance.

**5 Service / Operational Implications**

- 5.1 To ensure the effective operational management of social housing tenancies it is essential to ensure that a contract is in place between the tenant and the Council as the Landlord.
- 5.2 The contractual agreements provides tenants with information relating to tenancy law and although a landlord can choose what information is provided within the contract, it is considered to be best practice to provide as much information within the agreement as possible. This enables the Council as landlord to have a more robust and transparent approach to processes, in relation to enforcement, where conditions are breached.
- 5.3 Part of a Housing Officers role is to monitor tenancy agreements, ensuring tenants adhere to the prescribed contractual terms. Should tenants breach the contractual terms, for example non-payment of rent,

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Officers can rely on this document, enabling them to take the appropriate action to bring the contract back into compliance or start a process to bring about termination of the tenancy.

- 5.4 A Tenancy agreement, conditions and practices are already operational and in place; however, the document has not been updated since 2007.
- 5.5 Apart from a minor change in legislation under the Localism Act 2011, relating to tenant succession rights, there have been no other legislative changes, which would have necessitated a review or update of the existing document.
- 5.6 Following the review of the Housing Service in 2018, part of the Housing Strategic Improvement plan, was to undertake a review of the existing Tenancy Agreement and conditions and develop a Tenants' Handbook. The proposed Tenants' Handbook will be brought to Executive Committee for approval when the final version of the tenancy agreement returns to Executive for adoption.
- 5.7 To support and reinforce the revised Tenancy Agreement, a Recharge Policy and processes enabling the Council to recover costs when tenants breach certain conditions of tenancy, is also being prepared and will be brought to Executive for consideration in September 2019.
- 5.8 Key Changes

The key changes to the current tenancy agreement and conditions can be detailed as follows:

- **Inclusion of:**
  - *Definitions page*
  - *Our Responsibilities section*
  - *Your Rights section*
  - *Anti-social behaviour section*
  - *Keeping Clean and Tidy section*
  - *Health and Safety section*
  - *Written Permission*
  - *Useful contacts section*
- **An expansion of:**
  - *Tenancy Agreement section*
  - *Use of Your Home section*
  - *Your Rent section*
  - *Repairs & Maintenance section*
  - *Gardens section*
  - *Vehicles & Parking section*

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- *Pets & Animals section*
- *Ending your tenancy section*

- 5.9. Members will note that the 'style' of the draft agreement is very different to the current tenancy agreement, which is attached at **Appendix 2**

It is the content of the document that is the focus of the consultation but comments may also be made on the style and format as it is very different to the current agreement. Members' may also express views on this aspect of the document. For this reason, it is likely that the final version may look different, following re-formatting and the addition of numbering.

### **6 Customer / Equalities and Diversity Implications**

- 6.1 It is considered best practice under Housing Regulatory Standards to provide tenants and customers with information that helps them understand their contractual obligations, and their rights as tenants.
- 6.2 Tenants also have the right to be consulted with and participate in the monitoring of services
- 6.3 It is essential in law that agreements take into account the diverse needs of tenants. Throughout the Housing Tenancy Agreement and Conditions it indicates where help and assistance can be obtained for those tenants with diverse needs.
- 6.4 Information on data protection rights and privacy statements are included as part of the agreement.

### **7. RISK MANAGEMENT**

- 7.1 There are no specific risks associated with revisions to the Tenancy Agreement and Conditions, however, should the agreement not be sufficiently robust enough to manage contracts with tenants, the following are the key risks associated:
- Increase in none rent payers and arrears
  - Sustainment of the Housing Revenue Account
  - Increase in Officer workloads
  - Increase in Anti-social behaviour
  - Organisational reputation
  - Risks to Tenants rights
  - Disputes between tenants and the Council

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- 7.2 There is a risk that tenants may find it challenging to navigate the new style tenancy agreement, with its combination of tenancy provisions and information notes. This may be identified as part of the consultation

**8. APPENDICES and BACKGROUND PAPERS**

Appendix 1: Housing Tenancy Agreement and Conditions  
Appendix 2: Current Tenancy Agreement

**AUTHOR OF REPORT**

Name: Jayne Baylis – Housing Services Manager  
Tel: 01527 64252 ext 3131

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# Housing Tenancy Agreement and Conditions

**REDDITCH** BOROUGH COUNCIL

*making  
a  
difference*

[www.redditchbc.gov.uk](http://www.redditchbc.gov.uk)

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# 1 DEFINITIONS

**Anti-Social Behaviour Order**

A legal order given by the court to prevent anti-social behaviour

**Contact Centre**

Redditch Borough Council's telephone contact centre for housing repairs.

**Domestic Abuse**

Threatening or violent behaviour; psychological, physical, sexual, financial or emotional abuse or coercive and controlling behaviour between people who are or have been intimate partners or are family members.

**Emergency Services**

The police, the fire service and the ambulance service.

**Exchange**

To swap tenancies with another person.

**Fixtures and Fittings**

All of the landlord's appliances and furnishings in the property including installations for supplying or using gas, electricity and water.

**Garden**

Lawns, hedges, flowerbeds, trees, shrubs, outside walls, fences, paths and paved areas to the boundary of the property.

**Hate Crime**

Any incident which may or may not constitute a criminal offence, which is perceived by the victim or any other person as being motivated by prejudice or hate.

**Injunction**

A court order by which an individual is required to perform, or is restrained from performing, a particular act.

**Housing Officer**

A member of staff from a Housing Team.

**Improvements**

Any alterations or addition to the property.

**Introductory Tenancy**

An introductory tenancy lasts for 12 months only. If you break the tenancy conditions, we can end the tenancy before you become a secure tenant (see Secure Tenant).

**Local Area**

The whole of the estate the property is on including privately owned or housing association properties, local shops and/or amenities serving the local area.

**Lodger**

A person who pays you money to let them live in the property with you.

**Maisonette**

A self-contained home often occupying two floors of a building.

**Neighbours**

Your neighbours include everyone living in the local area, including people who own their own homes, and housing association tenants.

**Money Judgement Order**

a court **order** that awards the Council a sum of **money**.eg unpaid rent

**Partner**

A husband, wife or someone who lives with you in a permanent stable relationship.

**Possession Order**

An order made by a court directing that possession of a property be given to the council

**Property**

The property in which you live, including any garden, but not including any shared areas.

**Secure Tenant**

By law, secure tenants have the right to stay in a property. We cannot remove a secure tenant from a property unless a court grants an 'Order of Possession'.

**Shared Areas**

The parts of the building which all tenants can use, for example, halls, stairways, entrances, landings, shared gardens, lawns and landscaped areas.

**Sub-let**

Giving another person the right to live in part of the property.

**Succession**

Where a tenant dies and their partner or relative takes over the tenancy.

**Vacant Possession**

Free from any occupants, personal belongings or rubbish.

**Vehicle**

A car, bus, lorry, motorbike, bike, boat, caravan, trailers and most other kinds of transport.

**We, Us, Our**

Redditch Borough Council and contractors acting on Redditch Borough Council's behalf.

**Written Permission**

A letter from us giving you permission to do certain things.

**You**

The tenant, and in the case of joint tenants, any one or all of the joint tenants.

## 2 TENANCY AGREEMENT

- 2.1 By signing this agreement you are agreeing to become our tenant.
- 2.2 You are entering into a legal contract with us. If there is anything in this agreement which you do not understand, you should speak to your Housing Officer or obtain advice from a Solicitor or Citizens Advice Bureau.
- 2.3 Your council tenant neighbours have exactly the same rights and responsibilities as you. Some of your responsibilities apply to you, your friends, relatives and any other person living in or visiting your home, including children. This will include the responsibility not to commit nuisance. It also applies to animals at your home.
- 2.4 There are two kinds of tenancy the Council uses:
- introductory tenancy
  - secure tenancy
- 2.5 This agreement is for both types of tenancy, it tells you which parts apply to each types of tenancy.
- 2.6 This agreement gives you the right to live in the property. We will not interfere with this right unless any of the following apply:
- You break any of the conditions in this agreement. If you do, we may take legal action to force you to meet the conditions, or we may ask the courts for permission to evict you or grant an injunction. We may apply for an Antisocial Behaviour Order against you.
  - We built or adapted the property for a physically disabled person so it is substantially different from an unadapted home and you no longer need that type of home and we need the property for someone else with specific needs.
  - You have succeeded to the tenancy and the property is too large for your needs.
  - We need to carry out redevelopment, improvements or major repairs to the property which we cannot do unless you move out.
  - You stop using the property as your only or principal home.
  - There is any other reason under housing legislation, for example the Housing Act 1985, Housing Act 1996, Housing and Regeneration Act 2008, Localism Act 2011 or any future law which requires us to become involved.

### INTRODUCTORY TENANTS ONLY

- Unless you are transferring from a secure tenancy or an assured tenancy of a registered social landlord, you will start your tenancy as an introductory tenant.
- Your introductory tenancy will last for one year unless we extend it by a further six months. If you do not break any of the tenancy conditions during this time, and we do not take action against you, you will automatically become a secure tenant. If we do extend your introductory tenancy by six months, we will serve a notice of extension on you. You have the right to request a review. The tenancy will be extended if either you do not request a review or if you do request a review and our decision to extend is confirmed.
- If, during your introductory tenancy, you break any of the tenancy conditions, we may take action to end your tenancy.
- By law, during your introductory tenancy, you do not have the same rights as a secure tenant. You cannot:
  - apply for the right to buy your home
  - vote for a change to a new landlord
  - sub-let your home
  - make a structural change to the property
  - apply to mutually exchange your home.
- In certain circumstances we may let you take in a lodger or someone to provide you with support and care. You must obtain our written permission first. We may refuse permission if you do not meet certain conditions. Please ask your Housing team for more information.
- For more information you can also contact a Solicitor, or the Citizens Advice Bureau

- 2.7 We can also repossess the property if you have given false information to obtain the tenancy.
- 2.8 You must inform a housing officer in writing if you will be away from the property for more than four consecutive weeks. You must make your home safe and secure for the time you are away.

### NOTES

- a. We may also seek to repossess the property if someone has given us false information on your behalf to obtain the tenancy.
- b. If you leave your home without telling us, we may consider the property as 'abandoned' and may take steps to end your tenancy and regain possession of the property. You may not be entitled to another property with us and we will dispose of any items left in the property and recharge you.
- c. We may refuse you permission to let people stay with you in the property if we think they may break conditions in this agreement, or we have already evicted your guest(s) because of their behaviour. We will give our reasons to you in writing.
- d. If you are a joint tenants you are jointly and individually responsible for all liabilities and responsibilities remain while you are on the tenancy even if you have moved out eg: relationship breakdown, you should therefore notify us urgently if that is the case.
- e. If a notice of termination is served on a joint tenancy this severs the entire tenancy. There is no automatic right for either tenant to become the sole tenant. Please contact your Housing Officer for advice.
- f. We will take action to repossess your property if you stop living in the property as your only or principal home. If you stop living in the property as your only or principal home we can repossess the property without a Court Order following the service of a Notice to Quit.

# YOUR TENANCY AGREEMENT

Address of Property: .....

Redditch, Worcestershire, Post Code .....

Description of property:

Type:..... No. Bedrooms:.....

Weekly Rent Charges	
Weekly Net rent	£
Service Charges	£
Heating Charges	£
Support Charges	£
<b>TOTAL WEEKLY RENT DUE</b>	<b>£</b>

The date the weekly tenancy starts from: .....  
(date of signing agreement)

The date your weekly rent starts from: .....  
(first Monday of signing agreement)

It is an introductory/secure tenancy (delete as appropriate)

The earliest date your introductory tenancy will become secure .....  
(12 months after the date the tenancy starts)

This is a legal contract. It describes the rights and responsibilities of Redditch Borough Council and you the tenant(s). **Please read it carefully before you sign the agreement.**

**Tenant (s) full name:**

**Tenant (s) signature:**

1. ....

1. ....

2. ....

2. ....

**Photo ID:**

**Signed on behalf of the Council:** .....

**Name:** .....

### 3 OUR RESPONSIBILITIES

- 3.1 We will consult tenants about significant changes to the management and maintenance services. There are a variety of ways that you can become involved in consultation and monitoring services, depending on how much time you have to spare, for example, becoming involved or setting up tenants/resident groups, completing surveys, correspondence by email, estate inspections, mystery shopping and tenant inspectors..
- 3.2 We will keep in repair the structure and exterior of your home (including drains, gutters and external pipes) in good repair.
- 3.3 We will keep the installations in your home for the supply of water, gas and electricity and for sanitation (including basins, sinks, baths and sanitary conveniences, but not other fixtures, fittings and appliances for making use of the supply of water, gas or electricity) in good repair and working order.
- 3.4 We will keep the installations in your home for space heating and heating water in good repair and working order.
- 3.5 We will keep any step or path that is an essential means of access to your property, in good repair.
- 3.6 We will keep any boundary fence or wall we have provided in repair. Other than repairs to make them safe, we may repair these items as part of a programme of planned repair work. We may remove broken fences or walls that we have provided rather than repair them.
- 3.7 We will keep any garage, shed, porch or outbuilding we have provided which is situated within the boundary of the property in good repair, as long as it is economical for us to do so. We reserve the right to remove these structures, when, in our view, they are beyond economic repair.
- 3.8 In flats and marionettes, we will keep all entrances, hall, stairways, lifts, rubbish chutes, lighting and other parts for common use in good repair.
- 3.9 We will keep common areas free of obstruction and items made from materials that do not meet fire safety standards. (see note e).
- 3.10 We will remove associated rubbish and building materials from your property after repair work has finished.

#### NOTES

- a. If we do not meet our responsibilities that are set out in this tenancy agreement, you can:
- contact a housing officer
  - use our complaints procedure – you can obtain details from any Council Office.
  - contact your local Councillor
  - Contact Housing Ombudsman. 0300 111 3000
  - obtain advice from a Solicitor, or The Citizens Advice Bureau
- b. You must keep in repair any garage, shed, outbuilding or additional fencing you have had permission to erect.
- c. In certain circumstances, if we do not carry out repairs within a reasonable time, you have the right to ask us to get another contractor to carry out the repairs. This is called the Right to Repair. If the second contractor does not carry out the repairs on time, you may be able to claim compensation. You should contact your housing officer, a solicitor or Citizens Advice Bureau for more information.
- d. In certain circumstances you may be entitled to assistance from us to help you to meet your tenancy obligations. Please contact your Housing team for advice.
- e. It is also your responsibility to ensure that common areas are kept free of any obstructions to include materials not meeting fire safety standards. If they do not we will remove the items and recharge you.

3.11 We have no responsibility to install, extend or improve existing:

- ventilation
- heating
- insulation
- internal plasterwork
- electrical appliances and fittings

within your home, unless we are required to do so to abate a statutory nuisance or to satisfy any statutory provisions.

3.12 We are not responsible for condensation or the effects of condensation, unless it arises from a breach of our repairing responsibilities or as a result of a statutory repairing obligation (see section 7 Repairs for further information).

3.13 We will give you help and advice if you tell us you are the victim of antisocial behaviour and we will investigate complaints of antisocial behaviour (see section 6 Anti-Social Behaviour for further information).

3.14 We may, under our duty of care, take action without your consent to protect you or members of your household from antisocial behaviour, hate crime or domestic abuse.



## INTRODUCTORY TENANTS ONLY

## 4 YOUR RIGHTS

- 4.1 This agreement gives you the right to live in the property. Formal civil partners have the same rights as married couples under these conditions of tenancy.
- 4.2 You can live in the property without interference from us as long as you, your friends and relatives and any other person living in or visiting the property (including children) do not break any of the conditions in this agreement. If any of the conditions circumstances at section 2 apply, we may apply to the courts to end your tenancy.
- 4.3 You're spouse or partner may have a statutory right for the tenancy to be passed to them when you die, they will need to have lived with you continuously for the 12 months before your death. The property must be their main home at the time of your death. The passing of the tenancy in these circumstances is called 'succession'. If you, yourself, are a successor (for instance, because you have succeeded on the death of a previous tenant) then there is no further right of succession for anyone living in the property.
- 4.4 If your tenancy is passed on and the property is larger than their needs, or has been designated for a specific use such as a sheltered housing scheme for elderly people, we may ask them to move to another suitable property. We will take steps to find alternative accommodation. However, if they are unwilling to move and it is reasonable in the circumstances, we may seek a court order to gain possession of the property.
- 4.5 In certain circumstances you may also have the right to assign your tenancy to someone who qualifies as a successor. You are advised to seek legal advice before proposing to assign your tenancy. You must complete any repairs for which you are responsible before assigning your tenancy.
- 4.6 This includes reinstatement of any unauthorised alterations you have made to the property. If you assign, we may ask you beforehand to clear any debts owed to us as well as to leave the property clean and in a good state of repair. You should also make sure that you have no debts left on any utilities pre-payment meter. Please contact your Housing team for further information.
- 4.7 You have the right to have certain repairs (known as qualifying repairs) done within set time limits. If we do not carry out a qualifying repair within the set time limit, you can ask us to arrange for another approved repairs contractor to do the work. If this repairs contractor fails to do the work, you may be entitled to compensation.

- a. By law, during your introductory tenancy, you do not have the same rights as a secure tenant. You cannot:
  - apply for the right to buy your home
  - vote for a change to a new landlord
  - sub-let your home
  - make a structural change to the property
  - apply to mutually exchange your home.
- b. In certain circumstances we may let you take in a lodger to provide you with support and care. You must obtain our written permission first. We may refuse permission if you do not meet certain conditions. Please ask your Housing team for more information.
- c. For more information you can also contact a Solicitor, or Citizens Advice Bureau

## SECURE TENANTS ONLY

- a. You have the right to take in a lodger.
- b. You have the right to sub-let part of your home, but you must obtain our written permission first. You must not sub-let the whole of your home.
- c. You have the right to exchange your home with another Redditch Borough Council tenant, a housing association tenant or a council tenant from another council.

You can only exchange your home with another tenant if:

- you both have a secure tenancy
- you both live in England or Wales
- you both have written permission from your landlord.

**We may refuse an exchange if you do not meet certain conditions for example if you have possession order against you.**

If you exchange your property without written permission, we will require you to move back to your original home. If you fail to do this, we may go to court and ask for you to be evicted. If you have made any unauthorised improvements or modifications to your home you must put the property back into its previous state at your own expense before we will give permission to exchange.

- d. In certain circumstances, you have the right to buy your home.



- 4.8 You can carry out certain improvements to your home. You must obtain our written permission before you start making any changes.
- 4.9 You have the right to be consulted about any proposals for changes to the way we manage, maintain, improve, demolish, sell or transfer council homes, or changes to do with services or facilities for council tenants. This right to be consulted does not, however, apply to rents, charges or service charges levied by the council.
- 4.10 If you move and you have substantially improved your home, you may be entitled to some compensation.

**Data protection**

- 4.11 You have the right to see information held about you as covered by data protection legislation. We may charge you a reasonable cost for providing this information.

**NOTES**

- a. Information of a personal nature given by you when, for example, applying for a council property, council house transfer or any other service provided by us, is essential to enable us to provide the housing service required by our tenants and leaseholders.
- b. Personal information that you give us will either be retained within our computer systems and/or held within paper records. Whichever way, your personal information is protected under the provisions of data protection legislation.
- c. You should be aware that there are occasions where your personal information may be disclosed to other bodies/organisations in accordance with our role as your landlord. Our privacy statements will be provided to you when you sign for your tenancy and are available on the Councils website. Paper copies are also available on request at any Council Office.
- d. It is important to stress that in all matters relating to disclosures of information we will use our discretion when dealing with enquiries of a personal nature, whilst maintaining the maximum amount of confidentiality for our customers as prescribed under the terms of data protection legislation.
- e. Where a request for information is required which is outside of the provisions of the legislation, we will always seek the approval of the individual concerned before any action is taken.

## 5 YOUR RENT

- 5.1 You must pay the rent and all other charges for the property on time throughout the whole period of your tenancy, including any period that you are away from the property. Other charges include, for example, service charges, charges for heating, charges for garages and other services.
- 5.2 You must pay your rent weekly, or at any other interval to which we agree. You can pay monthly by arrangement through your bank.
- 5.3 During any no collection week, if you owe rent or other debts to us, you must make a minimum payment of a sum equivalent to your weekly rent plus any other arrangement amount due.
- 5.4 If you pay your arrears by direct debit we reserve the right to adjust your direct debit to collect this same payment during each of the no collection weeks payment holidays.
- 5.5 If you are a joint tenant, you are jointly and severally responsible for all the rent and all other charges when they are due. This means that, if the other joint tenants in your tenancy do not pay their share of the rent and charges, you must pay all the rent and other charges.
- 5.6 If housing benefit is paid directly to us to pay part or all of your rent, you must tell the Housing Benefit Service and your Housing Officer immediately of any changes which may affect your entitlement.
- 5.7 If you put your tenancy at risk due to non-payment of rent we may refer you for specialist debt and welfare benefits advice
- 5.8 You are also responsible for all rent and other costs, such as court costs and rechargeable repairs that are owed to include from the past. If you were a joint tenant, you will still be responsible, even after the other tenants have left the property.
- 5.9 If your housing benefit payment made directly to us does not cover the full rent or you are receiving less than your award due to direct deduction from your entitlement to pay another debt (known as a shortfall) you must make the shortfall payments to us weekly using another payment method.

### NOTES

- a. Joint tenants are responsible for rent payments and other charges even if they have left the property. It is in your interest if you no longer live at the property to end your liability. Please contact your housing officer.
- b. Some tenants pay for extra services with their rent, for example, heating or caretaking. We will tell you if this applies to you.
- c. If you pay your rent by direct debit or standing order no collection weeks will be taken account of in your calculated payments.
- d. You are responsible for filling in your housing benefit claim forms and of advising us if your circumstances change. If you are unsure about how to fill in these forms or need some help, you can call into the Town Hall and see a Housing Benefit advisor, contact your Housing Officer or Citizens Advice Bureau.
- e. If you have difficulty paying your rent, please contact your housing officer without delay
- f. We will give you 28 days notice of any change in rent.
- g. If you are in receipt of Universal Credit it is your responsibility to notify the Department Works and Pensions (DWP) of any change in rent to include the one at the beginning of each financial year.
- h. A Money Judgement Order may affect your ability to obtain credit in the future.
- i. If you are evicted for rent arrears, we are not automatically obliged to rehouse you. It may also affect your ability to be rehoused by another landlord.
- j. If you are in arrears with your rent, this will also affect your prospects for a transfer.
- k. If you have rent arrears and would like to move home, your Housing officer will discuss paying your rent arrears with you. Consent to an exchange will usually be subject to a condition requiring you to repay any outstanding rent.

- 5.10 We may change your rent and/or service charges at any time. We will write to tell you of any change in rent at least 28 days before the change, but we reserve the right to change your rent even if you do not receive this notice.
- 5.11 If you do not pay your rent, we may go to court and ask for a possession order to evict you from your home and a money judgement order to recover your debts. We will ask the court to award the costs of taking you to court against you. You must pay this charge in accordance with the court order. We may refer debts to a debt collection agency.
- 5.12 You must pay or make and keep to an arrangement to repay all debts owed to the council including any debt relating to any former tenancy you have held with us.
- 5.13 If you do not keep to an arrangement we may take legal action and/or refer debts to a debt collection agency.
- 5.14 You must make and keep to an arrangement to repay other costs such as rechargeable repairs, court costs, recoverable housing benefit and support charges.
- 5.15 We may deduct any money you owe the Housing Service from any money that is owed to you by the council.
- 5.16 If you have rent arrears, this will affect your eligibility to receive an offer of alternative accommodation.
- 5.17 If you owe us money for rent or other charges when you leave the property, you must make arrangements with us to pay the debt and provide us with your new address as well as any future addresses. You may not be able to have another council home until you do and may also affect your prospects to be rehoused by another landlord.

## 6 ANTISOCIAL BEHAVIOUR

6.1 Anti-social behaviour (ASB) covers a wide range of unacceptable activity that causes harm to an individual, to the community or to the environment. This could be any action that leaves someone feeling alarmed, harassed or distressed. It also includes fear of crime or concern for public safety, public disorder or public nuisance.

6.2 You, your friends and relatives and any other person living in or visiting the property (including children) must **not**:

- i) Do anything which causes or is likely to cause a nuisance to anyone in the local area. This includes allowing animals to cause a nuisance.
- ii) Do anything which interferes with the peace, comfort or convenience of other people living in the local area.
- iii) Harass anyone in the local area, for example, because of their colour, race, ethnic or national origin, religious beliefs, sexual orientation, gender, age, disability, mental illness, actual or perceived HIV status. You must not be involved in any form of hate crime. This includes, but is not restricted to harming, intimidation, threatening or acting in any manner that causes distress to any person living in, visiting or otherwise engaging in lawful activity in or in the locality of the property on the grounds of their colour, race, ethnic or national origin, religious beliefs, sexual orientation, gender, or gender identity age, disability, mental illness, or actual or perceived HIV status. You must not encourage anyone else to be involved in such behaviour on your behalf or for your benefit.
- iiii) Harass, or threaten to harass, or use violence towards anyone in the local area.
- iiiii) Harass, or threaten to harass, or use violence towards our employees, councillors, anyone contracted to do work for the council.

### NOTES

- a.** You, and any joint tenants, are responsible for your behaviour, the behaviour of your children and anyone else living with or visiting you, while they are in your home (including shared areas such as landings, stairways, foyers, lifts, courtyards, gardens and parking areas) or in the local area. The local area includes the whole of the estate/ area the property is on, including privately owned or housing association properties, local shops and/or amenities serving the local area.

If you, any joint tenants, anyone else living with you or visiting you causes antisocial behaviour, we will ask you to stop. We may apply to a court for an injunction, antisocial behaviour order, your eviction or another order.

- b.** Harassment is defined as any unwanted behaviour directed at an individual or group which is offensive or objectionable to the Recipient. It is behaviour or conduct calculated to interfere with the peace and comfort of individuals or groups which has the effect of hurting, intimidating, humiliating, ridiculing and/or undermining their confidence.
- c.** If you report antisocial behaviour, we will provide support to you throughout the period of any investigation. This includes referral to victim/witness support services as appropriate.

**NOTES**

- d. We ask that all tenants and their families are considerate towards their neighbours and help to create caring and happy communities. We will do all we can to promote harmony in local communities and to deal with any problems. We will act quickly against tenants who ignore this tenancy agreement, and will work with other agencies to resolve nuisance caused by people who are not council tenants.
- e. We may not be able to resolve all your concerns but we will work with other agencies and provide advice about other services to assist you.

- v) Use threatening behaviour, domestic violence or abuse (including but not restricted to physical, psychological, sexual, financial or emotional abuse) towards anyone living in the property.
  - vi) Intentionally damage property. If you intentionally damage the council's property, we will recharge you for repairing the damage or take legal action against your tenancy.
- 6.3 If you, your family or visitors behave antisocially we will take action to stop you. This may include serving you with a Community Protection Notice, a Notice seeking possession of your property, applying for an injunction to prevent you from behaving antisocially or seeking an order to exclude you from the property and/or the local area.
- 6.4 If you are found to be the perpetrator of domestic abuse we will take action which could result in you losing your home.
- 6.5 We will not provide you with another home if you are evicted because of antisocial behaviour. This may also affect your prospect of being rehoused by another landlord.

## What is antisocial behaviour?

Listed below are examples of behaviour the council considers antisocial:

- Using or threatening violence.
- Using firearms and/or other weapons.
- Racist behaviour, including literature, letters or verbal abuse.
- Hate crime, for example because of a person's colour, race, sexual orientation, gender, religious belief, age, disability or mental illness.
- Prostitution.
- Dealing in pornography.
- Criminal activity in properties.
- Illegal drug and alcohol abuse, substance misuse, drug dealing, growing or processing drugs with intent to supply or manufacture them.
- Verbal abuse and offensive gestures.
- Domestic abuse including child abuse.
- Damaging property including cars and bikes.
- Arson or attempted arson.
- Dumping rubbish and furniture.
- Fly-tipping.
- Putting offensive materials through letterboxes.
- Writing and spraying graffiti.
- Causing a nuisance in lifts and communal areas, for example fouling communal areas or blocking chutes.
- Storing or repairing any vehicles which are powered by petrol, diesel or paraffin in shared areas.
- Throwing things off balconies or out of windows.
- Breaching shared security, for example allowing strangers to get into the building.
- Blocking communal areas.
- Playing ball games in areas where this is prohibited.
- Joy riding.
- Making malicious or threatening telephone calls, sending malicious or threatening letters, emails or text messages or using similar forms of communication or technology for making malicious or threatening communication.
- Abandoning vehicles – including cars, vans, trailers and caravans
- Excessive noise from vehicles

The list below is considered antisocial behaviour when it causes a nuisance:

- Not exercising adequate parental control.
- Making loud noise.
- Banging and slamming doors.
- Playing ball games close to people's homes or buildings.
- Skateboarding, roller-skating and cycling on footpaths, balconies and communal areas.
- Being drunk in public.
- Excessive barking of dogs or dogs fouling in communal and public areas.
- Not keeping pets under control.
- Making unfounded complaints.
- Carrying out DIY, housework or mowing lawns at unsociable hours.
- Noise nuisance caused to other tenants because of the use of laminate or wooden flooring in flats above ground level.
- Riding motorbikes, quad bikes, or mopeds on estates.

## NOTES

### Data protection

We are committed to making the community that you live in safer for you and your family.

The Crime and Disorder Act 1998 places obligations on local authorities, police authorities, health authorities and probation committees (amongst others) to work together in tackling crime and disorder issues within our communities.

In order for us to fulfil our obligations under the Crime and Disorder Act 1998, there may be occasions where information about you might be passed to these organisations.

Any exchange of information will comply with the provisions of data protection legislation.



## 7 REPAIRS & MAINTENANCE

### You're Responsibilities

- 7.1 You are responsible for keeping your home in a good condition and doing necessary repairs. You are responsible for any alterations of home improvements you make. You are responsible for keeping your garden tidy and in good condition
- 7.2 You must repair, renew or replace as necessary any parts of the structure, installations, fixtures or fittings inside or outside the building that are damaged by you, a member of your household or someone you have allowed into the property, including children. (*See note d.*)
- 7.3 The following items will be provided at the start of your tenancy. After that it is your responsibility to repair or replace them:
- i) door handles and latches
  - ii) sealant around basins, baths, showers and kitchen work surfaces
  - iii) cylinder jackets where the hot water tank is not pre-insulated
  - iv) toilet chains/handles
  - v) drawer handles
  - vi) door numbers and letter plates
  - vii) glazed tiles around the bath, basin, shower and sink
  - viii) curtain battens
  - ix) Fuses, bulbs and batteries
- 7.4 You are also responsible for repairing, renewing or replacing the following items:
- i) cupboard catches and handles
  - ii) keys to door and window locks
  - iii) plugs and chains to sinks, basins and baths
  - iv) TV aerials (*see note e.*)
  - v) surface damage to internal plasterwork
  - vi) pelmets, curtain and picture rails
  - vii) gate and shed latches, bolts and catches
  - viii) lagging and other insulation material
  - ix) broken or cracked glass in any internal door or window. (*see note d.*)
- 7.5 We will recharge you for any repairs that we consider to be your responsibility if you ask us to fix them. We may apply our discretion when a Crime number is provided.

### NOTES

- a. If we carry out any urgent repairs that are your responsibility, we will charge you a reasonable cost, including administration costs.
- b. If you fail to carry out any repairs for which you are responsible, we may give you 28 days notice to do so. After this, we will carry out any outstanding work and charge you for doing so.
- c. If you do not pay, we may request a Money Judgement Order against you which could affect your ability to obtain credit in the future.
- d. You must have repairs that are your responsibility carried out by a competent and suitably qualified person. We reserve the right to inspect repairs after completion.
- e. We will maintain communal TV aerials in flats and maisonettes.
- f. Please see the Council's Housing Recharge Policy for further information on what repairs we will recharge you for.
- g. If you have circumstances which make it difficult for you to carry out any repairs for which you are responsible, please contact you're the Repairs team.
- h. We may be able to do the repair and charge you a reasonable cost, or advise you of a voluntary agency that may be able to help

- 7.6 You are responsible for carrying out the following activities:
- i) bleeding radiators
  - ii) cleaning and removing limescale from baths, sinks, basins and showerheads
  - iii) lubricating hinges and locks
  - iv) adjusting doors when you have new carpets fitted.
  - v) Mould on windows and tiles
- 7.7 You are responsible for the safe keeping of keys for door and window locks and the provision of additional locks. You are responsible for replacing keys, locks or fobs when they are lost or stolen or when you get locked out. We will recharge you if you ask us to carry out a lock change.
- 7.8 You must take reasonable steps to avoid moisture building up (condensation) within the property and causing damage. Please refer to the Tenants Handbook or contact the Repairs team for further information.
- 7.9 You must keep in repair any garage, shed, outbuilding or additional fencing for which you are responsible because you have provided it yourself.
- 7.10 You must take reasonable steps to prevent pipes freezing in winter, particularly by using any heating which we have provided in your property. Please refer to the Tenants Handbook or contact the Repairs team for further information.
- 7.11 You are responsible for properly and adequately installing and repairing a washing machine, dishwasher or tumble dryer, and for any extra replacement pipework that may be required. This includes water supply pipes, vents and any related electrical connections and connecting any gas appliances you own. If you do not properly and adequately install a washing machine or tumble dryer and damage is caused we may recover any costs that we incur. We may ask the courts to order an injunction or to grant us possession of your home. *(See notes k. and n.)*

## NOTES

- i. in relation to moisture building up, reasonable steps include the following:
  - keeping the property well ventilated, in particular your bathroom and kitchen as a result of bathing, washing, indoor drying of clothes and cooking. This means opening windows and doors and using any extractor mechanisms that may be in your property
  - not using unvented tumble dryers, cylinder gas heaters or cookers, paraffin heaters or other appliances that generate moisture without proper ventilation during and after use
  - not blocking or obstructing air vents or other means of ventilation
  - keeping the property sufficiently heated by using any heating we have provided in your property
  - not overcrowding your property
  - preventing damage to woodwork and plasterwork by regularly wiping down and drying any surfaces and windows where moisture settles. If mould growth develops, you must clean it off using a fungicidal solution
- j. If you have a burst pipe, put something under the leak to catch the water, turn off the water supply at the stop-tap and telephone the Repairs Contact Centre.
- k. We will advise you of the location of the stop-tap at the start of your tenancy. If you need any further advice, please contact your Housing Office.
- l. Gas appliances must be installed by a registered gas fitter. Ask at your Repairs team for advice.
- m. We advise you to insure the contents of your home. Ask your Housing Officer for advice on our insurance scheme for tenants



- 7.12 You must take reasonable steps to prevent blockages to waste pipes (for example to a sink, basin or toilet) or external drains and to remove any blockages if they occur. You must also clean any blockages in your washing machine, dishwasher or tumble dryer.
- 7.13 If you have an open fire, you must sweep and keep clean and clear chimneys and fireplaces.
- 7.14 You are responsible for any step, path or paving that is not an essential means of access to your property.
- 7.15 You are responsible for repairing and maintaining all improvements and fixtures and fittings you install at the property.
- 7.16 You are responsible for repairing or maintaining any battery operated smoke detectors that we have installed.
- 7.17 You are responsible for repairs which would have not been necessary if you had given us notice about another repair.
- 7.18 You are responsible for repairs which either would not have been necessary at all or would not have been extensive if you had given us notice earlier. (see note e.)

## NOTES

- n. In the interests of fire safety, you must not remove or replace any internal or external doors and any door closers fitted to fire doors without our written permission.
- o. Permission will not be unreasonably withheld.
- p. Please do not put anything down your sinks, toilets or drains that are likely to cause blockages. Eg, cooking fat/ wet wipes – You will be recharged a reasonable cost for any work we undertake if we find that your actions caused the blockage.
- q. Damage to neighbouring properties may also be deemed your responsibility depending on the circumstances eg: water from a flat above due to a leaking washing machine
- r. You must not make any changes to the structure of the property, its fixtures, fittings, doors, boundary fence or wall or anything connected with the provision of services to the property.
- s. You must not remove or disconnect any mains-operated smoke detector that we have installed and it will be maintained by us.
- t. If we carry out the work in either of the cases described in 7.17 and 7.18 we will charge you the costs of the extra work incurred.
- u. You must contact us as soon as you are aware of a repair for which we are

**Telling us about repairs**

- 7.19 We cannot repair your property unless you have contacted us to say what you think is wrong. We cannot accept any liability to repair your property until you have contacted us. This applies to your home and to communal areas.
- 7.20 When contacting us about a repair you think we may be responsible for, you must describe the problem and where it is, how long it has been there and how it has affected you.
- 7.21 If you do not contact us about possible disrepair, we will not accept that you have given us appropriate notice for us to visit and carry out any work that may be needed.

**NOTES**

- a. You must contact us as soon as you are aware of a problem and not delay.
- b. If you are aware of any materials that may be hazardous to health, such as damaged asbestos, or any broken electrical equipment which we own and are responsible for maintaining, please telephone the Repairs Contact Centre.
- c. When telling us about a problem, you must make clear how and when we can contact you in response (for example, give us any relevant home or work telephone numbers)
- d. Further details of landlord's responsibilities and tenants' responsibilities for repairs are explained in the Tenants Handbook.

**Carrying out repairs**

- 7.22 When you report a repair for which we are responsible, we will arrange an appointment date and time.
- 7.23 If the repair appointment is not kept you should telephone the Repairs Contact Centre.

**NOTES**

- a. You must be at home at your appointment time if we need you to provide access.
- b. If you can not keep your appointment for any reason please contact the Repairs Contact Centre.
- c. For our workforce and contractors health and safety we ask that you refrain from smoking immediately before and whilst your repair is being carried out. Whilst our workforce or contractor is carrying out repairs in most circumstances we ask that you ensure that there is always an adult present for the duration of the repair. When we do need the property to be vacant to complete some repairs eg Asbestos removal, we will notify you beforehand.
- d. The Right to Repair Regulations provide that, in certain circumstances, if we do not carry out repairs within a set time, you can ask us to arrange for another contractor to do the work. If the second contractor does not carry out the repairs on time, you may be able to claim compensation. You should contact the Repairs Contact Centre, or the Citizens Advice Bureau for more information.

### Access for the purpose of inspection and repair

- 7.24 You must allow us access for any repairs the Council deem to be essential. If you refuse access then the Council will seek a Court Order instructing you to give access. You must comply with this order; if you don't it may result in possession action for breach of tenancy which could result in eviction.
- 7.25 We will give you advance notice whenever possible and if you delay allowing us access to the property we may recharge you for any associated costs including costs of gaining access and increased costs of repair caused by any delay.
- 7.26 You must allow us access for specific services such as gas servicing, electrical testing or alarm equipment we have provided.
- 7.27 If you refuse to allow us access to carry out what we consider to be essential repairs we will use enforcement action against you to gain entry.
- 7.28 You must keep appointments that we have agreed with you to complete repairs. If you break two or more consecutive appointments we may charge you to recover our costs.
- 7.29 If we visit your property and you are out, we will leave a card asking you to telephone the Repairs Contact Centre to make a new appointment.
- 7.30 You must take steps to store or protect your possessions while repair work is being done.
- 7.31 We will try to warn you if we think any proposed repairs will inconvenience you. Certain repairs may unavoidably deprive you of certain facilities in your property while the work is being done. For example, you may not be able to use your kitchen or bathroom. *(See note g. on this page)*
- 7.32 When we come to work in your property or garden it should be clean and free of any human or animal bio hazards or chemicals that could harm an employee. Work may not be done if it is considered to be a hazardous environment for us to work in and we may charge you a call out fee.

### NOTES

- a. In an emergency, such as a flood, we may take immediate action to gain entry to your home to limit damage to your property or adjoining properties.
- b. We will require access every 12 months to service gas appliances. If you do not allow us access, we may take immediate action to gain entry to do the work.
- c. Always ask to see the identity card of anyone who calls at your home to carry out repairs and claims to work for us. If you are not sure that they work for us, do not let them into your home and telephone the Repairs Contact Centre for confirmation.
- d. We recommend that you insure valuable items against accidental damage.
- e. We will take reasonable care when carrying out repair work.
- f. We may not be responsible if any of your property is damaged because you failed to take reasonable steps to store or protect it.
- g. Where this is the case, we will take reasonable steps to provide you with temporary substitute facilities.
- h. We may not accept liability for any alleged losses if you do not notify us as specified.
- i. We will take into consideration your ability to move furniture and personal possessions. Where you are unable to do this, we will try to help.

7.33 If something is damaged as a result of our repairs, you must notify us in writing within a period of 28 days from the time it was damaged or from the time you first became aware it was damaged.

7.34 We will remove all associated rubbish, building materials and equipment from your property after repair work has been completed.

7.35 We will redecorate the affected area or provide an allowance for redecoration following major repairs work that we are under a legal obligation to undertake. We will consider each case on its merits taking into account your age or vulnerability to carry out this work.

7.36 We may require you to move furniture or other personal possessions to enable us to carry out repairs. Where possible we will give you notice of this. If you do not make these arrangements we may charge you a reasonable cost for having to do this on your behalf.

#### **Provision of temporary alternative accommodation during major works**

7.37 Sometimes the nature of the repairs that need to take place means that we need to have vacant access to your property. If your repairs fall into this category, we will inform you and you must vacate the property for the period we advise is necessary.

7.38 If we do not say we need vacant access to your property, you must decide whether you want to stay there during any works or find yourself temporary alternative accommodation.

#### **NOTES**

- j. If you choose to remain in your property during such repairs, you accept that you do so without responsibility from us to provide you with temporary substitute facilities.
- k. If you have to vacate your property in some circumstances we will assist with a range of alternatives, including temporary alternative accommodation. We will not be able to carry out certain types of repairs at your property until you have vacated and our responsibilities for these repairs may be suspended during this period.
- l. We will try to find temporary accommodation that is similar to your own but we cannot guarantee this.
- m. If you do not accept a temporary property we offer you, you must at the same time tell us in writing whether or not you want us to continue looking for an alternative. If you do not make this clear, we will assume that you want us to continue looking and therefore some of your repairs will continue to be postponed.

## 8 KEEPING CLEAN AND TIDY

- 8.1 You, your friends and relatives and any other person living in or visiting the property (including children) must:
- 8.2 Take reasonable steps to keep the property, garden and communal areas free from rats, mice and other pests.  
(See note a. on this page)
- 8.3 Keep the property, garden and communal areas clean and free from rubbish and/or excessive amounts of goods to include pet faeces. If you don't, we will charge you for any work we need to do because of this, such as removing rubbish, we may also take you to court for breach of your tenancy conditions.
- 8.4 For your safety do not leave any personal belongings or rubbish in shared stairways, halls and landings, drying rooms and bin stores. These items are a potential fire hazard and may obstruct your safe access in the event of a fire. We will remove anything you leave in these areas and charge you for the work. (See note b.)
- 8.5 Keep the property, garden and communal areas free from bad smells. (See note c. on this page)
- 8.6 Keep all shared areas free from obstructions.
- 8.7 Telephone the Repairs Contact Centre immediately if the drains of the property become blocked. (See note d.)
- 8.8 Dispose of household rubbish in the appropriate way, for example using the refuse chute in flats, placing rubbish in communal refuse bins, wheelie bins and leaving it outside your home on the correct day for the refuse collectors. (See note e.)
- 8.9 Not dump rubbish or fly tip.

### NOTES

- a. You must tell Worcester Regulatory Services (pest control) and your Housing team immediately if your home becomes infested with rats. They will also give advice and guidance on other pests. Please see useful contacts page
- b. If we move items, we will not be responsible for any loss you may suffer.
- c. Bad smells do not include cooking smells.
- d. We will clear blocked drains as soon as possible. If you have caused the blockage by not using the drains properly, for example, by pouring fat or grease down the sink or toilet or flushing inappropriate sanitary items or nappies or wet wipes down the toilet, we will charge you a reasonable cost for the work.
- e. The Councils Environmental Services team can provide you with advice on where to put your weekly refuse and how to dispose of bulky items. For further information please go to the Councils website.

## 9 HEALTH AND SAFETY

- 9.1 For health and safety reasons you, your friends and relatives and any other person living in or visiting the property (including children) must **not**:
- 9.2 Use portable oil (except oil-filled radiators), paraffin or gas cylinder heaters in a flat.
- 9.3 Store inflammable materials or gas in the property, garage, or the garden.
- 9.4 Store or repair any vehicles which are powered by petrol, diesel or paraffin in shared areas.
- 9.5 Store any appliances which are powered by petrol, diesel or paraffin in the property, except lawn mowers and garden strimmer's.
- 9.6 Interfere with any equipment which is there for health and safety purposes, for example, for detecting or putting out fires in the property, door entry systems and closed circuit television.
- 9.7 Interfere with any gas or electric supplies
- 9.8 Damage or overload lifts.
- 9.9 Do anything in the property which could cause a danger to anyone in the property or in the local area. (See note e.)
- 9.10 Throw anything through the windows of the property or from balconies.
- 9.11 Smoke in the internal common areas of any building or allow other members of your household or visitors to your property to do so.
- 9.12 Smoke in your home when we visit you. (See note f.)
- 9.13 Block, obstruct, create or leave any hazard on any landing, corridor, stairwell, lift, chute room, fire escape, pathway or any other communal area or wedge open any fire or security doors. (this includes mobility scooters please see section 9)
- 9.14 Leave used syringes in areas where people in the local area may come into contact with them. Syringes must be disposed of safely. (See note g.)
- 9.15 Let anyone you don't know into the shared areas, for example, in blocks where there are external locked doors.

### NOTES

- a. If you wish to use a portable oil (except oil-filled radiators), paraffin gas cylinder heaters or solid fuel heaters (log burners), you must obtain our written permission first.
- b. We advise you to fit a smoke alarm if there isn't one fitted in the property and to check it regularly and replace the batteries when necessary. The Fire Service will offer further help and advice on fire safety.
- c. If you have a powered mobility vehicle, for example, a mobility scooter which you wish to store in a communal area, please contact your Housing officer to discuss a safe location to leave it.
- d. We will give advice on any problems related to health and safety.
- e. This may include storing large quantities of inflammable material such as paper.
- f. We will not smoke in your home when we visit you.
- g. Please contact Worcester County Council for further advice on the safe disposal of syringes and medical waste.
- h. Always make sure you know who callers are before you let them into your home.
- i. For further information on Fire Safety please see Tenants Handbook
- j. Tenants with shared access should follow the Fire Information provided.



- 9.16 Place anything on a window ledge or balcony which could be a danger to anyone living in the property or in the local area.
- 9.17 Shake mats or carpets from the windows or balconies.
- 9.18 Feed wild pigeons or squirrels outside the property or on balconies.
- 9.19 Have barbeque's inside your property, on balconies or in shared areas.
- 9.20 Park vehicles in areas set aside for emergency vehicles.
- 9.21 Delay telling the Repairs Contact Centre about any damage to the property.
- 9.22 You must advise us if the gas or electricity meters have been removed or tampered with by anyone.
- 9.23 Periodically you may be required to advise us of the energy supplier you have registered with for gas and/or electricity.

## 10 PETS & ANIMALS

- 10.1 You, your friends and relatives and any other person living in or visiting the property (including children) must **not**:
- 10.2 Keep any animal which has been classified as dangerous under the Dangerous Wild Animals Act 1976, the Dangerous Dogs Act 1991 or the Dangerous Dogs (Amendment) Act 1997.
- 10.3 Keep livestock at the property.
- 10.4 Keep any animal which we feel is unsuitable. Your housing officer will advise you on whether an animal is unsuitable. (*see note a.*)
- 10.5 Allow your pets to cause a nuisance, for example, fouling communal areas such as lifts, stairs and landings, and making excessive noise such as barking.
- 10.6 Keep more than a reasonable number of pets.
- 10.7 Breed any animals or birds at the property causing a nuisance to neighbours and a risk to health.
- 10.8 Allow any animal you keep at the property to cause a nuisance to anyone in the local area, including Council employees. Animals must be kept under proper control at all times. Dogs must be kept on leads at all times in communal areas.
- 10.9 Allow your home, garden or communal areas to become contaminated with animal excrement. It is your responsibility to clean up after your pets. If you fail to do so we may carry out the work, recharge you and take action to end your tenancy.
- 10.10 You, your friends and relatives and any other persons living in or visiting your property (including children) **must**:
- 10.11 Obtain our written permission to use your home or garden to breed animals.
- 10.12 Be responsible for providing and the future maintenance of any fencing specifically required to control your animal(s). (*see note d.*)

### NOTES

- a. When considering what is reasonable and suitable, we will have regard to (amongst other things):
- the type and size of your pets
  - the type and size of your home
  - the number of people living in your home
  - access to the road and open space
  - hygiene
  - the welfare of the animal.
- b. If you live in a house, you can keep pigeons/birds in a pigeon loft or aviary. You must obtain our written permission to do so and we may consult your neighbours for their consent. We may withdraw our permission if the pigeons/birds cause a nuisance.
- c. We will ask you to remove any animals that you do not have our permission to keep through these Conditions of Tenancy or any animal which is unsuitable or causes a nuisance. If you do not remove any animal that you do not have our permission to keep, or any animal which is unsuitable or causes nuisance, we will take court action to remove it and we may take action to repossess your home. We will charge you a reasonable cost for doing this.
- d. We will not provide or maintain any fencing specifically required to control animals.
- e. If you are evicted, we may not be automatically obliged to rehouse you. This may also affect your prospects to be rehoused by another landlord.



## 11 GARDENS

- 11.1 You must keep all garden areas for which you are responsible neat and tidy.
- 11.2 If you fail to keep your garden tidy and free from rubbish, we may carry out any necessary work, charge you reasonable costs for doing this. We may take legal action against you if you fail to do so.
- 11.3 You must not build a garage in your garden without obtaining our written permission.
- 11.4 You must not put a greenhouse or shed in a shared garden.
- 11.5 You must not put a greenhouse or shed over six-feet square in a private garden or more than one greenhouse or shed in a private garden without obtaining our written permission first.  
(See note a.)
- 11.6 You must not remove, alter, replace or plant any boundary hedge or fence at the property without obtaining our written permission first.
- 11.7 You must not plant, shrubs, plants, or trees that are likely to cause a nuisance to neighbours, or damage property.
- 11.8 If you become aware of any shrubs, plants or tree's that are likely to or are causing damage to property then please report it immediately to the Repairs Contact Centre.
- 11.9 If plants or trees do cause a nuisance, including overhanging neighbouring property, you must prune or remove them as necessary.
- 11.10 You must not store rubbish, indoor furniture, household appliances, inflammable materials or gas in the garden area. If you do, we may remove the items and charge you a reasonable cost for doing this.
- 11.11 You must not pour hazardous substances, including oil and chemicals, down ordinary drains.
- 11.12 You must not light or burn bonfires in any garden, including shared gardens, or on communal land.

### NOTES

- a. You may still need to obtain planning permission and meet building regulations. We reserve the right to ask you to remove any garage, shed, greenhouse or outhouse that causes a nuisance.
- b. You may be recharged for work that we must carry out if a boundary fence or hedge is removed/damaged and not replaced to a satisfactory standard.
- c. We may ask you to remove any fencing or boundary structure you have erected if, in our opinion, it is dangerous or it causes a nuisance. If you do not remove it, we may do so and charge you a reasonable cost.
- d. If you do not pay, we may request a money judgement order which could affect your ability to obtain credit in the future.

## 12 VEHICLES & PARKING

- 12.1 You, your friends and relatives and any other person living in or visiting the property (including children) must **not**:
- 12.2 Build a parking space, garage or drive without our written permission.
- 12.3 Park any motor home, caravan, boat, trailer at the property without permission.
- 12.4 Receive payment for repairing any vehicle at the property. If we suspect that you are being paid for repairing a vehicle, we may ask you to prove that you own the vehicle.
- 12.5 Cause nuisance to neighbours or damage to pathways, drives and parking spaces through leakages or spillages, for example oil spillage when repairing your vehicle.
- 12.6 Park any vehicle, motor home, trailer, caravan or boat on any land belonging to us. If you do, we may remove the vehicle. You will be charged a reasonable cost for its removal. (See note e. on this page)
- 12.7 Park any vehicle on a grassed area.
- 12.8 Park any vehicle in an area not designated for parking, for example on the paved or tarmac area outside a block of flats.
- 12.9 Park any vehicle on a designated area set aside for emergency vehicles, or park in any area which would block access for emergency vehicles or refuse collection vehicles.
- 12.10 Store or repair motorbikes inside your property or in the shared areas.
- 12.11 Sell, rent or give away a parking space which we provide for you.
- 12.12 Double park vehicles, or park in a way which causes obstructions to pedestrians or other road users, including the emergency services' vehicles.
- 12.13 Allow anyone, other than your family, visitors and friends, to park at the property.
- 12.14 Put up any signs reserving car parking spaces near your property.

### NOTES

- a. Parking on our estates in certain area's can be in short supply and is made available on a first come first served basis. Officers are unable to get involved in parking disputes but will where ever possible help to resolve problems.
- b. The county Council provides a vehicle access scheme known as a dropped kerb scheme; to construct access for parking on your property. There are certain conditions you must meet to include having written permission from the Council to agree that you can park a vehicle on your property.  
  
To apply please contact the County Council or go to the website.
- c. Redditch Borough Council has a scheme to improve parking in year areas, you can get in touch with your Local Councilor to put requests forward and they will consider if it is practical and cost effective.
- d. If we give our permission to build a parking space, garage or drive, it must be built to a standard design. We will withdraw our permission if the parking space, garage, dropped kerb or drive causes a nuisance.
- e. We will not be responsible for damage to your vehicle if we have to remove it.
- f. You are permitted to store a battery operated mobility scooter in your home.
- g. There are no reserved spaces other than disabled parking bays.
- h. The Council has a disabled parking scheme for people with disabilities, for those that are eligible a space will be marked for them, however, they are unenforceable and residents are asked to be respectful towards those that have been designated a space.
- i. Any vehicles parked on Council land to include parking bays must be roadworthy, have an MOT taxed and insured

## 13 USE OF YOUR HOME

- 13.1 You, your friends and relatives and any other person living in or visiting the property (including children) must not use the property other than as a private home.
- 13.2 You must obtain our written permission before you run a business from the home.
- 13.3 Periodically you may be required to produce identification and provide evidence that you occupy the property and details of anyone else living with you on a permanent or temporary basis.
- 13.4 Periodically you will be required to provide access to the property for the purpose of carrying out a tenancy check. The purpose of a tenancy check is to ensure there are no breaches of tenancy conditions that put you or other people's health, safety or security at risk.
- 13.5 You must take reasonable steps to prevent noise transferring from your home to any adjoining properties. This may include laying carpets or fitting other floor insulation.

### NOTES

- a. You must not run a business from your home without our written permission. We will not refuse permission unreasonably unless we feel the business is likely to cause a nuisance to other people, or damage the property.
- b. You should seek our permission first. You may need to obtain additional permission, including planning permission, and you may be liable for business rates. It is your responsibility to ensure relevant permissions are granted and you are registered to pay business rates.
- c. We will withdraw our permission if:
  - the relevant permissions are not granted
  - after permission is granted, the business causes a nuisance.
- d. We will not allow you to run the following businesses from your home:
  - car repair and maintenance
  - printing
  - any business where you would have to use hydraulic equipment, industrial sewing machines or controlled substances such as chemicals
  - shops or wholesale businesses where customers would have to visit the property
  - any business that would cause a nuisance by the parking of additional vehicles.
- e. You can not use wheelie bins for any waste disposal relating to a business you are running.
- f. For further information and advice please contact your Housing officer.
- g. A tenancy check is also an opportunity for us to provide you with advice on your tenancy rights and responsibilities and information on housing related services available to you.

## 14 ENDING YOUR TENANCY

- 14.1 When you move out of the property, you must:
- 14.2 Give us four weeks written notice that you want to leave the property. You are responsible for the property until you give us the keys.
- 14.3 Give us all the keys to the property, including keys for window locks and security fobs to the door entry system where appropriate by midday on the first working day after the tenancy end date. If you do not return your keys by this time we reserve the right to charge you rent and other charges for any additional period until the property keys have been returned to us.
- 14.4 We may also charge you to recover any costs we incur to change the locks and/or obtain replacement keys.
- 14.5 Give us vacant possession at the end of your tenancy. No other individual should be in occupation after the notice period has expired.
- 14.6 Pay all rent and other charges up to the date of the end of your tenancy, including any arrears from previous tenancies.
- 14.7 Remove your furniture, furnishings, clothing and rubbish on, or before, the day your tenancy ends. If you do we will charge you for having to dispose of them.
- 14.8 Leave the property and garden in a clean and tidy state. If you do not, we will charge you for cleaning up after you.
- 14.9 Provide us with a forwarding address and any future address.
- 14.10 If you remove any improvements, fixtures, fittings you installed, you must put the property back to the way it was before you installed them. If you do not, we will charge you for putting it right.
- 14.11 Allow us access to inspect your property during the notice period.
- 14.12 Ensure you remove and carry out any work that we have asked you, this may include the removal of any major improvements eg: conservatories or outbuildings eg: garages or sheds you have had permission for. If you do not we charge you the cost of removal.

### NOTES

- a. If a sole tenant dies, we may allow an extra time to enable the property to be cleared. Any outstanding debts should be paid from a deceased tenant's estate. Further advice is available from your Housing Officer.
- b. If you leave your home without telling us, we will, consider the property as abandoned and take steps to end your tenancy and regain possession of the property.
- c. We will charge you the reasonable cost of all repairs for which you are responsible and repairs that are needed because you abandoned the property.
- d. We will take steps to evict anyone else who you have left at the property.
- e. We will take reasonable steps to contact you regarding items left at the property.
- i. If you are a joint tenant the whole tenancy will end if you or another joint tenant ends the tenancy. You may not have an automatic right to continue living in the property or to an alternative property.
- j. You should tell us in writing if you will be away from your home for more than four consecutive weeks.
- k. If you do not pay any rent or any other charges owing to us when you end the tenancy, we will go to court and ask for a Money Judgement Order to recover the debt. This may affect your ability to obtain credit in the future. It may also affect your ability to obtain accommodation with us or another landlord in the future.
- l. We will provide advice on ending your tenancy if you require it. Please contact your Housing Officer.

## 15 WRITTEN PERMISSION

15.1 You **must** obtain our written permission before you:

- i) Carry out alterations to the property.
- ii) Build a garage in the garden.
- iii) Put a greenhouse, shed or outbuilding (over six-square feet) in the garden.
- iv) Put a greenhouse, shed or outbuilding in a shared garden.
- v) Put in a water meter.
- vi) Fit any security gates, doors, window shutters, security bars or grilles, or other security fittings to windows and where it is safe for them to be fitted.
- vii) Fit an aerial, satellite dish or receiving antennae other than a conventional television aerial.
- viii) Fit CCTV cameras or security systems.
- ix) Lay underground cables.
- x) Fit a camera or any other type of surveillance equipment.
- xi) Run a business from home.
- xii) Use a portable oil, paraffin or gas cylinder heater.
- xiii) Build a parking space or drive.
- xiv) Remove, alter, or replace any boundary walls, hedges or fences.
- xv) Sub-let any part of the property. (*See note d.*)
- xvi) Exchange or transfer your home.
- xvii) Build a pigeon loft or aviary.
- xviii) Install a gas supply to a property that did not have a gas supply at the start of the tenancy
- xix) Install any gas appliance other than a cooker, refrigerator, tumble dryer or washing machine. (*see note e.*)
- xx) If you do not obtain written permission where required we may take action to ensure that you return the property to its original state. This may include asking you to reinstate unauthorised alterations and asking the courts to grant legal remedies such as an injunction or repossession of your home.

### NOTES

- a. Even if we give our written permission, you must still obtain planning permission if required and meet building regulations. We will withdraw our permission if the relevant planning and other permissions are refused, and we may withdraw our permission if a nuisance is caused.
- b. Our written permission will not be unreasonably withheld or delayed.
- c. We will only give permission for security gates, doors or window shutters, security bars or grilles which meet approved health and safety standards and where it is safe for them to be fitted. If you do not have permission we may seek a mandatory injunction for you to remove them and restore the property to its previous condition.
- d. You have the right to sub-let part of your home, but you must obtain written permission. You must not sub-let the whole of your home.
- e. Any gas related works must be carried out by a registered gas fitter. Failure to do so will mean that we will arrange for the appropriate gas checks to be carried out and charge you for this as well as any associated work

15.2 To apply for our written permission, please write to your Housing Officer.

## 16 USEFUL CONTACTS

**General council enquiries:** 01527 64252

**Repairs and Maintenance:**  
Phone: 01527 534071

**Gas Safety Team:**  
Phone: 01527 548267 Email: [gas.inspections@redditchbc.gov.uk](mailto:gas.inspections@redditchbc.gov.uk)

Our Housing teams are in your neighbourhoods and can help with anything related to your council tenancy. Lines are open between 9am and 5pm Monday to Friday.

### **Housing Team Central**

Covering Abbeydale, Greenlands, Lakeside, Lodge Park, Mayfields, Smallwood, Southcrest, Town Centre, and Woodrow.

Phone: 01527 64252 ext 2131 Email: [locality.central@bromsgroveandredditch.gov.uk](mailto:locality.central@bromsgroveandredditch.gov.uk)

### **Housing Team West**

Covering Astwood Bank, Batchley, Crabbs Cross, Enfield, Feckenham, Headless Cross, Hunt End, Oakenshaw, Walkwood, Webheath

Phone 01527 64252 ext 2121 Email: [locality.west@bromsgroveandredditch.gov.uk](mailto:locality.west@bromsgroveandredditch.gov.uk)

### **Housing Team East**

Covering Church Hill North, Church Hill South, Matchborough, and Winyates.

Phone: 01527 64252 ext 2111 Email: [locality.east@bromsgroveandredditch.gov.uk](mailto:locality.east@bromsgroveandredditch.gov.uk)

### **Home Support Service**

Phone: 01527 548367

### **Other useful Council contact numbers:**

#### **Anti-Social Behaviour**

Phone: 01527 534197

#### **Benefits:**

Phone: 01527 534050

#### **Council Tax**

Phone: 01527 534040

#### **Dial a Ride**

Phone: 01527 64910

#### **Environmental Services**

Phone: 01527 881188

#### **Housing Options**

Phone: 01527 534069

#### **Lifeline**

Phone: 01527 534060

#### **Private Sector Housing**

Phone: 01527 534123

#### **Worcester County Council**

Phone: 01905 763763

### **Out of hours phone numbers:**

**Domestic Abuse Support:** 0800 980 3331

**Homeless:** 01527 67666

**Repairs:** 01527 67666

**If you need the emergency services call 999**

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# TENANCY AGREEMENT AND CONDITIONS



[www.redditchbc.gov.uk](http://www.redditchbc.gov.uk)

## **YOUR TENANCY CONDITIONS**

1. (a) This is an important legal document which sets out your rights and responsibilities and the Council's rights and responsibilities. Please keep it in a safe place.
- (b) These conditions may be changed by the Council but the Council must give you notice beforehand and an opportunity to make comments on the proposed changes. The Council must follow the procedures set out in the Housing Act 1985.
- (c) These conditions make you a secure tenant.
- (d) Because you are a secure tenant you cannot be asked to leave your home unless the Council obtains from a Court an Order for Possession.

### **Note**

**If you stop using the property as your only or main home you will no longer be a secure tenant.**

If you are no longer a secure tenant, the Council can end your tenancy by serving a Notice to Quit at the property giving you at least 4 weeks notice.

## **2. YOUR RENT**

- (a) Your tenancy is a weekly tenancy starting every Monday.
- (b) Your rent is due on Monday of every week. You must pay your rent on time. There are occasional "rent free" weeks when no rent is due and these are shown on your rent card.
- (c) The amount of your rent is shown on your Tenancy Agreement but may be increased from time to time. You will be given at least 4 weeks' written notice of any increase.
- (d) If you are joint tenants, you are each responsible for all the rent and for any arrears of rent, whether or not you still live at the property.

### **Note**

If you do not pay your rent the Council can ask a Court to make an Order for Possession. You may be liable for any costs incurred by the Council in getting an Order for Possession.

**YOU MAY BE EVICTED FROM YOUR HOME IF YOU DO NOT PAY YOUR RENT OR IF ANY OF THE OBLIGATIONS SET OUT IN THIS DOCUMENT ARE BROKEN OR NOT PERFORMED.**

## 2.1 Service/Heating Charges

You are responsible for paying the amount of any service/heating charges shown on your Tenancy Agreement or a separate additional service charge agreement. These amounts may be increased from time to time. You will be given at least 4 weeks written notice of any such increase.

Your service/heating charges are due on Monday of every week and you must pay them on time. There are occasional “rent free” weeks when no service/heating charge is due and these are shown on your rent card.

## 3. **REPAIRS**

### 3.1 The Council's Responsibilities

- (a) The Council must repair and maintain:
- the structure and exterior of the building (including roofing, walls, floors, ceiling, windows and window frames, external doors, drains, gutters and outside pipes)
  - kitchen and bathroom fixtures (including sinks, basins, toilets, baths and unless the Council agrees otherwise, kitchen units)
  - electrical wiring
  - gas pipes
  - water pipes
  - fixed heating equipment
  - water heating equipment
  - any communal areas around your home (including, stairs, lifts, landings, lighting, entrance halls, paving and parking areas).
- (b) The Council must paint the outside of your home at regular intervals.
- (c) The Council must clear up after a repair.
- (d) The Council must do repairs within a reasonable time of the repair being reported to the Council.

The Council is not responsible:

- (a) For any damage or disrepair to your home caused deliberately by you or any person living with you or visiting you, or by your own neglect or carelessness. If the Council repairs such damage you may be charged for the cost of the repairs.
- (b) For rebuilding or reinstatement of your home if it is destroyed or damaged beyond economic repair, by fire, flood or any other accident.

*This does not affect any obligation the Council may have to re-house you, following an incident of this nature.*

- (c) For repairing or maintaining anything which you are entitled to remove from your home at the end of your tenancy.
- (d) For repairing or maintaining anything, which you have built, fitted or installed without written permission from the Council.
- (e) For repairing and maintaining smoke alarms fitted by the Council as these do not form part of the structure.

### 3.2 Your Responsibilities

- (a) You must carry out small repairs (for example unblocking sinks, replacing internal door handles). If the Council carries out such repairs you may be charged for the cost of the repairs.
- (b) You are responsible for decorating inside your home.
- (c) You are responsible for repairing and maintaining your own household equipment and appliances.
- (d) You must immediately report any other damage, faults or disrepair to any One Stop Shop or the Contact Centre.
- (e) You must allow Council Workers or people sent by the Council into your home to inspect, carry out repairs or do any other works which are necessary to your home or adjoining properties. Usually the Council will give you reasonable notice but in emergencies the Council will need access immediately and if necessary the Council will force entry to your home. If the Council does force entry to your home it will make sure your home is left secure.
- (f) If your home has been fitted with a smoke alarm by the Council, you are responsible for keeping the smoke alarm in good working order and in good condition and in particular for replacing the batteries when necessary.

#### **Note**

You are not responsible for carrying out repairs, which are necessary through wear and tear, or lapse of time.

## **4. IMPROVEMENTS AND ALTERATIONS**

- (a) You must ask the Council for written permission if you wish to carry out any improvements, additions or alterations to your home.
- (b) The Council will not unreasonably refuse to give its permission but may require you to carry out the works to appropriate standards.
- (c) You may also have to obtain planning permission or building regulation approval before you start work.

**5. NUISANCE AND HARASSMENT**

- (a) You are responsible for the behaviour of every person (including children) living or visiting your home. You are responsible for them in your home and garden, on surrounding land, in communal areas (for example stairs, lifts, landings, entrance halls, paving, shared gardens, parking areas) and in the locality or neighbourhood around you home.
- (b) You or any person living in or visiting your home must not do anything, which is likely to be a nuisance or annoyance to your neighbours, their children or visitors, or to any person visiting or engaging in their business in the locality or neighbourhood around your home or to any Council Officer.
- (c) You or any person living in or visiting your home must not commit any form of harassment which:
  - (i) interferes with or is likely to interfere with the peace and comfort of, or cause offence to any other tenant or any person living in or visiting your home;
  - (ii) causes offence, or is likely to cause offence to an Officer of the Council or interferes with or is likely to interfere with the lawful business of an Officer of the Council.

Examples of harassment include racist behaviour or language, using or threatening to use violence, using abusive or insulting language; damaging or threatening to damage another person's home or possessions, writing threatening, abusive or insulting graffiti.

- (d) You or any person living in or visiting your home must not use your home or any communal area for illegal or immoral activity (for example, selling or using drugs, prostitution).
- (e) You must not inflict violence or threaten violence against any other person living with you or in another Council owned property. You must not harass or use mental, emotional or sexual abuse or violence to make anyone who lives with you leave your home.
- (f) If you are convicted of an arrestable offence in the locality or neighbourhood around your home the Council may consider seeking possession of your home.

## 6. VEHICLES AND PARKING

- (a) You must not park a vehicle anywhere on your property except in a garage or a “hard-standing” (which is a driveway or paved area intended for parking).
- (b) You must not park a caravan, motor home, boat or trailer on your garden, driveway, paved area around your home or on any communal parking areas, unless you have the written permission of the Council.
- (c) You or any person living in or visiting your home must not park anywhere that would obstruct emergency services.
- (d) You must not park an un-roadworthy vehicle anywhere on land around your home or on the road.
- (e) You must not do major car repairs on the land around your home or on the road.

## 7. PETS

- (a) Tenants of flats in a building with a communal entrance must not keep dogs or cats unless the flat has its own separate entrance.
- (b) Tenants in any sheltered scheme which has a communal lounge must not keep dogs or cats.
- (c) Tenants of other types of properties may keep dogs and/or cats provided they are kept under proper control and do not cause a nuisance or annoyance or frighten other people or cause damage to any property.
- (d) You must not keep any animal the Council decides is unsuitable for your home. If you are in any doubt please contact your Tenancy Officer.

## 8. AERIALS AND SATELLITE/SKY DISHES

- (a) You must obtain written permission from the Council before putting up any aerial (including T.V., C.B. or Satellite/Sky dishes). You may also require planning permission, particularly if you live in a flat. **You must check this with the Council's Planning Department.**
- (b) If the Council repairs any damage caused to your home by the installation, presence or removal of the aerial/dish, you may be charged for the cost of these repairs.
- (c) You are responsible for repairing and maintaining any aerials/dishes on your home.

**9. INFLAMMABLE AND DANGEROUS MATERIALS**

You must not keep or use any paraffin, petrol, bottled gas or any other dangerous materials in your home or in communal areas or allow anyone else living in or visiting your home to do so without first getting the Council's written permission.

**10. USE OF YOUR HOME**

- (a) You must use your Council property as your main home.
- (b) You must not have more people living in your home than the maximum number allowed. If you are unsure what is the maximum number allowed, please ask your Tenancy Officer.
- (c) If you will be away from your home for more than a month you must first tell your Tenancy Officer.
- (d) You must not run a business from your home or allow anyone else to do so without first getting the Council's written permission. You may also need planning permission.
- (e) You must keep your garden tidy and clear of rubbish.
- (f) You must not trim or cut down any trees in your garden without first getting the Council's written permission.

**11. LODGERS AND SUB-LETTING**

- (a) You may take in lodgers
- (b) You may sub-let **PART** of your home provided you have the Council's written permission.
- (c) You must not sub-let or part with the whole of your home.

**12. EXCHANGING YOUR COUNCIL HOME**

- (a) You have the right to swap your home with another Council tenant (this is called a mutual exchange) but you must first get the Council's written permission. The Council will only refuse permission if:
- the Council is taking action against any of the tenants involved
  - one of the homes would be overcrowded
  - one of the homes would be too large for the new occupiers
  - the exchange would mean that a home adapted for people with special needs would have no one living there who needed the adaptations.
- (b) The Council may also set certain conditions which you must meet before the mutual exchange can go ahead, namely:
- you must not owe any rent
  - if you have broken any of the other conditions of this Tenancy Agreement you must first put that right before an exchange can be approved.

**13. LEAVING YOUR HOME AND ENDING YOUR TENANCY**

- (a) You must give the Council at least 4 weeks' notice in writing before you want to leave your home. The notice period must end by 12 noon on a Monday.
- (b) You must leave your home on or before the end of your notice period. You must also hand in to any One Stop Shop, all the keys to the property on or before the end of your notice period and if you do not the Council may charge you rent for every week until the Council recovers the property.
- (c) If you are joint tenants any one of you can end the tenancy by giving the Council 4 weeks' notice.
- (d) You must leave your home, the fixtures and any furnishings the Council has provided in good condition.
- (e) The Council will charge you for repair or replacement if damage has been caused to your home deliberately or by your own neglect and for any minor repairs which you should have done. You will not have to pay for normal wear and tear.
- (f) You must not leave anyone else in your home when you leave.
- (g) Do not leave any of your belongings behind. If you do, the Council may treat them as rubbish and dispose of them. The Council may charge you for the cost of clearing the property.



**INTRODUCTORY TENANTS ONLY**

Unless you are transferring from a secure tenancy, you will start your tenancy as an 'introductory tenant'.

Your introductory tenancy will last for one year. If you do not break any of the tenancy conditions during this time and the Council does not take action against you, you will automatically become a 'secure tenant'.

If, during your introductory tenancy, you break any of the conditions, in this agreement or there is any other reason under housing legislation or any future laws which persuades the Council to get involved, the Council may take action to end your tenancy before you become a secure tenant. For more detail please read the leaflet on Introductory Tenancies.

By law, during your introductory tenancy, you do not have the same rights as a 'secure tenant'. **You cannot:**

- **apply for the right to buy your home**
- **vote for a change to a new landlord**
- **sub-let your home**
- **make a structural change to the property**
- **apply to exchange your home**

In certain circumstances the Council may let you take in a lodger or someone to provide you with support and care. You must get the Council's written permission first. The Council may refuse permission if you do not meet certain conditions. Please ask your Tenancy Officer for more information.

**The following tenancy conditions apply to 'secure tenant's only and do not apply during the introductory tenancy:**

**Clause 1 (c) and (d) on page 2**

**Clause 11 (a) and (b) on page 7**

**Clause 12 (a) and (b) on page 8**

## YOUR TENANCY AGREEMENT

This Tenancy Agreement is between Redditch Borough Council and


the tenant(s)

The address of the property rented in this Agreement is:

--

There are two kinds of tenancy:

- introductory tenancy
- secure tenancy

This Agreement is for both kinds of tenancy. It tells you which parts apply to each type of tenancy.

This weekly tenancy starts from

--

Your weekly rent starts from  
(first Monday from date tenancy starts)

--

It is an introductory tenancy ☐

It is a secure tenancy ☐

The earliest date that your introductory tenancy will become a secure tenancy is:

--

PROPERTY DETAILS	
Property Type:	
Number of Bedrooms:	
Weekly Net Rent:	
Service/Heating Charge:	£
<b>TOTAL WEEKLY RENT DUE:</b>	£

I/We have read and understand these Tenancy Conditions:

I/We confirm that the details given on my application form are correct.

I/We agree to abide by the Conditions set out in this Tenancy Agreement.

I/We confirm that I understand how an Introductory Tenancy affects me/us.

**Tenant's Signature:**

**Date:**.....

1.....

2.....

**Signed on behalf of the Council:**..... **Date:**.....

## YOUR TENANCY AGREEMENT

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PROPERTY DETAILS	
Property Type:	
Number of Bedrooms:	
Weekly Net Rent:	
Service/Heating Charge:	£
<b>TOTAL WEEKLY RENT DUE:</b>	£

I/We have read and understand these Tenancy Conditions:

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**Tenant's Signature:**

**Date:**.....

1.....

2.....

**Signed on behalf of the Council:**..... **Date:**.....

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**EXECUTIVE COMMITTEE**

**9<sup>th</sup> July 2019**

**Finance Monitoring Outturn 2018/19**

<b>Relevant Portfolio Holder</b>	Councillor David Thain, Portfolio Holder for Portfolio Holder for Corporate Management
<b>Relevant Head of Service</b>	Jayne Pickering, Executive Director Finance and Corporate Resources
<b>Non Key Decision</b>	

**1. Purpose and summary**

To report to Cabinet on the Council's financial position for Revenue and Capital for the financial year April 2018 – March 2019.

**2. Recommendations**

**The Executive Committee is asked to resolve**

**RESOLVE that**

- 2.1 The Executive Committee note the current financial position in relation to revenue and capital budgets for the period April – March 2019 as detailed in the report.

**That Executive recommend to Council**

- 2.2 Approval of the movement of £122k in existing reserves as included in Appendix 2.
- 2.3 Approval of the addition of new reserves of £3,385 as included in Appendix 2.
- 2.4 Approve the carry forward to the 2019/20 capital programme of £2,943k as detailed in Appendix 4.
- 2.5 Approval of an increase in the 2019/20 Capital Programme of £39k for Disabled Facilities Grants. This is due to the budget allocations having now been announced by the Ministry of Housing, Communities and Local Government (MHCLG). This will increase the available budget to £839k.
- 2.6 Approval of an increase to the Capital programme 2019/20 of match funding from PCC for digital upgrade of CCTV infrastructure.

**EXECUTIVE COMMITTEE**

**9<sup>th</sup> July 2019**

- 2.7 Approval of an increase to the capital programme 2019/20 of £3k s106 monies for Borough wide open space improvements.
- 2.8 Approval of an increase to the Capital programme 2019/20 of £33k for Arrow Valley park Safety Improvements. (£180k already approved at Budget 2019/20)
- 2.9 Approval of an increase to the Revenue budget 2019/20 of £5k due to grant being received from Communities and Local Government towards High Street clean up and future community environmental enhancements and approval for BARN to administer the grant and any future monies received which have similar requirements to this grant, as per paragraph 3.4.

**3. Revenue budgets**

- 3.1 This report provides details of the financial outturn performance of the Council for 2018/19. The report reflects the finances across all of the Strategic Purposes to enable Members to be aware of the level of funding attributed to each area and how this compares to budget. The summary at 3.3 shows the financial revenue position for the Council for 2018/19.
- 3.2 Financial reports are sent to budget holders on a monthly basis. As part of this process a detailed review is undertaken with support from the finance team to ensure that all issues are considered and significant savings or cost pressures are addressed. This report explains the key variances to budget for 2018-19.
- 3.3 The £9.094m original budget as included in the table below is made up of the budget approved in February 2018.

In addition the Latest Budget 2018/19 of £9.330m includes transfers to reserves of £242k which are shown in appendix 2, use of balances £440k and virement from corporate financing of £39k.

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**Revenue Budget Summary – Overall Council  
 Financial Year 2018/19**

Please note figures have been rounded

Strategic Purpose	Original Budget 2018/19 £'000	Revised budget 2018/19 £'000	Actuals 2018/19 £'000	Variance 2018/19 £'000
Keep my place safe and looking good	3,829	3,996	4,086	90
Help me run a successful business	3	133	74	-58
Help me be financially independent	358	146	429	283
Help me to live my life independently	156	73	30	-43
Help me find somewhere to live in my locality	864	710	516	-193
Provide Good things for me to see, do and visit	1,391	1,341	1,279	-62
Enable others to work/do what they need to do (to meet their purpose)	2,494	2,932	3,099	168
<b>Totals</b>	<b>9,094</b>	<b>9,330</b>	<b>9,513</b>	<b>183</b>
Corporate Financing	-9,094	-9,330	-9513	-183
<b>Grand Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**Financial Commentary:**

There are a number of significant variances across the strategic purposes. The summary above shows the overall position for the Council and the main variations are as a result of:

**Keep my place safe and looking good (£90k overspend)**

These budgets include those relating mainly to Environmental Services, Planning, CCTV and other activities to deliver against the purpose to ensuring an area is a safe and attractive place for the community.

The variances to report are :

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- Bereavement services received less income than expected on cremations, additional electricity charges due to backdated billing by PPL and additional costs due to cremator repairs therefore showing a year end variance for the service of **£109k**.
- There is a saving within Community safety budgets due to salary vacancies which are being addressed in a service review. The underspend, however, will be offset against the overhead recharge to the HRA (shown in enabling services) due to the service being 100% attributable to the HRA of **£101k**.
- Whilst a significant growth in income has been achieved within Core Waste services, there have been additional costs required for running the domestic waste services. This is currently under review and the over spend by the end of 2018/19 was **£148k**.
- Development Management achieved more income than expected **£11k** due to a one off large application.
- There have been some salary savings due to vacancies of **£90k** within Core Environmental Operations, Environmental management and Planning.

**Help me run a successful business (£58k underspend)**

The budgets within the strategic purpose include economic development, all licenses and costs associated with the town and other Properties within the Borough.

- The variance shown in this strategic purpose is mainly due to savings on NNDR & utility budgets for leased building and also additional income.

**Help me be financially independent (£283k overspend)**

The strategic purpose includes all costs relating to the support of benefits and the administration and delivery of Council Tax services in the Borough.

- The variance of **£283k** mainly relates to the housing benefits subsidy. Typically the Council received 100% grant for payment of eligible housing benefit awards. In 2018/19 there was an increase in local authority error of £49k where no grant is received, and £93k increase in overpayments where only 40% grant is received. There is an action plan to ensure improvement in the benefit processing system.

**Help me to live my life independently (£43k underspend)**

There are a number of budgets relating to the delivery of the strategic purpose including; Lifeline and Community Transport.

- There has been additional income received within the Lifeline service due a new contract that has been procured with Cannock Chase District Council. This has been reflected in 2019/20 budgets.

**Help me find somewhere to live in my locality (£193k underspend)**

The costs associated with homeless prevention, housing strategy and land charges are all included in this strategic purpose. It is worth noting that these costs solely relate to those charged to the General Fund not the Housing Revenue Account

- The variance shown in this strategic purpose is due to salary savings as a consequence of posts not being filled along with grant income for reimbursement of 2017/18 expenditure. There has also been some additional rent income on dispersed units **£153k**



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- There is also increased income from Houses in Multiple occupation following changes in regulations **£27k**.
- The variance shown for Land charges **£13k** is due to additional search fee income and New Burdens receipt.

**Provide Good things for me to see, do and visit (£62k underspend)**

- The majority of budgets within this purpose relate to Leisure and Culture services.
- The variance shown is mainly to do with temporary salary savings due to the change of service delivery and new staff structure implementation.

**Enable others to work/do what they need to do (to meet their purpose) (£168k overspent)**

All support services and corporate overheads are held within the enabling purpose. These include; IT, HR, Finance, Management team and other support costs.

- The underspend variance within Asset & Property Management is mainly due to savings on repairs and maintenance (R&M) and Utilities due to the transfer back of service that was provided by Place Partnership Ltd **£158k**
- There has been additional costs relating to the transferring services to Rubicon Leisure **£74k**
- There were a number of unallocated savings that sat within the corporate / enabling services. Service savings have been identified during the year and have been allocated to reduce the figure by year end as point 4 below **£359k**.
- Within Customer Services support there are savings of **£48k** due to salary vacancies and additional income received.
- There is an underspend with Legal services due to a vacant position and a one off additional income received **£81k**.

**Corporate Financing**

- The variance within corporate financing relates to additional section 31 grant received over and above the quarter 3 forecast and this has been applied to balance the general fund outturn position.

**3.4 Communities and Local Government, High Street Community Clean-Up Grant**

The request for an approval on an increased budget of £5k at **2.9** is due the Ministry of Communities and Local Government recognising high streets and village centres as a crucial part of our economy and recognised that residents care about these centres of their community. Grant funding was given to all local authorities in March 2019 to be spent in the financial year 2018/19. Given the short timescales involved, agreement with the Ministry to commit the funding in 2018/19 and spend in 2019/20 was arranged.

The funding is intended to be used for community and voluntary groups to undertake community led clean up action in high streets and village centres. The grant scheme intended to increase pride in local high streets, increase community cohesion and enhance social well-being.

Bromsgrove and Redditch Network (BARN) is part of, and works for, the voluntary and community sector (VCS) and is a network which supports volunteers and community organisations across Bromsgrove and Redditch. BARN is the only local VCS organisation that fulfils this role and thus

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appropriate to administer and monitor community funding of this type. The Council already have a relationship with BARN via the Redditch Partnership as BARN provides a collective voice for the voluntary sector on the Partnerships which assist the Council to work effectively with the local VCS.

BARN would benefit from 10% of the total grant in-line with recommendations **from the Ministry** to account for administration and monitoring of the funding.

It is recommended that any future community funding of this nature to also be administered through BARN in order to reach the intended audience and assist the VCS within Redditch Borough. In administering the grant/s BARN would be unable to apply and benefit from the community funding.

**4. Savings Monitoring**

- 4.1 The medium term financial plan included £721k of savings that have been delivered in 2018/19 are detailed in appendix 3.
- 4.2 In addition there are £777k of unidentified savings for 2018/19 which sit within the corporate / enabling service as highlighted in the table above. At year-end 2018/19 £476k has been identified against these unidentified savings.

**5. Cash Management**

- 5.1 The cash position of this Council at the start of the financial year and the expected end of year cash positions for the coming financial years is shown in the table below

<b>Date</b>	<b>£m</b>	<b>Position</b>
As at 31 <sup>st</sup> March 2018 (Actual)	7.0	Borrowing
As at 31 <sup>st</sup> March 2019	6.0	Borrowing

**5.2 Borrowing**

As at the 31<sup>st</sup> March 2019 there are short term borrowings of £6.0m with associated borrowing costs within the quarter and £103.929m in long term borrowing with associated costs in the quarter of £888k. All long term borrowing costs relate to the HRA.

An interest payable budget has been set of £34k for 2018/19 due to expenditure relating to current capital projects.

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**5.3 Investments**

At 31<sup>st</sup> March 2019 there were £4.5m investments held.

**6. Capital Budgets**

**Capital Budget Summary – Overall Council  
 Financial Year 2018/19**

**6.1**

Please note figures have been rounded

<b>Strategic Purpose</b>		<b>Revised budget 2018/19 £'000</b>	<b>Actuals 2018/19 £'000</b>	<b>Variance 2018/19 £'000</b>
<b>Keep my place safe and looking good</b>	3,273	3,278	1,691	<b>-1,587</b>
<b>Help me run a successful business</b>	80	80	0	<b>-80</b>
<b>Help me to live my life independently</b>	1,271	1,367	607	<b>-760</b>
<b>Provide Good things for me to see, do and visit</b>	102	120	7	<b>-113</b>
<b>Enable others to work/do what they need to do (to meet their purpose)</b>	150	605	148	<b>-457</b>
<b>Totals</b>	<b>4,876</b>	<b>5,450</b>	<b>2,454</b>	<b>-2,996</b>

**Keep my place safe and looking good**

The main variances for this strategic purpose relate to the following projects;

- Locality Capital Projects - this is due to majority of the schemes dependant on approval from Worcestershire County Council and therefore causing delays due to slow responses. A request is made to continue the project into 2019/20.
- Vehicle replacement budget - there are delays on the vehicle replacement programme due to specification delays it is therefore requested to carry forward the budget into next financial year 2019/20.
- Public Buildings – Projects have been delayed due to the transfer of Property Services from Place partnership limited back to RBC, these will recommence at the beginning of 2019/20. The budget is requested to be carry forward into 2019/20.

**Help me run a successful business**

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- The variance relates to improvements at the Business Centres which have been delayed due to the flood damage. These works will now be carried out in 2019/20 after a request to carry forward the capital budget.

**Help me to live my life independently**

The underspend relates to a number of projects ;

- Energy Efficiency installations. This fund has been unable to be spent this year due to the need to procure the energy advice service prior to restarting the Redditch Energy Efficiency Fund. The energy advice service has been procured and is due to commence on July 1<sup>st</sup> 2019 until March 31<sup>st</sup> 2022.
- Discretionary home repairs assistance which is due to a lack of applications being received despite advertising.
- It is requested to carry forward an underspend on the Disabled Facilities Grants due to delays in referrals from occupational therapists

**Provide Good things for me to see, do and visit**

- There is a S106 budget for the regrading of football pitches at Terry's Field, Redditch which requires the project to take place post season and therefore will commence in April 2019, the budget is requested to carry forward to the new financial year.
- There is an underspend on the Civic suite sound project due to it being delivered for lower than originally anticipated costs.

**Enable others to work/do what they need to do (to meet their purpose)**

- The variance for this strategic purpose is the budget approved for the new Finance system which will be starting in 2019/20 and it is requested for the budget to be carried forward.

**6.2 Disabled Facilities Grants**

The request for approval of an increased budget £39k at 2.5 is due to confirmation of the Disabled Facilities Grant being not being distributed to all relevant authorities by the ministry of Housing, Communities and Local Government until May 2019. An estimate at budget setting was used and therefore the additional £39k is now required to match the grant determination £839k for Bromsgrove District Council for 2019/20

**6.3 CCTV infrastructure**

As requested at 2.6 West Mercia PCC has made available a £289k CCTV capital grant to support a digital infrastructure upgrade to the North Worcestershire CCTV scheme .The CCTV Community Services capital budget (£80k carry forward from 2018/19) has been identified as required match funding in the bid to secure the PCC funding. It is recommended that the capital funds set aside are now used to match fund the CCTV infrastructure upgrade as opposed to the purchase of replacement analogue cameras and once implemented the digital infrastructure will reduce transmission costs from the revenue budget. Redditch Borough Council will act on an agency basis and spend will be draw down when expenditure is occurred and invoiced to the relevant authorities (Bromsgrove District Council and Wyre Forest District Council) accordingly.

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**6.4 S106 Open space improvements**

The request for an approval of an increased budget £3k S106 monies at **2.7** is due to a S106 being received from contractors for work on Oak House, Herbert Street and this is therefore requested for use on borough wide open space improvements. This will be done at North Moons Moat to support the active conservation group in applying for external funding to improve the Scheduled Open Space moated site/pos.

**6.5 Arrow Valley Park Safety improvements**

The request for approval of an increased budget £33k at **2.8** is in addition to the already approved £180k is due to certain revisions to the scheme (contribution towards project from small habitats £141.5k). The overall aim of the project is to implement safety improvement works at five separate sites and it is anticipated outcomes of the project include:

- Improved water safety and safer access to the river banks for the general public,
- Reduced burden of liabilities, required inspection and maintenance of structures to the LA,
- Follow-up risk assessments of each of the weir sites to record safety improvements,
- Provision of fixed and interactive interpretative information on the ecological benefits of the scheme to improve public understanding and deliver enhanced public engagement,
- Improved the aesthetics of the river and AVP area through removal of large engineered structures.

**7. Housing Revenue Account**

Appendix 1 details the financial position for the Housing Revenue Account (HRA) for the period April – March 2019.

**8. Earmarked Reserves**

The position as at 31st December 2018 is shown in Appendix 2. The position at the 1st April 2018 was £1.6m and at the end of the financial year includes £3.2m that have been transferred to reserves. The majority of this relates to setting aside section 31 Business rate grant/estimated Business rate surplus to provide funding for future risks.

**9. General Fund Balances**

The General Fund Balance as at the 31<sup>th</sup> March 2019 is £1.223m with the level of recommended retained balances of £750k

**10. Legal Implications**

No Legal implications have been identified.

**11. Service/Operational Implications**

Managers meet with finance officers on a monthly basis to consider the current financial position and to ensure actions are in place to mitigate any overspends.

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**12. Customer / Equalities and Diversity Implications**

No direct implications as a result of this report.

**13. Risk Management**

The financial monitoring is included in the corporate risk register for the authority.

**APPENDICES**

Appendix 1 – HRA Monitoring April – December 2018/19

Appendix 2 – Earmarked Reserves 2018/19

Appendix 3 – Savings Monitoring 2018/19

Appendix 4 - Capital carry forwards

Appendix 5 - Capital Programme 2019/20

**AUTHOR OF REPORT**

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**HOUSING REVENUE ACCOUNT (HRA)**  
**REVENUE OUTTURN 2018/19**

Appendix 1

	2018/19 Approved YTD Budget £'000	2018/19 Actuals YTD £'000	2018/19 Variance £'000
<b><u>INCOME</u></b>			
Dwelling Rents	22,805	22,833	-28
Non-Dwelling Rents	483	509	-26
Tenants' Charges for Services & Facilities	648	659	-11
Contributions towards Expenditure	18	129	-111
<b>Total Income</b>	<b>23,954</b>	<b>24,130</b>	<b>-176</b>
<b><u>EXPENDITURE</u></b>			
Repairs & Maintenance	5,187	5,801	614
Supervision & Management	8,542	8,143	-399
Rent, Rates, Taxes & Other Charges	149	429	280
Provision for Bad Debts	400	118	-282
Depreciation & Impairment of Fixed Assets	6,129	6,271	142
Interest Payable & Debt Management Costs	4,179	4,179	0
<b>Total Expenditure</b>	<b>24,586</b>	<b>24,941</b>	<b>355</b>
<b>Net cost of Services</b>	<b>632</b>	<b>811</b>	<b>179</b>
Provision for Job Evaluation	0	0	0
<b>Net Operating Expenditure</b>	<b>632</b>	<b>811</b>	<b>179</b>
Interest Receivable	-36	-106	-70
Revenue Contribution to Capital Outlay	1,879	1,600	-279
Use of Balances	-876	-706	170
Transfer to/(from) Earmarked Reserves	-1,599	-1,599	0
<b>(Surplus)/Deficit on Services</b>	<b>0</b>	<b>0</b>	<b>0</b>

**HOUSING REVENUE ACCOUNT GENERAL RESERVE BALANCE**

Surplus as at 1st April 2018	1,476	1,476	0
Surplus/(deficit) for year 2018/19	-876	-706	170
Surplus as at 31st March 2019	600	770	170

**HRA Outturn 2018/19 variance commentary:**

Dwellings Rents	The net loss of properties (RTB's less purchases) was lower than anticipated.
Non dwellings rents	Garage rent income from non-council tenants was greater than forecast.
Contributions towards expenditure	Anticipated reduction in grant funding from Worcestershire County Council for St David's House has been delayed. Income received from insurance claims relating to fire damaged properties and could not be budgeted for.
Repairs & Maintenance	There have been higher costs for responsive repairs (electrical, roofing, drainage & one off repairs) by external contractors than forecast. There have also been higher costs associated with voids repairs by external contractors than forecast. An increased number of agency resource has been covering vacant posts/staff absences within the department. A greater number than forecast of service charge eligible works (legionella testing, TV aerials, door entry) has led to increased income partially offsetting this overspend.
Supervision & Management	There are significant staff vacancies within Locality Teams, pending the implementation of a new structure. There was a lower than forecast internal overhead recharge .

Rents, rates & other taxes	There are Increased insurance charges within 2018/19 compared to budget. There have been a higher number as well as greater value of backdated Council Tax charges for void properties than originally forecast.
Provision for bad debts	The value of debts written off are lower than originally anticipated.
Depreciation & Impairment	There has been an Increase in component depreciation cost per property. Depreciation has been charged on newly purchased vehicles.
Interest receivable	An increase in interest rates has led to a greater return than anticipated.
Revenue Contribution to Capital Outlay	Lower than budget as limited to 1-4-1 purchases contribution to reduce use of balances (see below use of balances)
Use of balances	see Revenue contribution to capital line above

**HRA CAPITAL OUTTURN 2018/19****Strategic Purpose****Help Me to Find Somewhere to Live in my Locality**

2018/19 Approved YTD Budget £'000	2018/19 Actuals YTD £'000	Variance £'000
<u>6,323</u>	<u>4,761</u>	(1,562)

**Financial Commentary:**

The projects form the basis of the HRA 30 year capital improvement plan and are currently moving forward within the plan. The plan is currently being reviewed to ensure the correct budgets are in place to meet the improvement plan targets.



## FINANCIAL RESERVES STATEMENT 2018/19

Appendix 2

Description	Balance b/fwd 1/4/2018	Budgeted Release 2018/19	Revised Balance b/fwd 1/4/2018	Transfers in existing reserve 2018/19	Transfers out existing reserve 2018/19	New Reserve 2018/19	C/fwd 31/3/2019	Comment
GF Earmarked Reserves	£'000	£'000	£'000	£'000	£'000	£'000	£'000	
Business Rates Grants	(7)	0	(7)	0	0	0	(7)	Small Business Rate Relief - Ringfenced grant
Commercialism	(48)	0	(48)	0	19	0	(29)	To help fund costs in relation to commercialism projects
Community Development	(4)	0	(4)	0	0	0	(4)	To support the costs associated with community projects
Community Safety	(270)	0	(270)	(225)	270	0	(225)	External grant funding to be released over a number of years on Community Safety Projects ongoing
Corporate Services	(150)	0	(150)	0	0	0	(150)	Funding for Locality Enhancements
Customer Services	(12)	0	(12)	0	0	0	(12)	Contribution to WCC for an open portal
Electoral Services	(48)	0	(48)	(14)	22	0	(41)	To support the delivery of individual electoral registration and to set aside a reserve for potential refunds to government
Equalities	(11)	0	(11)	0	0	0	(11)	To fund licence fees
Equipment Replacement	(83)	0	(83)	0	10	0	(73)	ICT equipment reserve
Financial Services	0	0	0	0	0	(72)	(72)	Brexit reserve and also funds to support the new enterprise system
Corporate Financing	0	0	0	0	0	(3,246)	(3,246)	The reserve has been created to offset the loss on Business rates collection and appeals in 2019/20.
Housing Benefits Implementation	(81)	0	(81)	(105)	9	(23)	(199)	Specific welfare reform grant received
Housing Support	(569)	0	(569)	(171)	14	0	(725)	Government Specific Grant - annual funding
Land charges	(9)	0	(9)	0	0	0	(9)	To fund potential litigation in relation to Land Charges
Land Drainage	(162)	0	(162)	0	20	0	(141)	To support costs associated with health and safety issues within the environment
Leisure	(21)	0	(21)	0	21	0	0	To support set up costs relating to the new Leisure company
Mercury Emissions	(34)	0	(34)	0	34	0	0	To be used to re line the cremators
Parks and Open spaces	(10)	0	(10)	0	0	(13)	(23)	To fund a review of the local allotments.
Planning	0	0	0	0	0	(30)	(30)	
Public Donations	(13)	0	(13)	0	7	0	(6)	Accumulated donations for designated projects.
Sports Development	(20)	0	(20)	(63)	20	0	(63)	Ringfenced grants for a number of sports development activities to improve Health and Wellbeing in the Borough
Town Centre	(56)	0	(56)	0	11	0	(45)	To support improvements in the Town Centre High Street
Warmer Homes	(12)	0	(12)	0	0	0	(12)	To support the costs associated with community projects (repair)
<b>Totals</b>	<b>(1,618)</b>	<b>0</b>	<b>(1,618)</b>	<b>(578)</b>	<b>456</b>	<b>(3,385)</b>	<b>(5,125)</b>	
<b>HRA Capital Reserve</b>								
Capital Reserve-HRA	(19,835)	0	(19,835)	0	1,600	0	(18,236)	Reserve to enable the debt repayment on HRA, and future repairs and maintenance along with support for the Housing Growth Programme.
<b>Totals</b>	<b>(19,835)</b>	<b>0</b>	<b>(19,835)</b>	<b>0</b>	<b>1,600</b>	<b>0</b>	<b>(18,236)</b>	

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Agenda Item 7

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**REDDITCH - SAVINGS & ADDITIONAL INCOME FROM 18-19 BUDGET ROUND****Appendix 3**

Department	Description of saving	2018-19 £'000	Comments	Year end			
				On target Y/N	Additional (add to to in yr savings) £'000	below target Y/N	Pressure £'000
Business Transformation	Annual Revenue Budget Saving	-177	Review of IT contract spend	Y			
Community Services	accommodation charge	-18	Review of budget required	Y			
Community Services	telephones	-4	Review of budget required	Y			
Community Services	travellers and unauthorised campers costs	-7	Review of budget required	Y			
Community Services	staff savings from reduced mileage and reduced hours	-3	Review of budget required	Y			
Community Services	additional income	-2	Review of income generated	Y			
Community Services	NNDR	-1	Savings identified	Y			
Community Services	accommodation charge	-18	Review of budget required	Y			
Corporate	Amalgamate postage budget	-14	Savings identified	Y			
Corporate	RBC staff awards	-3	Savings identified	Y			
Corporate	Insurance	-27	Savings identified	Y			
CAFS	Reduction in Hrs	-5	Savings identified	Y			
CAFS	Additional income	-125	Additional income based on previous year	Y			
Environmental Services	Fuel and Vehicle R&M	-67	Savings identified	Y			
Environmental Services	Materials, equipment and waste disposal	-21	Savings identified	Y			
Environmental Services	Overtime	-6	Savings identified	Y			
Environmental Services	Utilities	-4	Savings identified	Y			
Environmental Services	Contractors and Credit Card Fees	-5	Savings identified	Y			
Environmental Services	Increase in cremation income	-50	Additional income generated	N			
Environmental Services	Additional work for County Council and inflation of fees	-15	Additional income generated	Y			
Environmental Services	Replacement waste bins	-72	Revenue savings achieved by capitalising all bin replacements	Y			
Corporate	Subscriptions	-4	Savings identified	N		Y	4
Corporate	Subscriptions	-25	Savings identified	Y			
Corporate	Subscriptions	-8	Savings identified	Y			
Leisure & Cultural Services	savings on spend budgets	-5	Mainstream funding no longer needed received/in place	y			
Leisure & Cultural Services	Furniture purchase for Chamber and CR2/3 - budget allocation is more than required	-4	Savings identified	y			
Leisure & Cultural Services	Vehicle Costs	-3	Savings identified	y			
Leisure & Cultural Services	savings on accommodation costs	-8	Savings identified	y			
Leisure & Cultural Services	Additional income	-20	Increased income generated at Palace Theatre	y			
<b>TOTAL</b>		<b>-721</b>			<b>0</b>		<b>4</b>

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Description	Department	strategic purposes	Funding	Full year Budget 2018-19 £'000	Full year expenditure 2018- 19 £'000	Full year Variance 2018-19 £'000	Request for Carry Forward into 2019/20 £'000
Public Building	CAFS	keep my place safe and looking good	borrowing / capital receipts	250	126	-124	124
Gf Asbestos	CAFS	keep my place safe and looking good	borrowing / capital receipts	110	36	-75	75
Small Area Improvements	Community Services	keep my place safe and looking good	borrowing / capital receipts	40	0	-40	40
Lifeline Hardwire Upgrade 2015	Community Services	help me live my life independently	borrowing / capital receipts	31	2	-29	29
ASDA Underpass Project	Community Services	keep my place safe and looking good	S106	25	0	-25	25
Disabled Facilities Grant	Community Services	help me live my life independently	DFG grant	1,117	575	-542	542
HMO Grants	Community Services	help me live my life independently	borrowing / capital receipts	50	7	-43	43
Energy & Efficiency Installs	Community Services	help me live my life independently	borrowing / capital receipts	110	0	-110	110
Camera Replacement Programme	Community Services	keep my place safe and looking good	borrowing / capital receipts	55	0	-55	55
Public Realm Improvements Elvington Cl	Community Services	keep my place safe and looking good	S106	25	9	-16	16
Traveller / Trespass Function	Community Services	keep my place safe and looking good	borrowing / capital receipts	5	0	-5	5
Improved Parking Scheme	Environmental Services	keep my place safe and looking good	borrowing / capital receipts	334	296	-38	38
Vehicle Purchase - Cleansing	Environmental Services	keep my place safe and looking good	borrowing / capital receipts	1,496	898	-598	598
Locality Capital Projects	Environmental Services	keep my place safe and looking good	borrowing / capital receipts	534	19	-515	515
Wheelie Bin Purchase	Environmental Services	keep my place safe and looking good	borrowing / capital receipts	127	91	-36	36
Fuel Pumps And Upgrade	Environmental Services	keep my place safe and looking good	borrowing / capital receipts	25	0	-25	25
Vehicle Lift Within Workshop	Environmental Services	keep my place safe and looking good	borrowing / capital receipts	25	0	-25	25
Car Park Maintenance	Environmental Services	keep my place safe and looking good	borrowing / capital receipts	25	24	-1	1
New finance system	Financial Services	Enabling	borrowing / capital receipts	455	0	-455	455
S106 Regrading Pitches Terry'S Field	Leisure & Cultural Services	Provide good things, for me to see, do and visit	S106	30	0	-30	30
S106 Health and Fitness Facilities	Leisure & Cultural Services	Provide good things, for me to see, do and visit	S106	29	0	-29	29
Terrys Field	Leisure & Cultural Services	Provide good things, for me to see, do and visit	S106	9	0	-9	9
Batchley Brook and Pond area	Leisure & Cultural Services	keep my place safe and looking good	S106	21	0	-21	21
Play / Sports Feckenham Cricket Ground	Leisure & Cultural Services	Provide good things, for me to see, do and visit	S106	20	2	-18	18
Improvements At Business Centres	Planning & Regeneration	help me run a successful business	borrowing / capital receipts	80	0	-80	80
<b>TOTAL CURRENT CAPITAL PROGRAMME</b>				<b>5,027</b>	<b>2,085</b>	<b>-2,942</b>	<b>2,943</b>

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Description	Department	Strategic purpose	2019/20 Total	2020/21 Total	2021/22 Total	2022/23 Total
			£'000	£'000	£'000	£'000
Public Building	CAFS	Keep my place safe and looking good	374	250	250	250
GF Asbestos	CAFS	Keep my place safe and looking good	115	40	40	40
Small Area Improvements	Community Services	Keep my place safe and looking good	40	0	0	0
Upgrade hardwired lifeline schemes	Community Services	help me live my life independently	29	0	0	0
Home Repairs Assistance	Community Services	Keep my place safe and looking good	60	60	60	60
Camera Replacement programme	Community Services	Keep my place safe and looking good	55	0	0	0
Energy & Efficiency Installs.	Community Services	help me live my life independently	110	0	0	0
Disabled Facilities Grant	Community Services	help me live my life independently	1,352	0	0	0
ASDA Underpass project	Community Services	Keep my place safe and looking good	25	0	0	0
HMO Grants	Community Services	help me live my life independently	43	0	0	0
Public Realm Improvements Elvington Close	Community Services	Keep my place safe and looking good	16	0	0	0
Traveller / Trespass function	Community Services	Keep my place safe and looking good	5	0	0	0
Vehicle replacement	Environmental Services	Keep my place safe and looking good	1,316	412	1,927	1,581
Wheelie Bin purchase	Environmental Services	Keep my place safe and looking good	151	85	85	85
Vehicle replacment dial a ride	Environmental Services	help me live my life independently	40	0	0	0
Improved Parking Scheme ( includes locality funding)	Environmental Services	Keep my place safe and looking good	438	400	400	400
Localilty Capital Projects	Environmental Services	Keep my place safe and looking good	515	0	0	0
Replacing 3 fuel pumps and upgrading tank monitoring equipment	Environmental Services	Keep my place safe and looking good	25	0	0	0
Replacing the fixed four post vehicle lift within the workshop with a mobile four column lift	Environmental Services	Keep my place safe and looking good	25	0	0	0
Car Park Maintenance	Environmental Services	Keep my place safe and looking good	26	25	25	25
New Finance Enterprise system	Finance	enabling	455	0	0	0
Investment into Health and Fitness Facilities	Leisure & Cultural Services	Provide good things, for me to see, do and visit	29	0	0	0
Sports Contributions to support improvements to Outdoor facilities at Terry Field	Leisure & Cultural Services	provide good things, for me to see, do and visit	30	0	0	0
Terrys Field - Sports Contribution to support existing approved funding	Leisure & Cultural Services	Provide good things, for me to see, do and visit	9	0	0	0
Batchley Brook and Pond area - Open Space and Play improvements	Leisure & Cultural Services	Provide good things, for me to see, do and visit	21	0	0	0

Description	Department	Strategic purpose	2019/20 Total	2020/21 Total	2021/22 Total	2022/23 Total
			£'000	£'000	£'000	£'000
Arrow Valley Country Park - Play, Open Space and Sports Improvements.	Leisure & Cultural Services	Provide good things, for me to see, do and visit	172	0	0	0
Arrow Valley Country Park - Play, Open Space and Sports Improvements.	Leisure & Cultural Services	Provide good things, for me to see, do and visit	184	0	0	0
Maintenance and improvements to playing pitches and sports facilities in Feckenham Cricket ground	Leisure & Cultural Services	Provide good things, for me to see, do and visit	18	0	0	0
Improvement to Morton Stanley -Play Area for toddler and junior play	Leisure & Cultural Services	Provide good things, for me to see, do and visit	80	0	0	0
Improvement to Morton Stanley Open Space	Leisure & Cultural Services	Provide good things, for me to see, do and visit	26	0	0	0
Improvement to Sports Pitches infrastructure in Morton Stanley Park	Leisure & Cultural Services	Provide good things, for me to see, do and visit	99	0	0	0
Improvement to Redditch Cricket Club Facilities	Leisure & Cultural Services	Provide good things, for me to see, do and visit	17	0	0	0
Improvement to original Pump Track at AVCP	Leisure & Cultural Services	Provide good things, for me to see, do and visit	60	0	0	0
Improvement of 'Green Parking' at Arrow Valley South	Leisure & Cultural Services	Provide good things, for me to see, do and visit	17	0	0	0
Hedgerow Mitigation measures by restoration and hedge laying with associated fencing and gates at AVP SHM and AVP North	Leisure & Cultural Services	Provide good things, for me to see, do and visit	22	0	0	0
Grassland Mitigation measures- recreating and monitoring grassland habitats in MS and AVCP	Leisure & Cultural Services	Provide good things, for me to see, do and visit	147	0	0	0
Pitch or sports facilities improvements at the Abbey Stadium	Leisure & Cultural Services	Provide good things, for me to see, do and visit	17	0	0	0
POS/Play Improvements to Forge Mill (24,528 POS and 26,700 Play) and Bordesley Abbey Visitor Centre. PI	Leisure & Cultural Services	Provide good things, for me to see, do and visit	51	0	0	0
Maintenance works to existing tarmac pathways in Morton Stanley Park	Leisure & Cultural Services	Provide good things, for me to see, do and visit	26	0	0	0
Removal of 5 weirs through Arrow Valley Park	Leisure & Cultural Services	Keep my place safe and looking good	180	0	0	0
Morton Stanley Play, Sport and Open Space Improvements (General)	Leisure & Cultural Services	Provide good things, for me to see, do and visit	333	0	0	0
Improvements at Business Centres	Planning & Regeneration	Help me run a successful business	80	0	0	0
<b>Total current Capital programme</b>			6,831	1,272	2,787	2,441



**REDDITCH BOROUGH COUNCIL****EXECUTIVE**9<sup>th</sup> July 2019**HOUSING STRATEGIC IMPROVEMENT/ACTION PLAN - PROGRESS REPORT**

Relevant Portfolio Holder	Cllr Craig Warhurst
Portfolio Holder Consulted	Yes
Relevant Head of Service	Sue Hanley, Deputy Chief Executive
Wards Affected	All Wards
Non-Key Decision - Yes	

**1. SUMMARY OF PROPOSALS**

The report provides a further progress report detailing the actions taken to delivery on the Housing Strategic Improvement / Action Plan which was originally endorsed in September 2018.

**2. RECOMMENDATIONS**

The Executive Committee are asked to resolve:-

**2.1 Executive consider the content of the report and endorse the progress reports for each of the items detailed.**

**3. KEY ISSUES****Financial Implications**

3.1 There are no new financial implications as a result of this report, however reference is made to the Housing Revenue Account (HRA) outturns for 2018/19 and relevant updates contained within Section 2 of the Improvement Plan.

**Legal Implications**

3.2 The Council has a range of statutory duties to fulfil as a social landlord. Officers are required to comply with corporate policies, financial regulations, contract procedure rules and statutory returns.

**3.3 Background Information**

3.3.1 Members will recall that Executive Committee in September 2018 agreed a number of key decisions regarding Housing Services including the endorsement of a Strategic Improvement/ Action Plan.

**REDDITCH BOROUGH COUNCIL****EXECUTIVE****9<sup>th</sup> July 2019**

- 3.3.2 This report is a further update report to Members providing the detail of progress made in the wholesale delivery of change, improvement and developments within Housing Services over the forthcoming 18 months to 2 years.
- 3.3.3 Executive are asked to specifically note the additional detail provided for the relevant sections, and specifically those revisions to actions and timescales originally proposed in the plan.

**Section 1: Corporate**

- 3.3.4 The majority of corporate actions have been progressed as envisaged. It is however reiterated to Members that the programme of cultural change within housing and indeed across all of our organisation(s) will be delivered and supported over a much longer timeframe as detailed in the plan.
- 3.3.5 Action Plan 1.2 – Leadership/Management Development Programme – A package of arrangements to support leadership development, whilst currently in preparation, has not yet been considered corporately. A revised timescale is proposed of October 2019.
- 3.3.6 Action Plan 1.6 – Review of Housing & Community Services Management Team  
Action Plan 1.7 – Review of Housing Capital, Property & Compliance Teams  
Members were advised in February 2019 that implementation plans and timelines for the two major management reviews would be shared at the point of consultation. This has now been undertaken for the Housing & Community Services Management Team, however, due to delays in the Housing Capital/Property team review, it is envisaged that detailed timelines alongside the launch of formal consultation for these services will be undertaken by the end of July 2019.

**Section 2: Finance**

- 3.3.7 Members are provided with updates for each of the actions however reference is made to the HRA revenue outturn report, which will be considered as a separate report to this Executive Committee.

**Section 3: Staffing/Service Reviews**

- 3.3.8 Work has progressed in all the identified priority service areas however the following reviews will have revised timescales for delivery proposed when the Senior Managers are in post:-
- Review of Housing Management Services
  - Review of Performance Management Team

**EXECUTIVE****9<sup>th</sup> July 2019**

- Review of Repairs & Maintenance Team(s)

3.3.9 The Gas Business Case for which external consultants have been commissioned, will be presented to Executive Committee for consideration in October 2019.

**Section 5: Compliance & Capital Works**

3.3.10 Delivery of a comprehensive stock condition survey is critical in providing the basis for future resources and programme(s) of capital works to the housing stock.

3.3.11 A full update on the stock condition survey is detailed within the improvement plan, with completion date for the survey work expected by 30<sup>th</sup> November 2019. Thereafter a five year capital programme will be developed and proposed (subject to full consultation) by the 31<sup>st</sup> March 2020.

**Section 8: Governance/Performance/Measures**

3.3.12 Members endorsed a new/revised full set of strategic and operational measures in consultation with the Portfolio Holder and Corporate Management Team in January/February 2019. The majority of these measures have now been placed on the Council's dashboard, and whilst the vast majority are now being reported and updated on the 10<sup>th</sup> of each calendar month, the following measures are still to be populated:-

**Strategic Measures**

- % of rent collected;
- Local authority rent accounts in technical arrears;
- Balance of local authority rents in technical arrears;
- Homeless – duty relieved.

**Operational Measures**

- Average length of time in temporary accommodation.
- Gas servicing – new gas installations.
- Right to Buys in progress (by stage of application).

3.3.13 Measures are being regularly monitored and reviewed by the Heads of Service and Managers, and are a mix of qualitative, leading and lagging measures. Data and measures help our understanding of what is working, what isn't working and where our focus of attention is needed in real time.

**REDDITCH BOROUGH COUNCIL****EXECUTIVE****9<sup>th</sup> July 2019**

- 3.3.14 As we continue to improve our data and make the systems corrections we will ultimately make better decisions for our tenants and residents.

**Section 9: Housing Management IT System**

- 3.3.15 A full update is provided regarding the procurement of a new Housing IT system to support all aspects of the business, which Members have previously agreed to fund.
- 3.3.16 The timescale to open up to procurement is June 2019, with award of tender by September 2019. Whilst a huge amount of development work has been undertaken to date, this project/work/ implementation will continue for a number of years.

**Overview**

- 3.3.17 All of the identified areas within the Improvement Plan are being developed, managed and regularly reported.
- 3.3.18 The Plan(s) still remain ambitious and focused on priority areas, however given the number of issues which have presented during the last ten months, are by necessity regularly revised and updated. This is essential to ensure they remain achievable but also integrated and progressive with buy in and support from Members, Managers, staff and the Trade Unions.

**Human Resource & Staffing Implications**

- 3.4 All of the management and service reviews which are both currently ongoing and those programmed to be undertaken will be undertaken in accordance with endorsed Human Resource Service Review and Change Management policies. Full consultation will be undertaken with the Trade Unions and all staff impacted by any review proposal(s).

**Customer / Equalities and Diversity Implications**

- 3.5 A wide range of people, groups of people and our communities are affected by the plan/proposed actions. Specifically tenants, future tenants, leaseholders, residents of the Borough and those seeking support and advice in all housing matters.

**4. RISK MANAGEMENT**

Risk logs are maintained and regularly reviewed at both corporate and service levels and reported to Members as part of these progress reports.

The following risks are categorised as high risk areas for the service(s):-

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- Failure to effectively manage housing repairs and maintenance.
- Failure to deliver on compliance and health and safety
  - Non-compliance with Asbestos Regulations.
  - Non-compliance with Regulatory Reform (Fire Safety) Order.
- Financial risks – Housing Revenue Account and General Fund – longer term financial sustainability.
- Failure of Housing IT system (whilst new system is in process of being procured).
  - GDPR compliance with Allocations Policy.

**5. APPENDICES**

Appendix 1: Strategic Improvement/Action Plan – June/July 2019

**6. BACKGROUND PAPERS**

- Housing/Housing Revenue Account – Overview and Improvement Plan – 11<sup>th</sup> September 2018
- HRA Revenue Monitoring Report 2018/19 & Outturn

**7. AUTHOR OF REPORT**

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## 1. CORPORATE

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## STRATEGIC IMPROVEMENT/ACTION PLAN – JUNE/JULY 2019

REF	ISSUE	LEAD OFFICER(S)	TIMESCALE(S)	KEY ACTIONS/ TASKS	UPDATE/ PROGRESS REPORT
1.3 contd					To be undertaken throughout the whole organisation (including Housing Services).
1.4	Senior Leadership Team - appraisals	Kevin Dicks Annual CX appraisal to be undertaken by Leader/ Deputy Leader	March 2019	<ul style="list-style-type: none"> <li>Ensure all appraisals/ supervision is undertaken throughout organisation top to bottom</li> </ul>	Chief Executive Appraisal completed April 2019.
	Directors/HoS/All Managers – Appraisals	Kevin Dicks/ Sue Hanley/ Jayne Pickering /HoS	March 2019		Appraisals for HOS responsible for Housing completed in March 2019
	Performance Management Arrangements	Sue Hanley Judith Willis Guy Revans	March 2019	<ul style="list-style-type: none"> <li>Performance Management arrangements for all housing services teams</li> </ul>	Completed. Heads of Service(s) have performance management arrangements in place.
1.5	Leadership & Management Arrangements	Kevin Dicks	April 2019	<ul style="list-style-type: none"> <li>Senior Management Team Review</li> </ul>	Currently being considered
			Sept 2018	<ul style="list-style-type: none"> <li>Formalise arrangements for lead HoS arrangements post consultation</li> </ul>	Completed (Oct 2018) J Willis & G Revans confirmed as HoS
1.6	Review of Housing & Community Services Management Team	Judith Willis	January 2019	<ul style="list-style-type: none"> <li>Service Review Proposals</li> <li>Consultation Staff/TUs</li> <li>Implement Management Team</li> </ul>	Service review completed and implemented at the beginning of June 2019



## STRATEGIC IMPROVEMENT/ACTION PLAN – JUNE/JULY 2019

REF	ISSUE	LEAD OFFICER(S)	TIMESCALE(S)	KEY ACTIONS/ TASKS	UPDATE/ PROGRESS REPORT
					Two remaining vacant management posts are currently being advertised.
1.7	Review of Housing Capital/ Property/Compliance Team(s)	Guy Revans	December 2018  July 2019	<ul style="list-style-type: none"> <li>• Service Review Proposals</li> <li>• Consultation Staff/TUs</li> <li>• Implement Management Team</li> </ul>	<p>The service structure has been completed &amp; this &amp; the review pack has been endorsed by CMT. All new posts will be evaluated in the next 2 weeks. Due to pressures and current capacity issues, (including staffing and disciplinary matters) requiring considerable time for both HR and the HoS, finalising the review has been delayed.</p> <p>External support, commissioned by the HR &amp; OD Manager, has taken place to ensure that the service review is completed. It is expected that the service review will proceed to Trade Union and staff consultation in early July 2019.</p>

## STRATEGIC IMPROVEMENT/ACTION PLAN – JUNE/JULY 2019

## 2. FINANCE

REF	ISSUE	LEAD OFFICER(S)	TIMESCALE(S)	KEY ACTIONS/ TASKS	UPDATE/ PROGRESS REPORT
2.1	HRA Viability Plan	Jayne Pickering/ Chris Forrester	Completed	Short to medium term budget created incorporating feedback from CMT, removing budgets no longer required. Option exists to start using affordable rents given the primary focus is revenue as the capital programme has been scaled pending outcomes from the stock condition survey. Future modelling around repairs & maintenance will also then be undertaken. Once the new build programme is understood, capital modelling will be more useful and carried out.	Awaiting outcome of stock condition survey. Financial implications will follow the results of the survey. The viability plan will include income projections and associated costs. Awaiting specialist costings in relation to the proposed new developments. Anticipated end July 2019.
2.2	30 Year Business Plan	Sue Hanley/ Jayne Pickering/ Chris Forrester	Spreadsheets in place ready to be populated	Requires information from stock condition survey	Financial implications will follow the results of the survey.
2.3	Medium Term Financial Plan	Sue Hanley/ Jayne Pickering/ Chris Forrester	March 2019	As per viability plan	Approved 2019/20 budget currently active for monitoring purposes but this will be reviewed and presented once stock condition survey results received and factored into the financial model.
2.4	Housing Growth Plan	Sue Hanley/ Judith Willis/ Chris Forrester	September 2018	<ul style="list-style-type: none"> <li>Continue to develop working model(s) to develop a build programme.</li> </ul>	Report submitted to Executive Committee in October 2018.

## STRATEGIC IMPROVEMENT/ACTION PLAN – JUNE/JULY 2019

REF	ISSUE	LEAD OFFICER(S)	TIMESCALE(S)	KEY ACTIONS/ TASKS	UPDATE/ PROGRESS REPORT
2.4 contd		Matthew Bough/ Derek Allen	October 2018	<ul style="list-style-type: none"> <li>Report to Executive – October 2018 – land/site disposals (HRA land/sites).</li> </ul>	<p>Endorsed by Council with agreement to declare 10 Council-owned sites surplus.</p> <p>Construction consultants Baily Garner subsequently engaged and focusing on Loxley Close and Edgeworth Close as early priority sites, taking on all matters up to and including securing planning permission to build on the agreed sites.</p> <p>Various pre-planning meetings have taken place and planning applications are being prepared for both sites. It is anticipated these will be submitted for consideration in August or September 2019. Public consultation over the proposals is currently scheduled w/c 22<sup>nd</sup> July 2019.</p>

## STRATEGIC IMPROVEMENT/ACTION PLAN – JUNE/JULY 2019

REF	ISSUE	LEAD OFFICER(S)	TIMESCALE(S)	KEY ACTIONS/ TASKS	UPDATE/ PROGRESS REPORT
2.4 contd					Since the start of 2019 13 buy back properties have been purchased. 5 of these properties have been purchased in the current financial year.
2.5	Income Growth	Guy Revans/ Judith Willis	March 2019  March 2019  Dec 2018  November 2019	<ul style="list-style-type: none"> <li>Review &amp; update recharges</li> <li>Review &amp; update service charges</li> <li>Consider affordable rents and seek member view</li> <li>Review &amp; update fees and charges</li> </ul>	<p>Completed March 2019 – Further policy work required (see below).</p> <p>Completed October 2018</p> <p>Further review for 2020/21 to be undertaken.</p> <p>A report will be presented to Executive Committee in September 2019 seeking Member consideration of a revised recharges policy with recommendations for proposed charges.</p>

## STRATEGIC IMPROVEMENT/ACTION PLAN – JUNE/JULY 2019

REF	ISSUE	LEAD OFFICER(S)	TIMESCALE(S)	KEY ACTIONS/ TASKS	UPDATE/ PROGRESS REPORT
2.5 contd					Further work is being undertaken during 2019 to greater understand full costs and recovery. Fully revised fees and charges will be submitted/ proposed during this year's fees and charges process for 2020/21.
2.6	Review of Revenue Spending by all service areas	Guy Revans/ Judith Willis	Feb 2019 (for budget planning)  April 2019 to Nov 2019 for 2020/21.	<ul style="list-style-type: none"> <li>• Staffing</li> <li>• Contracts</li> <li>• Materials</li> <li>• Support and administration</li> </ul>	All budgets are reviewed on a monthly basis. This showed that spend in some areas was higher than the budgeted figure therefore an essential spend only was put in place for the last quarter of 2018/19. Whilst better processes for agreeing and monitoring contract works are now in place, there are still challenges in effective monitoring and control.

## STRATEGIC IMPROVEMENT/ACTION PLAN – JUNE/JULY 2019

REF	ISSUE	LEAD OFFICER(S)	TIMESCALE(S)	KEY ACTIONS/ TASKS	UPDATE/ PROGRESS REPORT
2.6 contd					Productivity within a number of areas has resulted in higher contractor spend with a resultant overspend in Housing Property (R&M). Work is now taking place to ensure revised procedures are in place to identify budgetary issues earlier to proactively manage demand led budgets.

## STRATEGIC IMPROVEMENT/ACTION PLAN – JUNE/JULY 2019

**3. STAFFING/SERVICE REVIEWS**

REF	ISSUE	LEAD OFFICER(S)	TIMESCALE(S)	KEY ACTIONS/ TASKS	UPDATE/ PROGRESS REPORT
3.1	Review of Housing Options & Advisory Team	Judith Willis/ Paul Calland	Proposals January 2019	<ul style="list-style-type: none"> <li>• Service Review Proposals</li> <li>• Consultation Staff/TUs</li> <li>• Implement Management Team</li> </ul>	Service review completed and implemented in April 2019. Housing Options Manager and a 0.5 fte Officer to be recruited to. Otherwise all permanent officer posts recruited. As a result of a national shortage of Housing Options Officers, career graded posts were established and training plans are in place for these staff. Agency staffing costs have reduced as a consequence.
3.2	Housing Older Peoples Accommodations Review including St. David's House Category A Schemes	Judith Willis	Revised date July 2019	<ul style="list-style-type: none"> <li>• Review funding allocation from WCC, currently being negotiated</li> <li>• Review Older Persons Strategy</li> <li>• Gather demand data</li> <li>• Understand the flow</li> <li>• Identify waste</li> <li>• Identify legal requirements</li> <li>• Links to allocation policy review</li> </ul>	WCC funding has been confirmed for 2019/20 but is still subject to risk in future years. Due to the delay in the management structure review and a CQC inspection, the Older Persons review will be out to consultation in July 2019.

## STRATEGIC IMPROVEMENT/ACTION PLAN – JUNE/JULY 2019

REF	ISSUE	LEAD OFFICER(S)	TIMESCALE(S)	KEY ACTIONS/ TASKS	UPDATE/ PROGRESS REPORT
3.2 contd					Job evaluation has been completed on any new posts. The review will include the Home Support service.
3.3	Gas Services Business Case	Guy Revans	Present to Executive in October 2019	<ul style="list-style-type: none"> <li>• Understand the work flows</li> <li>• Identify waste &amp; efficiencies</li> <li>• Identify legal requirements</li> <li>• Prepare business case</li> <li>• Review &amp; draft staffing structures</li> <li>• Consult with Staff/TUs</li> <li>• Implement new structure</li> </ul>	External consultants commissioned to develop the Business Case
3.4	Review of Housing Management Services	Judith Willis	March 2019 ↓ Dec 2019  (Revised timescales proposed) October 2019 ↓ May 2020	<ul style="list-style-type: none"> <li>• Understand the work flows</li> <li>• Identify waste &amp; efficiencies</li> <li>• Identify legal requirements</li> <li>• Tenant involvement</li> <li>• Prepare business case</li> <li>• Review &amp; draft staffing structures</li> <li>• Consult with Staff/TUs</li> <li>• Implement new structure</li> </ul>	This action will be progressed once action 1.6 has been implemented and the new Tenancy & Advisory Manager is in post.



## STRATEGIC IMPROVEMENT/ACTION PLAN – JUNE/JULY 2019

REF	ISSUE	LEAD OFFICER(S)	TIMESCALE(S)	KEY ACTIONS/ TASKS	UPDATE/ PROGRESS REPORT
3.5	Review of Performance Management Team	Judith Willis	March 2019 ↓ Dec 2019  (Revised timescales proposed) October 2019 ↓ May 2020	<ul style="list-style-type: none"> <li>• Understand the work flows</li> <li>• Identify waste</li> <li>• Identify legal requirements</li> <li>• Tenant involvement</li> <li>• Review &amp; draft staffing structures</li> <li>• Prepare business case</li> <li>• Consult with Staff/TUs</li> <li>• Implement new structure</li> </ul>	This action will be progressed once action 1.6 has been implemented. This will commence in September 2019 in order to compliment 2.4 above.
3.6	Review of All Repairs & Maintenance Teams	Guy Revans/ Ian Roberts	Commence review October 2019	<ul style="list-style-type: none"> <li>• Understand the work flows</li> <li>• Identify waste</li> <li>• Identify legal requirements</li> <li>• Tenant involvement</li> <li>• Review &amp; draft staffing structures</li> <li>• Prepare business case</li> <li>• Consult with Staff/TUs</li> <li>• Implement new structure</li> </ul>	This review will commence once the revised management structure is in place.

## STRATEGIC IMPROVEMENT/ACTION PLAN – JUNE/JULY 2019

**4. VOIDS**

REF	ISSUE	LEAD OFFICER(S)	TIMESCALE(S)	KEY ACTIONS/ TASKS	UPDATE/ PROGRESS REPORT
4.1	Review process end to end	Paul Calland	30 <sup>th</sup> Oct 2018	<ul style="list-style-type: none"> <li>Understand the work flows</li> <li>Identify waste &amp; efficiencies</li> <li>Identify legal requirements</li> <li>Links to allocations &amp; policy review</li> </ul>	Void processes reviewed and amended, awaiting completion of IT procurement to finish/complete.
4.2	Redesign voids process	Paul Calland	30 <sup>th</sup> November 2018	<ul style="list-style-type: none"> <li>Tenant involvement</li> <li>Clarify roles and responsibilities</li> </ul>	Comprehensive testing of tenant views was not fully completed due to resource/pressures in the team. This work/engagement will be prioritised for early autumn 2019.
4.3	Agree voids standard	Paul Calland	30 <sup>th</sup> November 2018	End to end	Draft standards have been produced and are ready for consultation by end of July 2019.
4.4	Agree measures	Judith Willis Guy Revans Paul Calland	31 <sup>st</sup> December 2018	<ul style="list-style-type: none"> <li>Discuss at DMT &amp; with Portfolio Holder(s)</li> <li>Consider good practice elsewhere</li> <li>Draft &amp; trial measures</li> <li>Refine &amp; implement</li> </ul>	Void measures agreed at Executive Committee February 2019. Weekly monitoring of voids with details widely circulated.
4.5	Restructure service delivery and workforce	Judith Willis Guy Revans	31 <sup>st</sup> March 2019	<ul style="list-style-type: none"> <li>Review &amp; draft staffing structures</li> <li>Prepare business case</li> <li>Consult with staff/TUs</li> <li>Implement new structure</li> </ul>	This will start once the revised management structure and new IT system is in place. See section 3.4 & 3.6

## STRATEGIC IMPROVEMENT/ACTION PLAN – JUNE/JULY 2019

REF	ISSUE	LEAD OFFICER(S)	TIMESCALE(S)	KEY ACTIONS/ TASKS	UPDATE/ PROGRESS REPORT
4.6	Look at how we prevent damage to properties that leads to large scale refurbishment projects	Paul Calland Jas Sidhu Ian Roberts Jayne Baylis	31 <sup>st</sup> December 2018	<ul style="list-style-type: none"> <li>Develop a risk based inspection programme</li> <li>Review enforcement procedures &amp; how this is communicated to tenants</li> </ul>	Lack of IT has delayed an effective trial. Stock inspection visits agreed and subject to role definitions and duties as part of the management and staffing reviews.
4.7	Look at recharges and enforcement policy and procedures – draft policy.	Ian Roberts	March 2019		Report to Executive Committee September 2019.

## STRATEGIC IMPROVEMENT/ACTION PLAN – JUNE/JULY 2019

## 5. COMPLIANCE/CAPITAL WORKS

REF	ISSUE	LEAD OFFICER(S)	TIMESCALE(S)	KEY ACTIONS/ TASKS	UPDATE/ PROGRESS REPORT
5.1	Undertake Stock Condition Survey and analyse results	Jas Sidhu/ Guy Revans	Revised timescale December 2019	Commission Stock Condition Survey and appropriate software to gather and analyse data. Draft indicative results December 2018 and full analysis by March 2019	<p>Stock Condition Survey agreed and software acquired and populated with required information. Recruitment of team from external firm during January/ February 2019.</p> <p>The stock condition survey is well underway and Phase 1 has been completed with 1153 surveys undertaken on independent assets. 98% of blocks surveyed.</p> <p>Phase 2 was started as soon as Phase 1 was completed to ensure continuity with surveyors. A further 322 assets/ properties have been surveyed in Phase 2. The project is due to be completed by 30 November 2019.</p>

## STRATEGIC IMPROVEMENT/ACTION PLAN – JUNE/JULY 2019

REF	ISSUE	LEAD OFFICER(S)	TIMESCALE(S)	KEY ACTIONS/ TASKS	UPDATE/ PROGRESS REPORT
5.1 contd					<p>The Asprey system is now in 'User Acceptance Testing' stage.</p> <ul style="list-style-type: none"> <li>• Asset register 100% complete</li> <li>• Component register 100% complete</li> <li>• Schedule of Rates 100% complete</li> <li>• Reporting &amp; Decent Homes Rules 100% complete</li> <li>• HHSRS assessment rules 100% complete</li> </ul> <p>Corporate assets have now been added to the Asset Management system to ensure consistency throughout the Council in managing assets. The Senior Contracts Manager &amp; Property Services Manager are working closely to ensure the correct</p>

## STRATEGIC IMPROVEMENT/ACTION PLAN – JUNE/JULY 2019

REF	ISSUE	LEAD OFFICER(S)	TIMESCALE(S)	KEY ACTIONS/ TASKS	UPDATE/ PROGRESS REPORT
5.1 contd					<p>attributes and components are loaded into the system.</p> <p>The completion for the Asset Management system including the compliance modules which cover:- Asbestos; Fire Risk Assessments; Electrical testing; Legionella are due to go live for all the modules as follows:-</p> <p>Core Asset Management system 31/10/19</p> <p>Compliance Modules 30/11/19</p> <p>The delay on the system going live will now be aligned to the implementation of the new structures in the Housing Property teams.</p>

## STRATEGIC IMPROVEMENT/ACTION PLAN – JUNE/JULY 2019

REF	ISSUE	LEAD OFFICER(S)	TIMESCALE(S)	KEY ACTIONS/ TASKS	UPDATE/ PROGRESS REPORT
5.1 contd					The decision has been taken to train all staff on the new asset management systems together. This will ensure a consistent approach and also save costs on further training.
5.2	Agree resource framework for capital works	Jas Sidhu/ Guy Revans/ Finance	December 2018	Set indicative capital budget for 2019/20	A reduced capital budget forms part of the HRA budget for 2019/20. Completed
5.3	Develop and agree 5 year programme of works	Jas Sidhu/ Guy Revans	March 2020	Consult with members and tenants on priorities and programme timetable	Ongoing but subject to stock condition survey.  Subject to the stock condition survey we envisage the 5 year capital programme will be completed and validated by 31/12/19.  Following this a programme of works will be proposed subject to consultation with Members and tenants.

## STRATEGIC IMPROVEMENT/ACTION PLAN – JUNE/JULY 2019

REF	ISSUE	LEAD OFFICER(S)	TIMESCALE(S)	KEY ACTIONS/ TASKS	UPDATE/ PROGRESS REPORT
5.3 contd					This will be undertaken by the end of this financial year (31/3/20).
5.4	Review and agree procurement framework for major works programme	Jas Sidhu/ Guy Revans	March 2020	Programme to be drawn up with prioritised works/programme	These actions will be programmed upon completion of Phase 2 of the stock condition survey. This will allow robust sample sizes to inform the Council of its major works programme over the next 5, 10 and 30 years.
5.5	Develop Asset Management Strategy	Jas Sidhu/ Guy Revans	March 2020	Prepare draft strategy	Research work into good local authority & housing association asset management strategies has been undertaken.  Previous actions 5.1, 5.3 & 5.4 confirm status/ progress.
5.6	Embed Stock Condition Survey (SCS) into new housing management IT systems, if appropriate	Jas Sidhu/ IT Project team	2019/20	Build into the Housing Project Board Work Plan	Asset Management has been included in the specification for the new Housing Management IT System.



## STRATEGIC IMPROVEMENT/ACTION PLAN – JUNE/JULY 2019

**6. POLICY/PROCEDURES**

REF	ISSUE	LEAD OFFICER(S)	TIMESCALE(S)	KEY ACTIONS/ TASKS	UPDATE/ PROGRESS REPORT
6.1	Review of Allocations Policy	Judith Willis/ Amanda Delahunty	October/ November 2018 ↓ April 2019	<ul style="list-style-type: none"> <li>• Report to Executive/ Council</li> <li>• Undertake required consultations</li> <li>• Finalise policy</li> <li>• Implement with required IT system</li> <li>• Train staff on new policy</li> <li>• Ongoing review and update</li> </ul>	<p>Permission to consult on draft housing allocations policy agreed at Executive on 23<sup>rd</sup> November 2018. Consultation ended on 13<sup>th</sup> December 2018. Presentations delivered to all Locality offices, Community Safety &amp; Housing Options teams. Consultation promoted through press releases, social media and poster campaign. Community Panel focus group undertaken 6<sup>th</sup> December 2018. Final policy agreed at Executive on 8<sup>th</sup> January 2019 with final approval at full Council on 28<sup>th</sup> January 2019. Completed.</p>
6.2	Review of Tenancy Agreement and Handbook	Judith Willis Jayne Baylis	March 2019	<ul style="list-style-type: none"> <li>• Gain feedback on current agreement</li> <li>• Consult with tenants</li> <li>• Draft new Agreement &amp; handbook</li> </ul>	The Tenancy Agreement and handbook have been reviewed and updated.

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REF	ISSUE	LEAD OFFICER(S)	TIMESCALE(S)	KEY ACTIONS/ TASKS	UPDATE/ PROGRESS REPORT
6.2 contd				<ul style="list-style-type: none"> <li>Seek approval via Executive Committee</li> <li>Make available on-line</li> </ul>	A report will be presented to Executive Committee in July 2019 to approve the updated documents, following which tenant consultation will take place with final sign off by Executive Committee in September 2019.
6.3	Review Tenant Engagement Arrangements with tenant involvement in all service reform/policy review	Sue Hanley Guy Revans Judith Willis	Sept 2018 ↓ 2020	<ul style="list-style-type: none"> <li>Tenant consultation on all review of policy/procedures</li> <li>Programme of reviews to be agreed</li> <li>Wider place/locality based engagement to be considered</li> </ul>	Several surveys have been conducted and we now have a group of tenants who have expressed an interest in being involved in the development of our services, which we will use for future reviews and consultations. Work ongoing with the Policy team to conduct another short survey for those properties which go through the voids/let process at Q2 this year. This was pencilled in for Q1, however due to staff shortages, has been rescheduled.

STRATEGIC IMPROVEMENT/ACTION PLAN – JUNE/JULY 2019

REF	ISSUE	LEAD OFFICER(S)	TIMESCALE(S)	KEY ACTIONS/ TASKS	UPDATE/ PROGRESS REPORT
					We will be producing the annual report for Housing tenants in Q2. This will be issued to all tenants with their quarterly statements in October 2019.

## STRATEGIC IMPROVEMENT/ACTION PLAN – JUNE/JULY 2019

**7. REPAIRS & MAINTENANCE**

REF	ISSUE	LEAD OFFICER(S)	TIMESCALE(S)	KEY ACTIONS/ TASKS	UPDATE/ PROGRESS REPORT
7.1	Review of R&M service and processes end to end (including repairs & maintenance, voids, aids & adaptations)	Ian Roberts	Revised date to commence October 2019 ↓ May 2020	<ul style="list-style-type: none"> <li>Understand the work flows</li> <li>Identify waste &amp; efficiencies</li> <li>Identify legal requirements</li> <li>Links to voids and aids and adaptations</li> </ul>	Will form part of the review of R&M service, subject to the structural arrangement and appointments. Timeline revised as Members advised would be required within last progress report (Feb 2019).
7.2	Redesign R&M processes	Ian Roberts	31 <sup>st</sup> March 2020  Revised to May 2020	<ul style="list-style-type: none"> <li>Tenant involvement</li> <li>Clarify roles and responsibilities</li> <li>Risk based inspection regime</li> <li>Agree what work to be undertaken in-house and that commissioned externally</li> </ul>	Forms part of the review of R&M services
7.3	Agree Schedule of Rates service and quality standards, including performance and productivity arrangements (workforce & external provision)	Ian Roberts	Phase 1 30 <sup>th</sup> Sept 2019  Phase 2 31 <sup>st</sup> March 2020	<ul style="list-style-type: none"> <li>Team and individual performance plans</li> </ul>	Phase 1 (Pilot) - Work has started with the in-house electricians team by the Senior Contracts Manager with support from the Housing Property Services Manager.

## STRATEGIC IMPROVEMENT/ACTION PLAN – JUNE/JULY 2019

REF	ISSUE	LEAD OFFICER(S)	TIMESCALE(S)	KEY ACTIONS/ TASKS	UPDATE/ PROGRESS REPORT
7.3 contd					<p>New working methods developed for:-</p> <ul style="list-style-type: none"> <li>• Voids Pre Surveys</li> <li>• EICR category repairs</li> <li>• Standard Minute Values</li> <li>• Schedule of Rates</li> <li>• Key measures for operational &amp; management targets</li> <li>• Labour assessments/ productivity measures</li> <li>• Material usage per job/ contract</li> <li>• Van stock replenishment</li> <li>• Daily/weekly/ monthly work review/ records</li> <li>• Skills &amp; Training Matrix</li> </ul> <p><u>Phase 2</u> – Systems &amp; processes which have been developed will be rolled out to the wider</p>

## STRATEGIC IMPROVEMENT/ACTION PLAN – JUNE/JULY 2019

REF	ISSUE	LEAD OFFICER(S)	TIMESCALE(S)	KEY ACTIONS/ TASKS	UPDATE/ PROGRESS REPORT
7.3 contd					<p>operatives and teams in Repairs &amp; Maintenance and led by the Housing Property Services Manager.</p> <p>Note:- New systems and processes are dependent on the introduction of new Housing IT system in full so interim solutions are currently being investigated. Full implementation of the performance measures will be completed by 31/8/20 when the new system has been implemented.</p>
7.4	Agree measures	Guy Revans Ian Roberts	31 <sup>st</sup> March 2019	Consider revised measures	Contained within the new housing measures agreed by Members February 2019. Available on the dashboard.
7.5	Consider Recharges, Enforcement policy and procedures	Ian Roberts	31 <sup>st</sup> March 2019	<ul style="list-style-type: none"> <li>• Draft policy and procedures</li> <li>• Tenant/Member involvement</li> </ul>	See comments in section 4.7

## STRATEGIC IMPROVEMENT/ACTION PLAN – JUNE/JULY 2019

**8. GOVERNANCE/PERFORMANCE/MEASURES**

REF	ISSUE	LEAD OFFICER(S)	TIMESCALE(S)	KEY ACTIONS/ TASKS	UPDATE/ PROGRESS REPORT
8.1	Provide progress reports to Executive Committee on delivery of Recovery/ Action Plan	Sue Hanley/ Judith Willis/ Guy Revans/	Quarterly commencing January 2019 April 2019 December 2019	Progress and Exception Report  Revised Forward Plan dates for Executive and Overview & Scrutiny	Update reports provided to Executive February 2019 July 2019 December 2019 March or June 2020
8.2	Review the performance measures for landlord services (in the context of government expectations/ housing sector scorecard)	Jayne Baylis/ Ian Roberts/ Emma Cartwright/ Paul Calland	Sept 2018 ↓ Dec 2018	Report to CMT/ Housing Portfolio/ Members	Full suite of measures endorsed by Executive February 2019
8.3	Review the performance of non-landlord services (in the context of government expectations/ housing sector scorecard)	Brenda Holden/ Derek Allen/ Judith Willis/ Paul Calland	Sept 2018 ↓ Dec 2018	Report to CMT/Housing Portfolio Members	Review completed
8.4	Agree revised set of standards/ measures for housing services	Judith Willis/ Guy Revans/ Paul Calland	December 2018	To coincide with budget framework and revised structure for Housing Services and consult with Members	Agreed/ endorsed February 2019.
8.5	Review the scrutiny arrangements for landlord services	Sue Hanley/ Judith Willis/ Guy Revans	March 2019	Consultation with Members and tenants	Reports and pre scrutiny at Overview & Scrutiny Committee January 2019 and July 2019.

## STRATEGIC IMPROVEMENT/ACTION PLAN – JUNE/JULY 2019

## 9. HOUSING MANAGEMENT IT SYSTEM

REF	ISSUE	LEAD OFFICER(S)	TIMESCALE(S)	KEY ACTIONS/ TASKS	UPDATE/ PROGRESS REPORT
9.1	Recruitment of Project Team	Sue Hanley/ Judith Willis/ Guy Revans	Dec 2018	Subject to endorsement by Executive/ Council (Sept 2018)	Project Support Team fully in post May 2019 (Project Manager & 3 Project Support Officers)
9.2	Detailed specification	Sue Hanley/ Judith Willis/ Guy Revans	February 2019	Links to other systems	Detailed documentation ITT, Functional and Non-Functional Specifications completed on deadline for review by Legal Department and Anthony Collins Solicitors. Feedback due by no later than 14 <sup>th</sup> June 2019.
9.3	Procurement	Sue Hanley/ Judith Willis/ Guy Revans	March 2019		PIN notice on Due North Portal 10 <sup>th</sup> May 2019, on target to achieve Full Open OJEU Tender deadline end of June 2019. Demonstrations scheduled to take place in August.
9.4	Selection of supplier	Sue Hanley/ Judith Willis/ Guy Revans	May 2019		Selection/award of supplier on target to be achieved by September 2019.



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REF	ISSUE	LEAD OFFICER(S)	TIMESCALE(S)	KEY ACTIONS/ TASKS	UPDATE/ PROGRESS REPORT
9.5	Implementation	Sue Hanley/ Judith Willis/ Guy Revans	April 2020		Saffron and Abrisas elements are within the ITT document to begin implementation in April 2020 with a phased approach to remaining elements.

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# Overview and Scrutiny Committee

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Thursday, 6th June, 2019

## MINUTES

### Present:

Councillor Joe Baker (Chair), Councillor Debbie Chance (Vice-Chair) and Councillors Salman Akbar, Joanne Beecham, Michael Chalk, Peter Fleming, Andrew Fry, Mark Shurmer and Jennifer Wheeler

### Officers:

Derek Allen, Sue Hanley and Steve Shammon

### Democratic Services Officers:

J Bayley and F Mughal

#### 1. APOLOGIES AND NAMED SUBSTITUTES

There were no apologies for absence received.

#### 2. DECLARATIONS OF INTEREST AND OF PARTY WHIP

There were no declarations of interest nor of any party whip.

#### 3. MINUTES OF THE MEETING HELD ON 21 MARCH 2019

The minutes of the Overview and Scrutiny Committee meeting held on 21<sup>st</sup> March, 2019 were submitted for Members' consideration.

#### RESOLVED that

**the minutes of the Overview and Scrutiny Committee meeting held on 21<sup>st</sup> March, 2019 be approved as a correct record and signed by the Chair.**

#### 4. PUBLIC SPEAKING

Members were reminded that at the last meeting of the Committee, Members had agreed that public speaking should be permitted. A

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Chair

# Overview and Scrutiny Committee

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maximum of 15 minutes had been allocated to public speaking and each resident would be permitted to speak for three minutes. Residents were required to register to speak by 12 noon on the day of the meeting.

Members noted that on this occasion there were no public speakers registered.

## 5. PRIVATE SECTOR HOME REPAIR ASSISTANCE POLICY - PRE-SCRUTINY

The Strategic Housing Manager and Private Sector Housing Team Leader presented the Private Sector Housing Assistance report for Members' consideration, which proposed an update of the current policy.

The Strategic Housing Manager informed Members that the policy had been updated in line with recommendations from an internal Audit that was conducted during 2017/2018; which highlighted that the existing policy needed to be updated in order to reflect changes around the loan limits, which was set at £10,000 per applicant, and local land charges to mitigate any risks.

The policy was aligned with Bromsgrove District Council's and Worcestershire County Council's policies. Although it was recognised that the Councils were not the same it was deemed to be best practise as a whole to adopt the same policy across local authorities in the same area.

Following the presentation of the report Members discussed the proposed changes to the policy in some detail and highlighted a number of points:

- The grant would potentially help those who needed adaptations to their homes to make it suitable for a disabled person.
- Members raised concerns about delays to work previously delivered in the Borough. The Private Sector Housing Team Leader explained that sometimes delays occurred when referrals were not submitted to the operational service in a timely manner. These issues had now been resolved nonetheless.
- Customers applying for minor adaptations could apply for the Discretionary Disabled Facilities Grant.

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- The policy was not required to align with neighboring authorities, however, the government encouraged authorities to work in partnership.
- The policy was positive as this offered a wider range of assistance to people with disabilities and would potentially benefit the local community.
- Members noted the grant had been underspent in previous years and there was a possibility that people were not aware that this grant was available. Members were informed that there was better engagement with partner organisations, such as Fire Services and hospitals to make people aware of the grant.

Members welcomed the policy, recognising that better communication was needed in order to make the public aware that they could potentially apply for a Disability Facility Grant from the Council for adaptations in their homes.

## **RECOMMENDED that**

**Officers explore options to communicate the availability of Disabled Facility Grants to the public.**

### **6. SCOPING DOCUMENT - REVIEW OF PARKING ENFORCEMENT CONTRACT**

Members gave consideration to a scrutiny proposal form which proposed a review of the Council's parking enforcement contract. Members were asked to consider whether this would be a suitable topic for further scrutiny.

The suggestion to undertake this review had been put forward by Councillor Mark Shurmer. It was reported that during the Audit, Governance and Standards Committee meeting in April, 2019, Members had raised concerns with regards to the Council's parking enforcement arrangements, in particular, dangerous and illegal parking around schools and hospitals.

Furthermore, Members had suggested that it was not clear to the public which organisations had the power to deal with parking violations.

Members suggested that whilst undertaking the review it might be practical to look at the statistics of how many parking tickets were being issued, including any cancelled tickets.

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The proposed review was welcomed by the Committee. Members noted that the focus of this investigation should be to try and understand the problems with regard to parking issues in Redditch and how to address these issues working together with partner agencies.

During consideration of this item the Committee was advised that relevant Officers had been consulted about the proposed review in line with standard practice. Officers had reported that should the review take place Members would need to engage with both Wychavon District Council, which provided a parking enforcement service on behalf of the Council, and Worcestershire County Council in respect of the legal agreement which shaped what the Council could do.

The Chair asked for expressions of interest from members to Chair the Task Group. It was agreed that Councillor Mark Shurmer be appointed as Chair of the task group.

## **RESOLVED that**

- a) the proposed Task Group in respect of Council's Parking Enforcement Contract be launched; and**
- b) Councillor Mark Shurmer be appointed Chair of the Council's Parking Enforcement Contract Task Group.**

## **7. OVERVIEW AND SCRUTINY TRAINING EVENT - FEEDBACK**

The Senior Democratic Services Officer (Redditch) provided an update in relation to the Overview and Scrutiny training which took place on 29<sup>th</sup> May, 2019. Members were informed that eight Members had attended the training.

The Committee considered the outcomes of the event and the potential items for scrutiny that had been identified during the training. In addition, Members had considered topics suggested by the Corporate Management Team (CMT) for potential reviews during the training.

The Chair suggested that Members should review the document and whether they felt the items that had been identified were suitable for scrutiny. Members agreed that any suggestions should be brought back to the next meeting of the Overview and Scrutiny Committee in July 2019 for consideration.

# Overview and Scrutiny Committee

Thursday, 6th June, 2019

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## RESOLVED that

**the outcomes of the Overview and Scrutiny training held on 29<sup>th</sup> May 2019 should be reconsidered at the meeting of the Committee due to be held on 4<sup>th</sup> July 2019.**

### 8. OVERVIEW AND SCRUTINY - SELECT COMMITTEE FINDINGS AND NEW GOVERNMENT GUIDANCE

Members considered the Overview and Scrutiny Guidance published by the Ministry of Housing, Communities and Local Government in May 2019. The Senior Democratic Services Officer (Redditch) explained that this was statutory guidance. Whilst the guidance did not change the legal position in respect of Overview and Scrutiny and it was recognised that there needed to be flexibility to meet local needs, Councils had to give due regard to the content of the guidance.

Members were advised that many of the points raised in the guidance already featured as part of the overview and scrutiny arrangements in place in Redditch. However, there were some areas where the guidance differed from local practice. In particular the following points detailed in the guidance were highlighted for Members' consideration:

- The potential for the Chairs of Overview and Scrutiny Committees to be elected through a secret ballot of Members. In Redditch the Chair of the Overview and Scrutiny Committee could not be a member of the majority group and s/he was currently appointed at the annual meeting of Council.
- The suggestion that there needed to be early and regular engagement between Overview and Scrutiny and the Executive. The Chair of the Overview and Scrutiny Committee advised that he was in regular contact with the Leader of the Council on an informal basis about the work of Overview and Scrutiny Members and the implications for the Council. It was noted that at other Councils a more formal arrangement was in place, whereby meetings between the Leader and Chair of the Overview and Scrutiny Committee were built into the Council's constitution and this was something that Members could consider introducing in Redditch.
- Managing the potential for disagreement between the Executive and Overview and Scrutiny and the possibility of introducing an Executive-Scrutiny protocol to facilitate this process. Officers advised that the Council did not have this

# Overview and Scrutiny Committee

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type of protocol at present. Some concerns were raised that a protocol could make the working relationship between Overview and Scrutiny and Executive Committee members too formal and might undermine the potential for Members to work flexibly.

- Communicating the work of Overview and Scrutiny to the public. Members noted that there had been some challenges in terms of promoting the work of scrutiny Members to the public. The press no longer attended meetings of the Overview and Scrutiny Committee regularly and therefore alternative arrangements for communicating the Committee's work to the public needed to be explored. It was suggested that the Council's Communications Team might be able to provide helpful advice in respect of this matter.
- Addressing the potential for conflicts of interest to arise in terms of members of the Overview and Scrutiny Committee, including the Chair, scrutinising decisions by members of their family on the Executive Committee. The Committee was advised that the Council's constitution at present did not include any references to family links and requirements of Overview and Scrutiny Committee membership. The Council was relatively small, in terms of the number of Councillors, and it was important to note that decisions were taken by the Executive Committee collectively, rather than by individual Portfolio Holders.
- The Executive Committee's responsibility to inform Overview and Scrutiny Committees in writing when deciding to turn down a request from scrutiny Members for information. Officers advised that in general information was provided to scrutiny Members where requested for an investigation and there was not the problem reportedly in place at some other local authorities, whereby scrutiny requests for information were treated as a Freedom of Information request. However, it was noted that in exceptional circumstances the Executive Committee might feel that it was not possible to provide the information requested and members of the Executive Committee needed to be aware that they would have to set out in writing the reasons for turning down this request.

Members noted that in some cases changes to local practice in response to the guidance would require corresponding changes to the Council's constitution. It was therefore possible that the Overview and Scrutiny Committee would need to make recommendations on to the Constitutional Review Working Party (CRWP).



# **Overview and Scrutiny Committee**

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Due to the complexity of the subject, and to ensure that the appropriate approach to scrutiny was adopted for Redditch, Members requested that the guidance should be brought back to the next meeting of the Overview and Scrutiny Committee in July 2019, for further consideration. A request was made for the key areas where the guidance diverged from local practice to be highlighted in the report to Members.

**RESOLVED that**

**the Overview and Scrutiny Guidance be considered at the next meeting of the Overview and Scrutiny Committee in July, 2019.**

**9. EXECUTIVE COMMITTEE MINUTES AND SCRUTINY OF THE EXECUTIVE COMMITTEE'S WORK PROGRAMME - SELECTING ITEMS FOR SCRUTINY**

The Overview and Scrutiny Committee considered the minutes of the Executive Committee meeting held on 26<sup>th</sup> March, 2019 and the Executive Committee's Work Programme for the period 1<sup>st</sup> July to 31<sup>st</sup> October 2019.

During consideration of the latest edition of the Executive Committee's Work Programme, Members agreed to pre-scrutinise the following items:

- Disposal of HRA Asset at Green Lane, Studley;
- Redditch Council Plan;
- Homes England Asset Transfer; and
- National Waste Strategy, Implications for the Council.

Members were advised that all finance related matters would be considered by the Budget Scrutiny Working Group.

**RESOLVED that**

- 1) the minutes of the Executive Committee meeting held on 26<sup>th</sup> March, 2019 be noted;**
- 2) the Executive Committee's Work Programme from 1<sup>st</sup> July to 31<sup>st</sup> October, 2019, be noted; and**
- 3) the items detailed in the preamble above should be included on the Overview and Scrutiny Committee's Work Programme for pre-scrutiny.**

# Overview and Scrutiny Committee

Thursday, 6th June, 2019

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## 10. OVERVIEW AND SCRUTINY WORK PROGRAMME

The Senior Democratic Services Officer (Redditch) presented the Overview and Scrutiny Committee's Work Programme and in doing so informed the Committee that the additional items discussed earlier in the meeting would be incorporated to the work programme.

### **RESOLVED that**

- a) the Overview and Scrutiny Committee's Work Programme be noted; and
- b) the Overview and Scrutiny Committee's Work Programme be amended to include the additional items identified earlier in the meeting.

## 11. TASK GROUPS, SHORT SHARP REVIEWS AND WORKING GROUPS - UPDATE

### Budget Scrutiny Working Group – Chair, Councillor Wheeler

Councillor Wheeler advised the Committee that dates for meetings of this group had been identified, however, these had to be rearranged to take place in the evenings to ensure that all Members' of this group were available to attend.

### Performance Scrutiny Working Group

Members agreed that Councillor Fry should Chair this group. Councillor Fry advised the Committee that the meetings of the Performance Scrutiny Working Group had already been booked until the end of year.

### **RESOLVED that**

**Councillor Andrew Fry be appointed Chair of the Performance Scrutiny Working Group for the ensuing municipal year.**

## 12. EXTERNAL SCRUTINY BODIES - UPDATE

Councillor Chalk advised that there were no updates to be provided in respect of the West Midlands Combined Authority Overview and Scrutiny Committee and the Worcestershire Health Overview and Scrutiny Committee.

# **Overview and Scrutiny Committee**

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Thursday, 6th June, 2019

The Meeting commenced at 6.30 pm  
and closed at 7.36 pm

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