

**To: Deputy Leader and Members of the Resources Board
Councillors D Wright, T Clews, Davey, Dirveiks,
Farrow, Phillips, McLauchlan, Singh, Simpson and
Symonds,**

For the information of other Members of the Council

**For general enquiries please contact Emma
Humphreys/Amanda Tonks on 01827 719221 or
via email – emmahumphreys@northwarks.gov.uk
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**For enquiries about specific reports please
contact the Officer named in the reports.**

**This document can be made available in large
print and electronic accessible formats if
requested.**

RESOURCES BOARD AGENDA

3 September 2019

The Resources Board will meet in the Committee Room at The Council House, South Street, Atherstone, Warwickshire on Tuesday, 3 September 2018 at 7pm.

AGENDA

- 1 Evacuation Procedure.**
- 2 Apologies for Absence / Members away on official Council business.**
- 3 Disclosable Pecuniary and Non-Pecuniary Interests.**

- 4 **Minutes of the Resources Board held on 3 June 2019** – copies herewith, to be approved as a correct record and signed by the Chairman.

5 **Public Participation**

Up to twenty minutes will be set aside for members of the public to put questions to elected Members. Questions should be submitted by 9.30am two working days prior to the meeting. Participants are restricted to five minutes each. If you wish to put a question to the meeting please contact Amanda Tonks or Emma Humphreys on 01827 719222 or email democraticservices@northwarks.gov.uk.

**ITEMS FOR DISCUSSION AND DECISION
(WHITE PAPERS)**

- 6 **Progress Report on Achievement of Corporate Plan and Performance Indicator Targets April – June 2019** – Report of the Chief Executive

Summary

This report informs Members of the progress with the achievement of the Corporate Plan and Performance Indicator targets relevant to the Resources Board for April to June 2019.

The Contact Officer for this report is Robert Beggs (719238).

- 7 **Capital Programme 2019/20 Period Ended 31 July 2019** – Report of the Corporate Director – Resources

Summary

The report updates Members on the progress of the 2019/20 Capital Programme in terms of expenditure up to the end of July 2019.

The Contact Officer for this report is Daniel Hogan (719337).

- 8 **Homelessness Reduction Act 2019** – Report of the Assistant Director (Housing)

Summary

This report provides the Board with an update on progress being made to deliver the Council's Homelessness Strategy and Action Plan and its legal duties to deliver the requirements of the Homelessness Reduction Act (HRA) 2017.

The Contact Officer for this report is Helen Parton (719494).

- 9 **General Fund Budgetary Control Report 2019/20 Period Ended 31 July 2019** – Report of the Corporate Director - Resources

Summary

The report covers revenue expenditure and income for the period from 1 April 2019 to 31 July 2019. The 2019/20 budget and the actual position for the period, compared with the estimate at that date, are given, together with an estimate of the out-turn position for services reporting to this report.

The Contact Officer for this report is Nigel Lane (719371).

- 10 **Housing Revenue Account Budgetary Control Report 2019/20 Period Ended 31 July 2019** – Report of the Corporate Director - Resources

Summary

The report covers total Housing Revenue Account revenue expenditure and income from the period from 1 April to 31 July 2019.

The Contact Officer for this report is Nigel Lane (719371).

- 11 **Exclusion of the Public and Press**

Recommendation:

That under Section 110A(4) of the Local Government Act 1972, the public and press be excluded from the meeting for the following items of business, on the grounds that they involve the likely disclosure of exempt information as defined by Schedule 12A to the Act.

**EXEMPT INFORMATION
(GOLD PAPERS)**

- 12 **Irrecoverable Local Taxation Debts** – Report of the Corporate Director – Community

The Contact Officer for this report is Bob Trahern (719378).

- 13 **Condition of Council Property** - Report of the Director of Housing

The Contact Officer for this report is Angela Coates (719369).

- 14 **Scheme for Young Parents** – Report of the Director of Housing

The Contact Officer for this report is Angela Coates (719369).

15 **Options for Garage Site** - Report of the Director of Housing

The Contact Officer for this report is Angela Coates (719369).

16 **Request to Purchase Land** - Report of the Director of Housing

The Contact Officer for this report is Angela Coates (719369).

STEVE MAXEY
Chief Executive

NORTH WARWICKSHIRE BOROUGH COUNCIL

**MINUTES OF THE
RESOURCES BOARD**

3 June 2019

Present: Councillor D Wright in the Chair

Councillors D Clews, T Clews, Davey, N Dirveiks, Downes, McLauchlan, and Symonds.

Apologies for absence were received from Councillor O Phillips (Substitute Downes) and Councillor Simpson (Substitute D Clews).

Councillors Bell, D Humphreys and Jarvis were also in attendance.

1 Disclosable Pecuniary and Non-Pecuniary Interests

None were declared at the meeting.

2 Minutes of the Resources Board held on 25 March 2019

The minutes of the meeting of the Board held on 25 March 2019, copies having previously been circulated, were approved as a correct record and signed by the Chairman.

3 Progress Report on Achievement of Corporate Plan and Performance Indicator Targets April 2018 – March 2019

The Acting Chief Executive informed Members of the progress with the achievement of the Corporate Plan and Performance Indicator targets relevant to the Board for April 2018 to March 2019.

Resolved:

That the report be noted.

4 Members' Allowances 2018/19

The Corporate Director – Resources advised Members of the allowances paid for 2018/19, which the Council had a duty to publish under the Members' Allowance Scheme.

Resolved:

That the report be noted.

5 Risk Management Annual Report 2018/19

The Corporate Director – Resources informed Members of risk management actions undertaken during 2018/19 and the risks identified for 2019/20.

Resolved:

That the progress be noted.

6 Annual Treasury Report for 2018/19

The Corporate Director – Resources reported on the out-turn for 2018/19 and highlighted any areas of significance.

Resolved:

**a That the Annual Treasury Report for 2018/19 be noted;
and**

Recommended:

b That the Annual Treasury Report be approved.

7 Internal Audit Annual Report 2018-19

The Corporate Director – Resources presented the Head of Internal Audit's Annual Report.

Resolved:

a That the findings of the assessment of the internal audit function against the PSIAS and quality assurance programme be noted;

b That the summary of internal audit work, as set out in Appendix A of the report of the Corporate Director – Resources, which supports the Head of Internal Audit's opinion, be noted; and

c That the Head of Internal Audit's overall opinion on the control environment be noted.

8 Exclusion of the Public and Press

Resolved:

That under Section 100A(4) of the Local Government Act 1972, the public and press be excluded from the meeting for the following items of business, on the grounds that they involve the likely disclosure of exempt information as defined by Schedule 12A to the Act.

9 Irrecoverable Local Taxation Debts

The Corporate Director - Community detailed the amounts recommended for write-offs in accordance with the write-off policy agreed by the Resources Board on 23 May 2016.

Resolved:

- a That the write off of balances over £5,750 totalling £28,648.84 in respect of 3 unpaid Non Domestic Rate accounts, as outlined in Appendix a of the Report of the Corporate Director (Community), that were written off using the Chief Executive's emergency powers prior to the end of the financial year, be ratified; and**
- b That Appendix B to the report of the Corporate Director (Community), which summarises the total amount of write offs in the year to date and over the last 6 years, which includes those written off under delegated powers, be noted.**

10 Housing Maintenance Service

The Director of Housing provided an update for Members about the progress to improve the Housing Maintenance service for tenants and set out the challenges posed by an ageing stock profile and new regulatory requirements.

Resolved:

- a That the 30 Year Housing Revenue Account Business Plan be changed to enable funding to be made available to invest in remedial works to blocks of flats;**
- b That an additional maintenance Surveyor be appointed, subject to job evaluation and consideration by the Special Sub-Group;**

- c That the role of Contract Administrator be added to the Housing Maintenance Structure, subject to job evaluation and consideration by the Special Sub-Group;**
- d That a market supplement be added for the role of Plumber to assist with recruitment;**
- e That the role of Painter and Decorator be removed from the Housing Direct Works structure and be replaced with a Labourer;**

Recommendation to the Executive Board

- f That the schemes identified in paragraph 7.1.9 be added to the approved capital programme.**

11 Allotment Land off Trinity Close, Warton

The Director of Housing and Director of Streetscape asked the Board to consider the terms of sale for its allotment land off Trinity Close, Warton following the revision of plans for the new housing scheme the buyer intends to develop.

Recommended:

- a That the land be declared surplus to requirements; and**
- b That in order to support the whole development scheme the Council's land off Trinity Close, Warton, as set out in Appendix A of the report of the Director of Housing and Director of Streetscape, be sold in accordance with the offer made by the owner of the Hatters Arms pub site.**

Councillor D Wright
CHAIRMAN

Agenda Item No 6

Resources Board

3 September 2019

Report of the Chief Executive

**Progress Report on Achievement
of Corporate Plan and
Performance Indicator Targets
April - June 2019**

1 Summary

- 1.1 This report informs Members of the progress with the achievement of the Corporate Plan and Performance Indicator targets relevant to the Resources Board for April to June 2019.

Recommendation to the Board

That Members consider the performance achieved and highlight any areas for further investigation.

2 Consultation

- 2.1 Consultation has taken place with the relevant Members and any comments received will be reported at the meeting.

3 Background

- 3.1 This report shows the first quarter position with the achievement of the Corporate Plan and Performance Indicator targets for 2019/20. This is the first report showing the progress achieved so far during 2019/20.

4 Progress achieved during 2019/20

- 4.1 Attached at Appendices A and B are reports outlining the progress achieved for all the Corporate Plan targets and the performance with our local performance indicators during April to June 2019/20 for the Resources Board.

- 4.2 Members will recall the use of a traffic light indicator for the monitoring of the performance achieved.

Red – target not achieved (shown as a red triangle)

Amber – target currently behind schedule and requires remedial action to be achieved (shown as an amber circle)

Green – target currently on schedule to be achieved (shown as a green star)

5 Performance Indicators

- 5.1 The current performance indicators have been reviewed by each division and Management Team for monitoring for the 2019/20 year.

6 Overall Performance

- 6.1 The Corporate Plan performance report shows that 89% of the Corporate Plan targets and 57% of the performance indicator targets are currently on schedule to be achieved. The report shows that individual targets that have been classified as red, amber or green. Individual comments from the relevant division have been included where appropriate. The table below shows the following status in terms of the traffic light indicator status:

Corporate Plan

| Status | Number | Percentage |
|--------|--------|------------|
| Green | 16 | 89% |
| Amber | 1 | 5.5% |
| Red | 1 | 5.5% |
| Total | 18 | 100% |

Performance Indicators

| Status | Number | Percentage |
|--------|--------|------------|
| Green | 8 | 57% |
| Amber | 6 | 43% |
| Red | 0 | 0% |
| Total | 14 | 100% |

7 Summary

- 7.1 Members may wish to identify any areas that require further consideration where targets are not currently being achieved.

8 Report Implications

8.1 Safer Communities Implications

- 8.1.1 There are community safety performance indicators which are reported to Executive Board.

8.2 Legal Data Protection and Human Rights Implications

8.2.1 The national indicators were specified by the Secretary of State for Communities and Local Government. They have now been ended and replaced by a single list of data returns to Central Government from April 2011.

8.3 Environment and Sustainability Implications

8.3.1 Improvements in the performance and quality of services will contribute to improving the quality of life within the community. There are a number of actions and indicators which contribute towards the priorities of the sustainable community strategy including financial inclusion, improving broadband access, providing adaptations and preventing homelessness.

8.4 Risk Management Implications

8.4.1 Effective performance monitoring will enable the Council to minimise associated risks with the failure to achieve targets and deliver services at the required performance level.

8.5 Equality Implications

8.5.1 There are a number of equality related actions and indicators highlighted in the report including improving broadband access, the borough care review and providing adaptations and preventing homelessness.

8.6 Links to Council's Priorities

8.6.1 There are a number of targets and performance indicators contributing towards the priorities of responsible financial and resource management, supporting employment and business, creating safer communities and promoting sustainable and vibrant communities.

The Contact Officer for this report is Robert Beggs (719238).

Background Papers

Local Government Act 1972 Section 100D, as substituted by the Local Government Act, 2000 Section 97

| Background Paper No | Author | Nature of Background Paper | Date |
|--|---|----------------------------|---------------|
| National Indicators for Local Authorities and Local Authority Partnerships | Department for Communities and Local Government | Statutory Guidance | February 2008 |

| Resources Board 19/20 | | | | | | |
|-----------------------|--|---|--|--|--------|-----------|
| | Action | Priority | Reporting Officer | Quarter 1 | Status | Direction |
| 36 | To continue to contribute to the effective provision of services through implementing the actions and projects which help deliver the ICT Strategy and to report on progress to the Resources Board by March 2020 | Responsible Financial & Resource Management | Linda Bird | A report will be prepared for the March 2020 Resources Board. Current projects include the implementation of Office 365 and work update the hardware used for the Council's Website. | Green | |
| 37 | To continue to seek opportunities to rationalise the Council's property portfolio including:- a) Working with partners in the public and voluntary sectors and reviewing the Council's property assets to ensure they support the Council's priorities and deliver key services in the most efficient and cost-effective way, including delivery of the One Public Estate Programme (see also (d) below) | Responsible Financial & Resource Management | Richard Dobbs | The focus in this area is through the Government's One Public Estate programme. NWBC's bid for funding was successful and early progress has been made in a number of areas, albeit slowly due to available resources. | Amber | |
| | b) Continue to work through a programme of capital and maintenance improvements to key Council buildings, community buildings, shops and industrial units, including seeking ways to reduce, where possible, our carbon footprint. | Responsible Financial & Resource Management | Richard Dobbs | Work continues in these areas | Green | |
| | c) identify any land or property which is surplus to requirements (and dispose of, as appropriate) but also look to identify opportunities to expand the Council's corporate property portfolio where that would generate additional revenue income | Responsible Financial & Resource Management | Richard Dobbs | Work continues in these areas with property kept under review. Projects focussed on the depot, Police accommodation and OBH are ongoing | Green | |
| | d) Develop a Local Authority Housing Company and explore alternative housing development models such as Off-site Modular Housing | Responsible Financial & Resource Management | Richard Dobbs/Angela Coates/Sue Garner | Limited progress in quarter 1. Work will increase in the remainder of the year. | Green | |
| 38 | To work in partnership with the County Council and other agencies to bring forward the timetable for CPE implementation in order to introduce a comprehensive new off-street parking strategy to ensure that the service is sustainable and continues to meet local demand | Promoting Sustainable & Vibrant Communities | Richard Dobbs | Officers continue to push this forward with the lead agency (WCC) but resources pressures at DFT due to Brexit are slowing implementation | Red | |
| 39 | To work to improve broadband access for the people and businesses of North Warwickshire through the work of the Council and specifically the Coventry, Solihull and Warwickshire BDUK Project and report on progress by January 2020 | Supporting Employment & Business | Linda Bird | A progress report will be prepared for January 2020 Resources Board. | Green | |
| 40 | To participate in the review of the HEART Partnership and report to Board in September 2019 | Promoting Sustainable & Vibrant Communities | Angela Coates | The review is underway and will be reported to the Resources Board when complete. | Green | |
| 41 | To deliver the agreed Asset Management Plan from April 2018 and report to Resources Board on progress annually | Responsible Financial & Resource Management | Angela Coates | This will be reported in 2020. | Green | |
| 42 | To ensure good collection rates of rent revenue for the Council's Housing Revenue Account by taking action to mitigate risks to income from changes to welfare benefits and to report quarterly to Board | Responsible Financial & Resource Management | Angela Coates | Collection rates remain positive in a difficult environment. | Green | |

| | Action | Priority | Reporting Officer | Quarter 1 | Status | Direction |
|----|--|---|------------------------------------|---|------------|-----------|
| 43 | To continue to ensure that all debts due to the Council, wherever possible, are recovered efficiently in accordance with the Council's Corporate Debt Framework | Responsible Financial & Resource Management | Bob Trahern | This work continues in line with the Financial Inclusion approach adopted by the Council that has been highlighted as National best practice by both the Money Advice Service and Cabinet Office in the last 6 months. Collection rates did drop last year but this was as a consequence of undertaking a major system conversion that resulted in less proactive recovery action being taken. In spite of this, the Council's performance remained better than the District and National average | ★ Green | ➡ |
| 44 | To report by September 2019 on progress on the take-up of online services, the increased take-up of online forms and the success of driving channel shift electronic payments and social media | Promoting Sustainable & Vibrant Communities | Bob Trahern/Steve Maxey/Linda Bird | A report will be prepared based on performance information that is monitored on a monthly basis by the internal Communications Group. The annual report providing trend data and future work plans will be taken to the Resources Board by the Director of Corporate Services in September | ★ Green | ➡ |
| 45 | To review the Local Council Tax Reduction Scheme, to ensure that it remains affordable and fit for purpose by December 2019 | Responsible Financial & Resource Management | Bob Trahern | Modelling work is currently being undertaken to review the current Local Council Tax Reduction Scheme and provide costed options regarding possible changes. This exercise will allow proposals be reported to the Executive Board in September to agree the way forward | ★ Green | ➡ |
| 46 | To deliver digitally compliant equipment in Boroughcare by the end of 2019 | Creating Safer Communities | Angela Coates | This is complete | ★ Green | ➡ |
| 47 | To deliver the actions set out in the Homelessness Strategy and report on progress by September 2019 | Promoting Sustainable & Vibrant Communities | Angela Coates | A report is being prepared for the Resources Board. | ★ Green | ➡ |
| 48 | To update the 30 Year HRA Business Plan by January 2020 | Responsible Financial & Resource Management | Sue Garner/Angela Coates | Stock condition data is being gathered, so that the Plan can be updated later in the year. | ★ Green | ➡ |
| 49 | To continue to improve cyber security measures and implement the Action Plan developed from the 2018 LGA Cyber Security Stocktake and report progress to the Resources Board by March 2020 | Responsible Financial & Resource Management | Linda Bird | The Council has retained its Cyber Essentials Plus certification. Staff are attending the LGA's Cyber Resilience Programme which will inform the development of the Action Plan. | ★ Green | ➡ |
| 50 | To report on the implications of new legislation with regard to standards and licensing in the private sector by September 2019 | Promoting Sustainable & Vibrant Communities | Angela Coates | A report is being prepared for the Resources Board. | ★ Green | ➡ |

NWPI Resources 19/20

| Ref | Description | Section | Priority | Year End Target 2019/20 | Outturn 2018/19 | April - June Performance | Traffic Light | Direction of Travel | Comments |
|-----------|---|------------------------|-------------------------------|-------------------------|-----------------|--------------------------|--|---|---|
| NWLPI 052 | The % of invoices for commercial goods and services which were paid by the authority within 30 days of such invoiced being received by the Authority (former BV8) | Management Accountancy | Public Services & Council Tax | 98 | 97.76% | 98.06% |  Green |  | |
| NWLPI 57 | Percentage of calls answered through the Central Control system within 180 seconds. (TSA national standard 99%): | Community Support | Housing | 99 | 99.83% | 98.28% |  Amber |  | There have been some technical issues from 8pm till 8am due to the use of a third party. This performance is still within the accreditation guidelines. The in house team is now providing the whole service again. |
| NWLPI 135 | Percentage of response repairs completed right first time | Housing Maintenance | Housing | 85.00% | 84.64% | 82.06% |  Amber |  | We have had a greater volume of larger jobs which could not be fixed in the initial first visit. |
| NWLPI 068 | Gas certificates completed | Housing Maintenance | Housing | 100.00% | 100.00% | 99.96% |  Green |  | 100% was not achieved due to a tenant not being able to allow us access. This has now been resolved. |
| @NW:NI156 | Number of households living in temporary accommodation (snapshot at end of each quarter) | Housing Management | Housing | 6 | 4 | 4 |  Green |  | |
| NWLPI 136 | Number of tenants with more than 7 weeks rent arrears - as an average over the year | Housing Management | Housing | 2.75% | - | 2.98% |  Amber |  | |
| NWLPI 070 | Average time taken to re-let local authority housing (former BV212) | Housing Management | Housing | 35 daya | 36.52 days | 46.18 days |  Amber |  | A significant number of properties have been returned which have needed extensive works. |
| NWLPI 039 | The percentage availability of corporate systems available to users Monday to Friday 8.30 am to 5.30 pm : | Computer Services | Public Services & Council Tax | 99.7 | 99.91% | 99.99% |  Green |  | |
| NWLPI 040 | The percentage of initial response to helpdesk calls within two hours of a call being placed : | Computer Services | Public Services & Council Tax | 95 | 99.00% | 98.00% |  Green |  | |
| NWLPI 041 | Percentage of Service Desk Calls resolved in target (total of IS3 to IS6) | Computer Services | Public Services & Council Tax | 95 | 95% | 94% |  Amber |  | Expected to return to target level during the next quarter |

| Ref | Description | Section | Priority | Year End Target 2019/20 | Outturn 2018/19 | April - June Performance | Traffic Light | Direction of Travel | Comments |
|-----------|--|---------------------|-------------------------------|-------------------------|-----------------|--------------------------|--|---|---|
| NWLPI 096 | The Percentage of Calls answered in 20 seconds in the contact centre | Contact Centre | Public Services & Council Tax | 75% | 73% | 78% |  Green |  | |
| NWNI181 | The average time taken in calendar days to process all new claims and change events in Housing Benefit and Council Tax Benefit | Revenues & Benefits | Public Services & Council Tax | 7.5 | 9.97 | N/A | N/A | N/A | Due to data integrity issues following the conversion to the new CIVICA Revenues and Benefits System we are unable to provide an accurate measure of performance in this quarter. The DWP are aware of this and understand this position that we are currently working to remedy this position in time to report in Quarter Two . Members are assured that the work position remains good with no impact on the customer in terms of the speed of processing their claims |
| NWLPI 106 | The percentage of non-domestic rates due for the financial year which were received by the authority (former BV10) | Revenues & Benefits | Public Services & Council Tax | 98.6 | 99.13 | 30.03% |  Green |  | The position on collection is not finalised until the end of the financial year but pro-rata targets suggest that we are on target to again achieve an upper quartile collection rate Nationally. This is in spite of the impact of converting computer systems |
| NWLPI 107 | Proportion of Council Tax collected (former BV9) | Revenues & Benefits | Public Services & Council Tax | 97.8 | 98.02 | 29.14 |  Green |  | The position on collection is not finalised until the end of the financial year but pro-rata targets suggest that we are on target to again achieve a very good collection rate that would place us as a low upper or high second quartile collection performer Nationally. This is in spite of the impact of converting computer systems |
| NWLPI 161 | Percentage of abandoned calls in the Contact Centre | Contact Centre | Public Services & Council Tax | 5% | 5% | 4% |  Green |  | |

Agenda Item No 7

Resources Board

3 September 2019

**Report of the Corporate Director -
Resources**

**Capital Programme 2019/20
Period Ended 31 July 2019**

1 Summary

- 1.1 The report updates Members on the progress of the 2019/20 Capital Programme in terms of expenditure up to the end of July 2019.

Recommendation to the Board

That progress made against the 2019/20 Capital Programme is noted.

2 Introduction

- 2.1 The Executive Board approved the Council's Capital Programme of £6,968,020 for 2019/20 in February 2019.
- 2.2 At the Executive Board on 17th June, a number of amendments to the capital programme were agreed. These consisted of slippage together with commitments brought forward from 2018/19, to give a total approved capital programme for 2019/20 of £9,788,430 (Appendix A).
- ...

3 Budget Profiling

- 3.1 A schedule of works is arranged by each budget holder and each of the schemes are timetabled for completion throughout the year. This schedule is monitored on a monthly basis and discussed with Budget holders.

4 Housing Schemes

- 4.1 The original budget for 2019/20 was £5,579,550 and there were amendments of £2,254,560, which provides a total Housing Capital budget of £7,834,110 (Appendix A).
- 4.2 There has been a total of £1,800,817 spent or committed on the Housing Capital programme during the first four months of 2019/20; this is compared to a profiled budget of £1,791,477.
- 4.3 The New Build programme consists of a number of schemes. The schemes at Polesworth and Atherstone are complete, although there are some residual

costs still to pay. Work on the flats at Long Street and Coleshill Road in Atherstone is due to start in January, following the completion of the tender process which is expected to commence later this month.

- 4.4 The scheme at Trinity Close, Warton is not expected to commence until March at the earliest, following the completion of the necessary ground investigation works. Work at Ansley Common currently has no planning permission and is now expected to commence in 2020/21. Spend to date consists of architects fees and compensation payments made for home loss.
- 4.5 The planned programme for the emergency boiler replacements has gone through quicker than initially anticipated due to increased capacity on the part of contractors. This has enabled a greater level of works to be undertaken during the summer months. The external wall insulation works at Oldbury Road have been carried out ahead of schedule and work at Stratford Avenue began recently. At Alder and Heather Court, the soil and vent piping works required to the flats is due to commence later this month, with the external wall insulation works expected to commence in October. There has been a slow start to the remedial works to flats programme due to the need to meet specific health and safety requirements, but the pace has picked up since early July.
- 4.6 Work on the Windows and Doors scheme has begun at Oldbury Road and Church Hill, whilst a leasehold consultation is currently ongoing for Delves Crescent, Wood End. Work on windows and fire doors at Stratford Avenue has started, although no invoices in relation to these have been received. This work is expected to complete by the end of November, with work at Welcome Street due to commence in January.
- 4.7 The Disabled Facility Adaptation scheme is progressing well and has seen certain works take place ahead of schedule. These include the installation of a through floor lift. There have been more urgent works required within the Multi Trade Contract than were originally expected.
- 4.8 The Housing Vehicle replacement scheme is not scheduled to commence until the New Year at the earliest.
- 4.9 The schemes to cover Kitchens and Bathrooms, Roofing and Electrics are ongoing and progressing.

5 General Fund Schemes

- 5.1 The original budget for 2019/20 was £1,388,470 and there are agreed adjustments of £565,850, providing a total General Fund Capital budget of £1,954,320 (Appendix A).
- 5.2 There has been a total of £225,041 spent or committed against the General Fund Capital projects for 2019/20; compared to a profiled budget of £188,773.

- 5.3 The Refurbishment of Council Owned Buildings scheme will be completed in September, with window replacements at the Old Bank House. There have been signs of deterioration to the listed buildings in High Street, Coleshill, following which £3,950 was spent on consultancy fees to assess the extent of this. The cladding works at Innage Park have been deemed to be non-urgent following the completion of vigil surveys and this budget is now expected to slip into 2020/21.
- 5.4 A new air conditioning system has been installed in the fitness suite at Polesworth Sports Centre, replacing the old system. Following the completion of a tender process that is currently ongoing, a pitch refurbishment works programme will be undertaken. There has already been some consultancy work carried out in relation to this.
- 5.5 The upgrade to the CCTV system is awaiting approval from the Planning Board, with work not expected to commence until the autumn at the earliest. Consultancy work in relation to this was carried out in May. The Life Lines budget has been used to fund the purchase of 54 home alarms and the replacing of Uninterrupted Power Supply equipment. The replacing of this equipment will reduce maintenance fees throughout the remainder of this financial year.
- 5.6 New lighting is required at the Atherstone Leisure Complex, and is expected to cost approximately £55,000, with the remainder of this scheme expected to slip into 2020/21.
- 5.7 The initial phase of the Depot Works is now complete, following the refurbishment of the first floor. These works have included new heating, lighting and electrical trunking. The remainder of this budget is expected to be spent within 2019/20.
- 5.8 The first phase of the Sequel system upgrade is expected to take place late in September, whilst the Payment Management System upgrade is also due to continue this month, with further spending on enhanced security features. Infrastructure Improvements will be made in the autumn, with the purchases of servers and core switches. I-pad's to be used by Members have been purchased, which will be funded from the Computer Equipment Replacement Reserve.
- 5.9 The replacement of the Revenue and Benefits system is now complete. Following completion it was necessary to purchase additional modelling software for the Council Tax Reduction Scheme that was outside the scope of the initial business case, at a cost of £18,665. This additional modelling software will be part funded by lower spend on other elements of the system replacement, with the balance funded from the New Burdens Reserve.
- 5.10 Within the Vehicle Replacement scheme, a sweeper has been purchased at a cost of £134,625, for which the tender was over budget by £8,125. This will be part funded by a reduction in the overall level of spend on other vehicles being replaced in 2019/20, with the balance being funded from the Refuse Vehicle Replacement Reserve.

6 Report Implications

6.1 Finance and Value for Money Implications

6.1.1 Capital schemes will contribute to services provided by the Council, from maintaining decent Council homes, assisting in carrying out adaptations to resident's houses to helping to fund efficient heating systems to promote carbon reduction and encouraging fitness and wellbeing.

6.2 Environment and Sustainability Implications

6.2.1 Expenditure incurred as part of the Council's Capital Programme enables the Council to continue to improve and deliver a range of services to the people of North Warwickshire. The implementation of the capital programme will lead to improvements in the quality of life for the communities of North Warwickshire.

6.3 Risk Management Implications

6.3.1 Failure to make reasonable adjustments to ensure our buildings and facilities are accessible could expose the Council to potential litigation and risks damage to its reputation.

6.4 Equality Implications

6.4.1 The Council is required to ensure it meets the requirements of the Equality Act 2010. The Act brings together all previous equality legislation and includes a public sector duty (the equality duty). The capital programme includes some provision for improving accessibility as required by the current Equality Act 2010 and other relevant legislation.

6.4.2 Failure to make reasonable adjustments could result in limiting access to services provided from our buildings and facilities by disabled people and the potential for legal challenges being taken against the Council.

The Contact Officer for this report is Daniel Hogan (719337).

APPENDIX A

Capital Budgetary Control Summary 2019/20 - as at 31 July 2019

| | | (A) | (B) | (C) | (D) | |
|---|-------------------------|-------------------------------------|-------------------------------|------------------|--------------------|-------------------------|
| Cost Centre Description | Original Budget 2019/20 | Budget Brought Forward from 2018/19 | Total 2019/20 Approved Budget | Profiled Budget | Total Year To Date | Total v Profiled Budget |
| Hsg Disabled Facility Adaptation CH | 180,300 | | 180,300 | 50,000 | 66,746 | 16,746 |
| Hsg Windows and Doors | 240,400 | 276,720 | 517,120 | 95,000 | 65,053 | (29,947) |
| Hsg Kitchens and Bathrooms | 390,650 | 297,770 | 688,420 | 210,000 | 211,791 | 1,791 |
| Hsg Insulation | 90,150 | 504,480 | 594,630 | 80,000 | 113,242 | 33,242 |
| Hsg Roofing | 390,650 | 104,690 | 495,340 | 170,000 | 174,077 | 4,077 |
| Hsg Heating | 240,400 | 45,410 | 285,810 | 135,000 | 169,545 | 34,545 |
| Hsg Electrics | 390,650 | 339,470 | 730,120 | 410,000 | 419,776 | 9,776 |
| Infrastructure Improvements | 75,000 | | 75,000 | 0 | 0 | 0 |
| Remedial Work to Flats | 691,150 | | 691,150 | 150,000 | 37,028 | (112,972) |
| New Build Housing Project | 1,930,000 | 82,800 | 2,012,800 | 200,000 | 206,894 | 6,894 |
| Multi Trade Contract | 390,650 | | 390,650 | 190,000 | 235,128 | 45,128 |
| Replacement DLO Vehicles | 131,960 | | 131,960 | 0 | 0 | 0 |
| Replacement Warden Vehicles | 76,380 | | 76,380 | 0 | 0 | 0 |
| Replacement Housing Vehicles | 65,780 | | 65,780 | 0 | 0 | 0 |
| Alder and Heather Court Flats - Essential Works | 0 | 603,220 | 603,220 | 3,000 | 3,060 | 60 |
| Hsg Capital Salaries | 295,430 | | 295,430 | 98,477 | 98,477 | 0 |
| Total HRA | 5,579,550 | 2,254,560 | 7,834,110 | 1,791,477 | 1,800,817 | 9,340 |
| Disabled Discrimination Adaptations | 156,650 | 113,590 | 270,240 | 0 | 0 | 0 |
| Refurbishment of Council Owned Buildings | 0 | 1,700 | 1,700 | 1,700 | 3,950 | 2,250 |
| Parks and Playing Fields | 0 | 148,500 | 148,500 | 3,000 | 3,045 | 45 |
| General Leisure Equipment | 20,000 | | 20,000 | 3,500 | 3,580 | 80 |
| CCTV System | 0 | 136,700 | 136,700 | 5,000 | 5,099 | 99 |
| Innage Park Cladding | 195,000 | | 195,000 | 0 | 0 | 0 |
| Atherstone Leisure Complex Roof Replacement | 285,000 | | 285,000 | 0 | 0 | 0 |
| Depot Works | 0 | 100,000 | 100,000 | 20,000 | 24,613 | 4,613 |
| Materials Recycling Facility | 100,000 | | 100,000 | 0 | 0 | 0 |
| Computer Software | 40,000 | 16,000 | 56,000 | 0 | 0 | 0 |
| Computer Hardware | 0 | | 0 | 0 | 16,090 | 16,090 |
| Infrastructure Improvements | 20,000 | 5,400 | 25,400 | 0 | 0 | 0 |
| Payment Management System Replacement | 18,000 | 14,500 | 32,500 | 0 | 0 | 0 |
| Revenues and Benefits System | 0 | 13,230 | 13,230 | 13,230 | 18,665 | 5,435 |
| Life Lines | 23,000 | | 23,000 | 10,000 | 9,531 | (469) |
| Transport | 373,290 | 16,230 | 389,520 | 126,500 | 134,625 | 8,125 |
| Decent Homes Standard Assistance | 40,000 | | 40,000 | 0 | 0 | 0 |
| Community Fund Local Partnership | 100,000 | | 100,000 | 0 | 0 | 0 |
| Capital Salaries | 17,530 | | 17,530 | 5,843 | 5,843 | 0 |
| Total General Fund | 1,388,470 | 565,850 | 1,954,320 | 188,773 | 225,041 | 36,268 |
| Total Expenditure | 6,968,020 | 2,820,410 | 9,788,430 | 1,980,250 | 2,025,858 | 45,608 |

Agenda Item No 8

Resources Board

3 September 2019

Report of the Assistant Director (Housing)

Homelessness Reduction Act 2017

1 Summary

- 1.1.1 This report provides the Board with an update on progress being made to deliver the Council's Homelessness Strategy and Action Plan and its legal duties to deliver the requirements of the Homelessness Reduction Act (HRA) 2017.

Recommendation to the Board

- a That the progress being made to deliver the requirements of the Homelessness Reduction Act is noted; and**
- b That the update on progress to deliver the actions identified in the Homelessness Strategy Action Plan shown at Appendix 2 is noted.**

2 Consultation

- 2.1 The Council consulted with all key partners and stakeholders on the content of the Homelessness Strategy and Action Plan after it was approved by Resources Board in March 2018. Key partners are contributing to the delivery of the action plan objectives.

3 Introduction

- 3.1 The Homelessness Reduction Act (HRA) significantly amended homelessness legislation. The Act introduced a number of changes including:
- A strengthened duty to provide advisory services
 - An extension to the period during which an applicant considered 'threatened with homelessness from 28 to 56 days
 - New duties to assess all homeless eligible applicants and to take reasonable steps to prevent and relieve homelessness
 - These steps will be set out in a personalised housing plan which must be agreed between the local authority and the applicant
- 3.2 Households who are statutorily homeless are owed legal duties that fall into three main categories:

- **Prevention duties** include any activities aimed at preventing a household threatened with homelessness from becoming homeless. This involves activities to enable an applicant to remain in their current home or find alternative accommodation in order to prevent them from becoming homeless. The duty lasts for 56 days but may be extended if the local authority is continuing with efforts to prevent homelessness.
- **Relief duties** are owed to households that are already homeless and require help to secure settled accommodation. The duty lasts 56 days, and can only be extended by a local authority if the households would not be owed the main homelessness duty.
- **Main homelessness duty** is the duty a local authority has towards an applicant who is unintentionally homeless, eligible for assistance and has priority need. This definition has not been changed by the 2017 HRA. However, these households are now only owed a main duty if their homelessness has not been successfully prevented or relieved.
- **Duty to refer** requires specified public bodies to refer, with consent, users of their service who they think may be homeless or threatened with homelessness to a local authority to the individual's choice.

3.3 The Council is required to have a published Homeless Strategy and Action Plan. The Resources Board agreed a new Strategy and Action plan in March 2018 which covers a 5 year period and will run until the end of 2023. A partnership steering group has been established to oversee the delivery of the Strategy and Action plan. The Strategy states the vision for the service as being "To prevent homelessness and meet the housing needs of vulnerable households through the provision of high quality and accessible accommodation, support, information and advice". The key priorities are aligned to the requirements of the Homelessness Reduction Act and have been identified as:

- To ensure people are well informed about their housing options
- To prevent people from becoming homeless
- To assist people as soon as possible if they do become homeless so that their homelessness can be relieved by securing sufficient accommodation and support
- To support people to recover from their experience and maintain their accommodation so that they do not become homeless again
- To enable people to secure homes that they can afford and maintain

3.4 From 1st April 2018 the Homelessness Case Level Information Collection (HCLIC) data system replaced the aggregated data return (collected using the P1E form) for all new homelessness applications. This new system collects more detailed data than previously on households, the activities offered to assist them and their outcomes. The data is intended to be used to monitor the introduction of the HRA and the activities of local authorities, however, the first year has been considered to be experimental due to the introduction of the new legislation and a new case management system. Therefore, caution should be taken when comparing data from HCLIC as there may be quality

issues and omissions. It is envisaged that the quality of data will be improved this year as local authorities have become familiar with the new requirements.

4. National and local context

4.1 The national statistics produced by the Ministry of Housing Communities & Local Government show that between October to December 2018, 61,410 households were initially assessed as owed a prevention or relief under the new statutory homelessness duties. This is down 8.3% from 66,960 households in the previous quarter. 33,020 households were initially assessed as owed a prevention duty, down 11.3% from 37,230 in the previous quarter. 28,400 households were initially assessed as owed a relief duty, down 4.4% from 29,720 in July to September. Between October and December 2018, 6,690 households were accepted as owed a main homelessness duty. This increased 4.3% from 6,410 during July to September. On 31st December 2018 the number of households in temporary accommodation was 83,700, up 5.0% from 79,720 on 31st December 2017. Between October to December 2018, the most common reason for loss of last settled home was friends or family no longer willing or able to accommodate. The second largest category was termination of an assured shorthold tenancy. The most common accommodation type at the time of the approach was private rented sector (26.3%), followed by living with family (23.1%), Social rented sector (10.9%) and living with friends (9.8%). 43.7% had support needs with 28.7% having 3 or more support needs. The most common support need was a history of mental health problems, this accounting for 49% of households with support needs, with 30.1% having physical ill health or disability. Other notable groups included those experiencing domestic abuse (20.3%), drug dependency (12.8%) and alcohol dependency (9.6%).

4.2 North Warwickshire Borough Council has submitted data using HCLIC reporting and has also retained its own data in order to monitor homelessness performance and trends. During 2018-19, there were 273 homelessness applications, compared with 185 applications during the previous year, representing a 48% increase. The main causes of homelessness are broken down as shown at Appendix 1. The main cause was Family or Friends no longer willing to accommodate (25%), End of Private Rented Tenancy (22%), End of non violent relationship (15%) and Fleeing Domestic Abuse (10%). The prevention duty was ended for 34% of those households presenting as homeless with 27% where the relief duty was ended. The Council accepted a main statutory duty for 13% of households presenting to the Council as homeless. The Council made 23 hostel placements during 2018/19, with 18 homeless applicants being placed in the Council's own stock (Non Secure Tenancies). 28 households were placed in bed and breakfast/hotel accommodation but only as a short term measure whilst other accommodation was being sought. The average stay in this type of accommodation was 6 days but more typically was for one or two nights only.

4 **Progress and delivery of the Homelessness Strategy and Action Plan**

4.1 The progress being taken against the actions identified in the Homelessness Strategy Action Plan are detailed at Appendix 2. A partnership steering group has been established that meets 3 times per year and oversees the delivery of the Homelessness Strategy and Action Plan. The meetings are attended by statutory and non statutory partner organisations and identify ways of working better together to support people and prevent them from becoming homeless. It is recognised that most of the actions identified in the Homeless Strategy and Action plan involve working in partnership.

4.2 **Staffing resources, culture change and training**

4.2.1 The Resources Board agreed some changes to the arrangements for the Housing Options team in May 2018. This was to ensure that the team would be able to deal with the anticipated increase in work load expected to meet the requirements of the Homelessness Reduction Act and to enhance and sustain the delivery of the service. Changes to the Housing Options Officer job descriptions were agreed that would give them additional responsibilities to deliver the new requirements. A small increase to the number of hours worked by the part time Housing Options Officers was agreed.

4.2.2 These amendments put the Council in a good position for dealing with the changes. However, there has been a long period of absence due to sickness and maternity leave for the full time Housing Options Officer post since April 2018 when the Act came into force. This has in the main been covered by agency staff although the Council at times has struggled to recruit. Existing staff committed to work additional hours at one stage to provide cover during a period of absence. We are currently looking to recruit permanently to the full time post. Despite these difficulties, the current staffing levels have been sufficient with case load levels at approximately 20-25 cases per Officer.

4.2.3 The Housing Options and Lettings team have embraced the new legislation which has included changes to systems and processes, new policies and procedures and higher expectations from customers. They have been positive and receptive to change and embraced the ethos of early prevention. They have worked as a team to achieve positive results during the first year. Some initial training was provided both on the new requirements and the new IT systems. Follow up training is currently being arranged with a suitable training provider.

4.3 **Systems of work, processes and documents**

4.3.1 All the systems of work, processes and documentation had to be reviewed in light of the new requirements. This included the applications process which now involves completing a Housing Needs Assessment and a Personal Housing Plan, implementing the Capita homelessness module to ensure homelessness data is being logged effectively and the induction of new letters, forms and customer leaflets.

4.3.2 One of the requirements of the Act is to provide appropriate advice and assistance. As well as providing this at the time of application on an individual basis, information needs to be readily available to all. The information on the Council's website was reviewed initially to ensure it was up to date and gave information about the Housing Reduction Act and the help that is available. A further review will be undertaken this year.

4.4 Effective IT and supporting systems

4.4.1 All local authorities are required by the Department for Communities and Local Government to submit homelessness data using HCLIC (Homelessness Case Level Information Classification). This statistics produced have been described as 'experimental' during the first year as Local Authorities have grappled with using this new data reporting system. Initially it was taking a substantial amount of time to complete the return and iron out any discrepancies with the data however, these discrepancies are reducing over time and therefore, the time being spent is decreasing. The data being submitted is being used by the Government to monitor the implementation of the Act by Local Authorities and to monitor and report on trends.

4.4.2 The Council implemented the Capita homelessness module in order to log and record all homelessness applications. This is compliant with HCLIC and enables the Council to upload data directly from Capita to HCLIC systems. In addition, we are retaining our own logs to record key homelessness information and reports are generated directly from the Capita system.

4.5 Robust and accessible prevention tools

4.5.1 A key objective in the Homelessness Strategy is to prevent people from becoming homeless and this is a requirement in the Act. The Council has always aimed to prevent homelessness however, the Act requires this and Authorities will be measured on how many preventions they achieve. The first year figures are encouraging for North Warwickshire Borough Council in that we have a higher percentage of preventions compared with cases going into relief.

4.5.2 In April 2018 we introduced a new Homelessness Prevention Policy that provides front line Officers with the tools they need to prevent homelessness. The funding is provided from the governments homelessness prevention funding. The types of initiative being used are assisting applicants to obtain private rented accommodation by contributing towards a rent deposit or rent in advance or to stay in their existing accommodation by mediating with the landlord and agreeing a payment plan. The policy is flexible and Officers can access it where they are able to arrange for the applicant to find accommodation that can be sustained for at least 6 months. It is a one off payment and where successful enables the Council to meet its prevention duty. It is more cost effective than to deal with the applicant in relief and having to source temporary accommodation. Furthermore, the Council would struggle to accommodate all applicants who it has a statutory duty to re-house in its own stock.

4.5.3 The ways in which homelessness has been prevented for those households presenting as homeless during 2018-19 is shown in the table below:

| Prevention Tool | Number |
|--|--------|
| Rehoused from Housing Register/Social Housing | 40 |
| Found Alternative Private Let | 20 |
| Assisted with Rent Deposit/Bond | 7 |
| Mediation to enable household to remain in their existing home | 5 |
| Assisted to claim a Discretionary Housing Payment (DHP) | 5 |

4.6 Robust and effective partnerships

4.6.1 It was clear from the outset and is a clear objective in the Homelessness Strategy that strong partnership working is an essential ingredient to preventing homelessness. The Council has always had good partnership networks operating in North Warwickshire including both statutory and non statutory organisations. Over the last 12 – 18 months we have been meeting with other organisations to better understand roles and responsibilities and identify ways of working better together to prevent homelessness. We have met with organisations individually and together as part of the homelessness partnership group. We have attended various team meetings to meet their front line staff and they have also attended our team meetings to meet and provide information to staff. This has helped to improve the working relationships with those organisations concerned.

4.6.2 The County Council commissioned housing related support services which includes organisation such as P3, St Basils, Doorway and Together. These organisations provide support which is intended to enable people to sustain their tenancies. A large percentage of people applying as homeless have support needs, some of which are complex support needs i.e. have more than one support need. The Council is able to make referrals to these organisations to enable the individual to access support and get assistance to sustain their tenancy. There are other organisations that provide this support such as Refuge that provide domestic abuse support and Change Grow Live who provide support for those who are drugs and alcohol dependent. The Council also has a Tenancy Sustainment Officer who provides support to Council Tenants. This Officer provides support to applicants in temporary accommodation and to Council tenants such as assisting tenants to maximise their income, claim the correct benefits and anything else that will assist them to sustain their accommodation.

4.6.3 Preventing Homelessness Improving Lives (PHIL) Trailblazer project

Members may recall that the Government awarded funding to various trailblazer projects across the country and Warwickshire were successful in being awarded funding for a project being led by Rugby Borough Council and including North Warwickshire Borough Council and the other three districts in Warwickshire. The project aims to prevent homelessness at a very early stage by encouraging partners to recognise the early triggers of homelessness and to act by referring people to a service that can help them. When the PHIL team receive a referral they will act in a variety of ways to prevent homelessness and the intervention will be appropriate to the customers needs.

4.6.7 PHIL has so far achieved 1147 across preventions across the County since the commencement of their project. They have received 58 referrals for North Warwickshire resulting in 9 preventions. Due to an underspend PHIL will continue with its work for an additional 12 months. It is undertaking a cost benefit analysis to examine how it is adding benefit to Districts and Boroughs homelessness services and determining how it is providing value for money.

4.7 The Duty to Refer (DtR)

4.7.1 From October 2018, a number of public authorities were given legal responsibilities to refer users of their service who they think may be homeless or threatened with homelessness to the Local Authority of the individual's choice. This information is captured and reported by Local Authorities when the referral results in a new homelessness application. Public authorities with a duty to refer are;

- Adult Secure Estate (prison)
- Youth Secure Estate
- National Probation Service
- Community Rehabilitation Company
- Hospital A&E, Urgent Treatment Centres and in-patient care
- Mental health in-patient care
- Job Centre Plus
- Adult Social Services
- Children's Social Services
- Secretary of State for defence in relation to member of the armed forces

4.7.2 Nationally the largest numbers of referrals have been made by Jobcentre Plus followed by the National Probation Service. These two authorities represent over one third of referrals under the duty to refer. Households can also be referred to local authorities by public bodies without a duty to refer. Locally the largest numbers of referrals have been made by the DWP and the Probation Service. We have been meeting locally with public authorities with responsibilities for making referrals with a view to maximising referral

opportunities and to discuss the benefits of making these referrals at the earliest opportunity. The more notification and information we receive about households that may be homeless or threatened with homelessness the better as we are able to plan for dealing with this in a planned way rather than in crisis.

4.8 Availability of accommodation

- 4.8.1 Although we have assisted households to obtain private rented accommodation by assisting with bonds and rent in advance payments from the homelessness prevention funding, we have not had to use private rented accommodation as a way of discharging our homelessness duties. The discharge of duty has mainly been by way of offering a social housing home either our own stock or a housing association property.
- 4.8.2 Generally we have been able to meet the needs of priority single households using our own stock. We continue to have a shortage of family homes particularly for those households with a 2 bedroom need. During this year, the new build scheme at The Larches, Ansley Common and the small scheme at Blythe Road, Coleshill developed by partner Registered Social Landlord's has assisted us in being able to meet some need. However; there remains a gap between supply and demand. There are currently 33 applicants in Band 1 and 154 in Band 2 registered on the Housing Register, waiting to be rehoused.
- 4.8.3 In order to meet the HRA requirements and the relief duties we have used the Council's shared hostel facilities and offer non secure tenancies in our own stock. These facilities have served us well however, the situation is subject to change and therefore, there is a need for continuous review of the provisions that are available. In addition, the additional resources required to manage households residing in temporary accommodation should be noted.
- 4.8.4 Nationally there has been a 5% increase in the number of households being placed into bed and breakfast/hotel accommodation. Whilst there has been an increase in the number of households placed into bed and breakfast/hotel accommodation in North Warwickshire, we have managed to keep this to a minimum and for short term use only where there are no other options available to the household. During 2018-19 there were 30 households placed in bed and breakfast/hotel accommodation. These are emergency cases and for a short duration of time.
- 4.8.5 The Homelessness Strategy identifies that there needs to be a review of the Council's Lettings Scheme and the supported accommodation that is available and to ensure that those ready for move on from supported accommodation can do so in a timely way. There were some minor changes made to the Lettings Scheme to recognise efforts of households seeking to prevent their homelessness by placing them into Band 2 and only being placed into Band 1 if their homelessness can not be prevented or relieved and the Council accepts a main duty. The Lettings Scheme is working generally well helping us to assist those in the greatest need however, a further review

of the Scheme is planned to ensure that we are making the best use of our stock.

- 4.8.6 There is a supported housing complex for young families at Meadow House, Meadow Street, Atherstone. This has provided much needed supported accommodation for young families. When the young family is ready for moving on into more permanent accommodation, the Council places them on to the Housing Register in a high priority banding in line with the Move-on protocol. The building is owned by Bromford Housing and there has been various support agencies providing the support commissioned by the County Council. The Council is currently reviewing these arrangements with the County Council to ensure that this much needed provision for young families is continued.
- 4.8.7 It should be noted that we have a Tenant's Incentive Scheme which assists us to free up larger family accommodation by offering incentives to households who are under occupying their homes. This can facilitate older people who may be living in family homes to move to bungalows and ground floor flats freeing up homes for families. 93 tenants have been able to downsize since the scheme was introduced in 2014.

5 Conclusions

- 5.1 The Homelessness Reduction Act brought in new legislation and additional duties for the Council to adhere to in April 2018. The Council is meeting these duties and the housing options team has embraced the changes. During a recent meeting with a representative from the DGLG positive feedback was received regarding the Council's performance during the first 12 months.
- 5.3 The results for the first 12 months are positive with the percentage of preventions achieved being above the regional and national average. The use of temporary accommodation including bed and breakfast/hotel accommodation is also below the average.
- 5.4 The Homelessness Strategy and Action Plan sets out the actions required to meet the Strategy objectives. A homelessness partnership steering group has been established to monitor and oversee the delivery of the action plan. The steering group is providing opportunities for improved partnership working.

6 Report Implications

6.1 Finance and Value for Money Implications

- 6.1.1 Government has been providing grant funding to support Local Authorities meet statutory requirements for homelessness for some years. The Council receives a homelessness prevention grant from the Government which assists us to deliver our homelessness services. The Council currently has £218,848 of homelessness grant funding from prior years retained in the homelessness reserve. The Council has received additional homelessness grant funding of £111,572 to date in 2019/20.

The funding is ring fenced for homelessness services and is being used to meet the costs of delivering homelessness services.

6.2 Safer Communities Implications

6.2.1 An important part of the role of the Housing Management Team is to help create nice neighbourhoods where people choose and like to live. Successful prevention strategies will assist with reducing homelessness and safer communities as a consequence.

6.3 Legal, Data Protection and Human Rights Implications

6.3.1 The Council is required to conform to the housing regulator's Regulatory Framework and Standards. Our statutory obligations are set out in the Housing and Homelessness Acts.

6.3.2 Any revisions to the Council's procedures and processes arising from the implementation of the Homelessness Reduction Act 2017 (HRAct) will need to be compliant with the General Data Protection Regulation.

6.4 Environment and Sustainability Implications

6.4.1 The Governments focus continues to be on preventing homelessness. Achieving this will have a positive effect on communities.

6.5 Equalities Implications

6.5.1 An enhanced homelessness service will assist with improved accessibility of the service to our customers. It will also assist with achieving more cohesive communities by focusing on enabling people to stay in their homes.

6.5.2 The Homelessness Strategy aims to ensure that homelessness and support services are accessible to all client groups and do not discriminate against any particular client group. The Council is required to ensure that policies and decisions relating to homelessness and threatened with homelessness do not amount to unlawful conduct under the Equality Act 2010 and must also comply with the public sector equality duty.

The Contact Officer for this report is Helen Parton (719494)

Background Papers

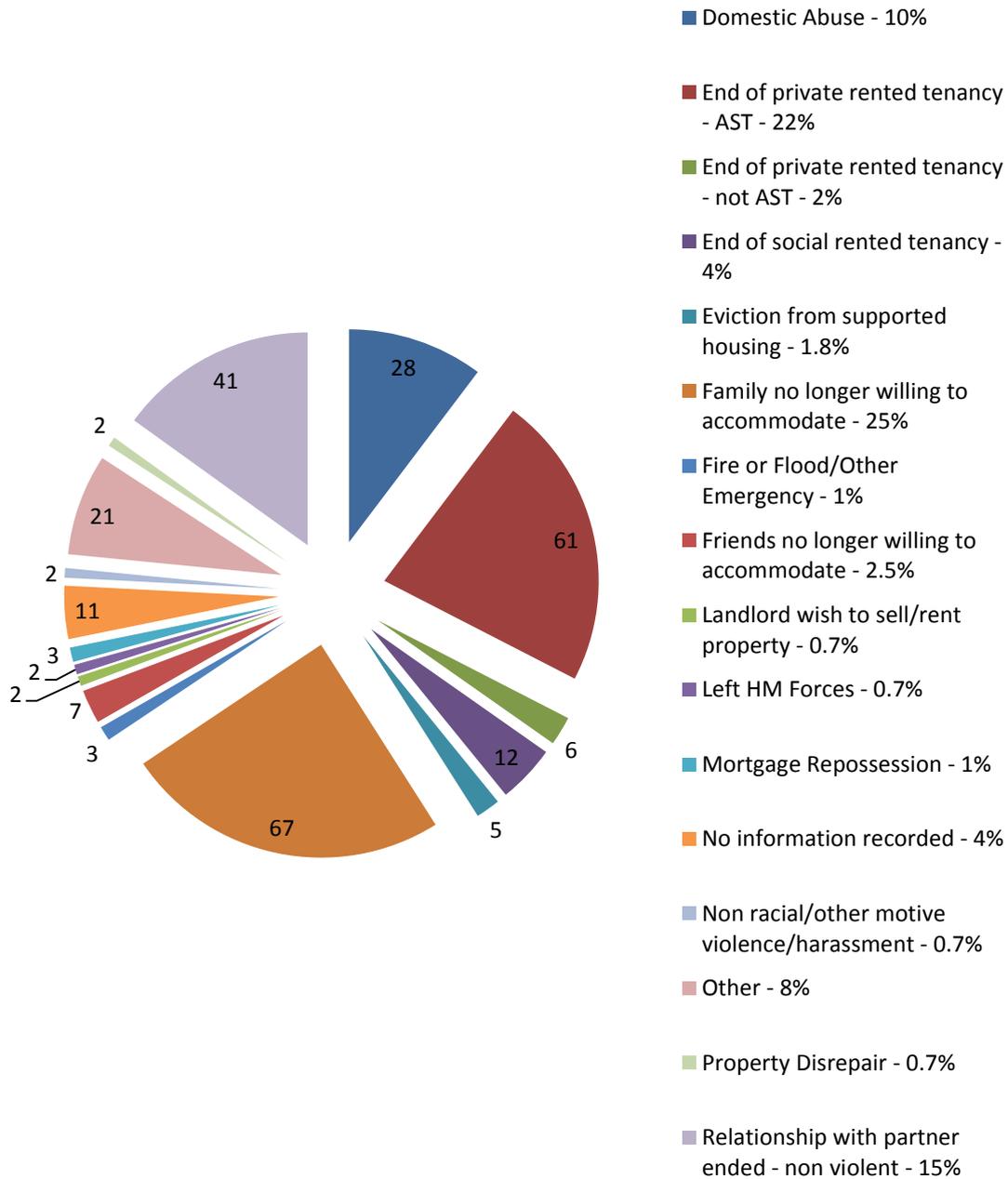
Local Government Act 1972 Section 100D, as substituted by the Local Government Act, 2000 Section 97

| Background Paper No | Author | Nature of Background Paper | Date |
|---|---|--|--------------|
| Homelessness Reduction Act 2017 | Crown copyright 2017 | Sets out the new homelessness legislation. | 2017 |
| Homelessness Code of Guidance for Local Authorities | Department for Communities and Local Government | Provides a summary of the homelessness legislation and the duties, powers and obligations on housing authorities and | October 2017 |

| | | | |
|--|---|---|----------|
| | | others towards people who are homeless or at risk of homelessness. | |
| Statutory Homelessness, October to December (Q4) 2018: England | Ministry of Housing, Communities & Local Government | To report on statistical data submitted by Local Authorities in England using HCLIC reporting systems | May 2019 |

APPENDIX 1

Homelessness Reasons Apr 18 - March 19



APPENDIX 2

North Warwickshire Homelessness Strategy Action Plan 2018-2023 – update August 2019

| Key Priority | Objectives | Strategic Actions | By when | Lead Officer | Update |
|---|--|--|---|--|--|
| 1. Ensure people are well informed about their housing options | To raise awareness and promote the homelessness and housing options service with the public and partner agencies | Attend team meetings and other networks and promote the work of the homelessness and housing options service | On going. Initial promotion by May 2018 | Housing Services Manager/Housing Options & Lettings Team Leader | On going. Have met with all partners individually and as a group. |
| | | Promote PHIL internally and externally | On going | Housing Services Manager/Assistant Director (Housing)/Housing Options & Lettings Team Leader | Yes on going promotional work is in progress with the PHIL team. |
| | To ensure there is easy access to high quality information about the services provided and where to get help | Develop the information provided on the website and self assessment tools | September 2018 | Housing Services Manager | Initially reviewed. A further review will take place by end of October 2019. |
| | | Develop leaflets that can be issued by hand | September 2018 | Housing Services Manager | Leaflets to be updated by end of October 2019. |

| | | | | | |
|---|--|---|--|---|--|
| | To improve customer service, involvement and satisfaction | Develop mechanisms for obtaining feedback from customers | September 2018 | Housing Services Manager | Some data collected. Mechanisms for feedback need to be further developed. |
| 2. Prevent people from becoming homeless | To further develop and improve the prevention tools to assist households in different situations and to meet local need | Develop prevention tools to ensure they are robust and accessible. This includes access to Discretionary Housing Payments, the availability of a prevention fund, rent deposits, mediation, home visits, joint working and access to specialist advice services | Initial review by April 2018. More comprehensive review on going | Assistant Director (Housing)/Housing Services Manager | Homelessness Prevention fund policy introduced May 2018. Monitoring in place. |
| | To actively support, promote and develop partnership networks to ensure a coordinated and multi agency approach to homelessness prevention | Linked to promotion of the service with all relevant partners, develop and promote a coordinated and multi agency approach to achieve buy in from all key agencies. This will include | Initial consultation by June 2018. Establishment of a strategic homelessness coordination group by September 2018. | Housing Services Manager | Complete. Partnership work is on going. Homelessness Strategy Partnership Group has been established and meets 3 times a year. |

| | | | | | |
|--|--|--|----------------|---|---|
| | | consideration of establishing a strategic homelessness coordination group that could oversee delivery of the action plan | | | |
| | To develop strong protocols for multi-agency working to support and appropriately refer individuals and families at risk linking into the work of PHIL | Review referral arrangements to other support agencies that may assist to prevent homelessness | September 2018 | Housing Services Manager | Partnership referral arrangements have been reviewed. Briefing sessions have taken place with staff. Mechanisms for on going monitoring and review of referral arrangements in place. |
| | To design and implement early and targeted interventions for groups identified as higher risk of homelessness | Identify and implement early interventions for high risk groups | September 2018 | Housing Services Manager/Housing Options & Lettings Team Leader | On going work with PHIL team. |

| | | | | | |
|--|--|---|--|---|--|
| | linking into the work of PHIL | | | | |
| 3. Assist people as soon as possible if they do become homeless so that homelessness can be relieved by securing sufficient accommodation and support | To review systems and processes to ensure the Homelessness Reduction Act requirements are fully implemented | Review processes to ensure we are meeting the HRAct requirements | Initially by April 2018 to meet requirement then on going review | Housing Services Manager | Systems in place to ensure we are meeting requirements. HCLIC monitoring in place. |
| | | Review what accommodation we have available to ensure we can achieve the relief duty for all eligible households | Initially by April 2018 then on going review | Assistant Director (Housing)/Housing Services Manager | On going review. New initiatives being explored. |
| | Strengthen partnerships with local housing related support providers and other organisations who provide accommodation and support to homeless persons | Review local provision, ensure robust referral and move on arrangements are in place. Consider how support services provided could be developed further | September 2018 and ongoing | Housing Services Manager/Housing Options & Lettings Team Leader | Work in progress. We have met with all key partners since the implementation of the new Act. |
| | Review temporary accommodation provision and ensure it is adequate to meet | Review temporary accommodation provision | On going review based on need. | Housing Services Manager/Housing Options & Lettings Team Leader | On going review to meet need. New initiatives are being explored. |

| | | | | | |
|--|--|---|---|---|--|
| | local need | | | | |
| | | Provide an additional hostel for use as temporary accommodation | April 2018 | Housing Services Manager/Housing Options & Lettings Team Leader | Achieved. |
| | Reinforce commitments to minimise the use of bed and breakfast provision particularly for families with children and maintain zero usage for 16-17 year olds | Review of temporary accommodation provision should avoid the need to use bed and breakfast provision. On going work with statutory and non statutory agencies regarding accommodating 16-17 year olds | Re-enforce commitment and work to joint working protocols for young people – on going | Housing Services Manager | Commitment has been achieved. Strong working arrangements in place for young people in North Warwickshire. |
| 4. Support people to recover from their experience and stay out of homelessness | To review the effectiveness of the tenancy sustainment service provided by the Council and ensure those most at risk of becoming homeless or losing their accommodation are assisted | Review effectiveness of the tenancy sustainment service | June 2018 and on going | Housing Services Manager | Arrangements in place to review service and ensure it is meeting need. |
| | To maximise referrals to housing | Encourage referrals to providers and | On going | Housing Services Manager/Housing | On going. Partners have |

| | | | | | |
|--|--|--|----------|--|---|
| | related support providers to assist people to sustain their accommodation and receive the support they require | monitor outcomes. Promote services with Housing Options team | | Options & Lettings Team Leader | attended team meetings to promote their services and provide clarify regarding referral processes. |
| | To develop financial inclusion services in conjunction with the North Warwickshire Financial Inclusion Partnership ensuring a coordinated approach to offering advice on housing benefit, debt and welfare benefit | Contribute to the work of the Financial Inclusion Partnership to help ensure there are initiatives that will help support homeless persons or those at threat of becoming homeless | On going | Housing Services Manager | On going work in progress. Working closely with the financial inclusion team to ensure homeless households are able to access services. |
| 5. Enable people to secure homes they can afford and maintain | To ensure adequate provision of housing to meet housing need in the Borough to include more supported housing | Work in partnership with our Registered Social Landlords and other housing providers to increase supply throughout the Borough Work with developers to determine need for | On going | Assistant Director (Housing)/Strategy & Development Officer/ Housing Services Manager | Close working between development and front line team to understand housing need. Close working arrangements in place with partner RSL's. |

| | | | | | |
|--|--|---|----------------|---|--|
| | | housing schemes coming forward to ensure that appropriate accommodation comes forward | | | |
| | To increase the supply of affordable housing through existing and new partnerships | | | | |
| | To review and monitor the Council's Lettings Scheme to ensure best use of stock and that social housing properties are let to those in most need | Undertake a review of the Lettings Scheme | September 2018 | Assistant Director (Housing)/Housing Services Manager | Review deferred to September 2019. |
| | To develop work with private landlords and initiatives that will improve access to the private rented market locally | Work alongside PHIL to develop models that will encourage private landlords to accommodate people in housing need | On going | Housing Services Manager/Housing Strategy & Development Officer | Work on going to develop linkages with private landlords operating locally. We attend the Nuneaton Landlord Forum. |

| | | | | | |
|--|---|---|--|---|--|
| | To ensure those ready to move on from supported accommodation can do so in a timely way | Work closely with the support providers in making sure that the Move On Protocol is being used effectively and is reviewed on a regular basis | Start quarterly monitoring from April 2018 with an annual review of the protocol in April 2019 | Housing Options and Lettings Team Leader/Housing Services Manager | Work is on going to review local arrangements. |
|--|---|---|--|---|--|

Agenda Item 9

Resources Board

3 September 2019

Report of the Corporate Director - Resources

General Fund Budgetary Control Report 2019/20 Period Ended 31 July 2019

1 Summary

- 1.1 The report covers revenue expenditure and income for the period from 1 April 2019 to 31 July 2019. The 2019/20 budget and the actual position for the period, compared with the estimate at that date, are given, together with an estimate of the out-turn position for services reporting to this Board.

Recommendation to Resources Board

That the report be noted and that the Board requests any further information it feels would assist it in monitoring the budgets under the Board's control.

2 Introduction

- 2.1 Resources Board is responsible for monitoring the Council's overall financial position on the General Fund, and this report gives details of the position at 31 July 2019.
- 2.2 The Board is also directly responsible for a number of internal and front line services. Accounting rules require front line services to show the total cost of providing the service, which includes support costs such as finance and IT services, as well as costs and income directly incurred.
- 2.3 Internal service costs are therefore recharged to all the services they support, both those that remain within Resources Board and those which are the responsibility of other Boards. This report provides some detail on both the front line services relating to this Board and the internal service costs that are recharged, at 31 July 2019.
- 2.4 Where possible, the year-to-date budget figures have been calculated with some allowance for seasonal variations, in order to give a better comparison with actual figures.

3 Services Remaining Within Resources Board

3.1 The total expenditure for those services that remain within Resources as at 31 July 2019 is £681,665, compared with a profiled budgetary position of £608,153; giving an overspend of £73,512 for the period. Appendix A to this report provides details of the profiled and actual position for each service reporting to this Board, together with the variance for the period.

3.2 Democratic Process

3.2.1 The current underspend is mainly due to lower spend on mayoral activity.

3.3 Council Tax Collection

3.3.1 The current overspend is mainly due to lower than profiled income from the recovery of legal costs. Following the conversion of the system to CIVICA there has been a slight re-profile of recovery action taken to date. It is expected that recovery action will pick up from August to increase summons and therefore income from the recovery of legal costs.

3.4 Rent Allowances, and Rent Rebates and Administration

3.4.1 The current overspend on Rent Allowances and Rent Rebates of £43,670 relates to lower than expected income from the recovery of housing benefit overpayments. This has been partially off set by an under spend in Housing Rent Allowances and Rebates due to a reduction in the net cost of benefits paid out. The conversion of the system to CIVICA has resulted in a change in the way that overpayment recoveries are identified. The process has recently been reviewed and changes are being made to improve the recovery of overpayments.

3.5 Community Support

3.5.1 The current spend above profile is due to lower Borough Care income due to a number of life line customers going into care, moving in with relatives or passing away.

4 Services Recharged to Other Directorates and Services

4.1 Net expenditure for those services that are recharged to other Directorates and Services, as at 31 July 2019, is £77,179 compared with a profiled budgetary position of £212,735, giving an under spend of £135,556 for the period. However the Council's budget requirement for 2019/20 assumed that there would be a salary vacancy saving in the year of £210,000 and this was included as a central amount. When the appropriate proportion of this is taken into account, there is an under spend of £65,556.

4.2 Appendix B shows each service profiled and actual positions for the period, together with the variance. The central vacancy factor has been added into the budget columns shown in Appendix B to enable easier comparison with the actual position.

4.3 The underspend on Council Offices is due to a reduction in the Non Domestic Rates payable on the rateable value of the Council House, savings from vacancies in the cleaning team and additional income.

4.4 Directorate Budgets

4.4.1 Current vacancy levels within the Directorates are greater than the profile budget after allowing for the use of agency staff to cover some key duties, any recruitment costs resulting from these vacancies and excluding vacancies that relate to the Housing Revenue Account.

4.4.2 The areas with vacancies are Corporate Director – Environment, Democratic Services, Community Support, Planning, Financial Services. There is also a small reduction in costs following a flexible retirement within Central Services. This level of vacancies will not continue, following the successful recruitment of staff in Financial Services, Planning and Community Support. The table below relates to the General Fund only.

| | £ |
|-------------------------------|------------------|
| Current agency staff variance | 127,890 |
| Current salaries underspend | (228,938) |
| Sub Total | (101,048) |
| Less Central vacancy factor | 70,000 |
| TOTAL | (31,048) |

4.4.3 In addition to the salary savings identified above there are underspends on officer travel expenses, corporate subscriptions and equipment budgets.

5 Performance Indicators

5.1 In addition to the financial information provided to this Board, when the budgets were set in February, performance indicators were included as a means of putting the financial position into context. These are shown at Appendix C.

5.2 The majority of the Performance Indicators are comparable with the profiled position.

5.3 The main reason for the variance in the performance figures for council tax collection is due to lower recovery of legal costs.

5.4 The main reason for the variance in the performance figures for rent allowances is due to lower recovery of housing rent allowance overpayments. In addition there has been a lower number of claimants', therefore resulting in a higher net administration cost per claimant.

5.5 The main reason for the variance in the performance figures for rent rebates is due to lower recovery of housing rent rebate overpayments. In addition there has been a lower number of claimants', therefore resulting in a higher net administration cost per claimant.

5.6 The reason for the variance in the performance figures for Community Support is due to lower Borough Care customers and therefore lower income as detailed in 3.5.1.

6 Overall General Fund Position

. . . 6.1 Appendix D provides an analysis of Board expenditure and the overall position for the General Fund for this report.

6.2 The actual level of Board expenditure for the period to 31 July 2019 is £3,668,260 compared with a profiled budgetary position of £3,635,341 an over spend of £32,919.

6.3 Within the Planning and Development Board, Planning income is currently behind the forecasted budget due to the lower number of applications received to date. There are a number of larger applications expected.

6.4 Within the Community and Environment Board, there is reduced income across the Leisure Centres, which has been partly offset by underspends on employee costs. There is also an over spend within the Green Space Budget due to unavoidable, high priority tree works. Some of these costs will be recharged to the Housing Revenue Account. A review of tree works and the associated costs is currently being undertaken, in respect of which further information will be reported to Members in due course. This however has been offset by underspends on employee costs, and transport maintenance and running costs within Streetscape services.

6.5 Resources Board variances are as detailed earlier in this report.

6.6 As well as expenditure directly attributable to services, and included in the Board totals, there are a number of other amounts that need to be taken into account that provide the total net expenditure for the General Fund. This includes investment income, external interest payments and adjustments to reverse capital charges included within Board expenditure, from out of Council expenditure.

6.7 Taking these amounts into account, net expenditure for the Council to the end of July totals £3,143,193 compared with a profiled position of £3,125,440. This decreases the general overspend for the period to £17,754.

7 Risks to Services

7.1 In setting the budget in January 2019, a number of key risks to the overall budgetary position of the Council were highlighted and these are shown below:-

- A pay award of 2% and the revised pay structure has been assumed in preparing the budgets. The pay settlement which has been agreed is in line with the estimates.

- A vacancy factor of £210,000 has been included within the overall estimates. Should vacancies be less than expected, additional costs will be borne by the Authority.
- There are potential additional costs for the Council in carrying out its planning function. If the Council loses a planning appeal, an award of costs can be made against the Council (the appellants costs for the appeal). If the Council consistently loses appeals it will become a designated authority, which means that prospective applicants can submit their applications directly to the planning directorate. This would mean the Council would lose the accompanying planning fee. In addition, any downturn in planning applications would impact on the fee income received.
- Council expenditure on housing benefit is significant, although the majority is recouped through grant. The transfer of housing benefit into the universal credit administered nationally will impact on Council resources.
- A downturn in the current economic situation could have an impact on the industrial rent income that the Council can obtain. In addition, the NDR on vacant commercial properties will impact directly on the Council's costs.
- Legislation, as well as the economic situation, could also impact on other Council services such as Homelessness, with increased demand leading to additional expenditure.
- The Council is promoting recycling activities across the Borough. Reductions in income for recycling materials could add to the existing costs of the service.
- Limited budgetary provision is available for one off spending on areas such as public enquiries on planning, un-adopted roads and contaminated land issues.
- Deterioration of the Council's assets could require costly remedial action, and could also impact on the ability of some services to generate income. Income generation could also be affected more widely by the current economic position.

8 Estimated Out-turn for the General Fund

8.1 The anticipated out-turn for the General Fund is detailed in the table below: -

| Board | | £ |
|--------------|--|------------------|
| | Approved Budget 2019/20 | 8,245,700 |
| Executive | Additional Inspector's Fees associated with the North Warwickshire Local Development Framework | 65,000 |
| Overall | Additional Investment Income | (20,000) |
| | Expected Out-turn 2019/20 | 8,290,700 |

9 Report Implications

9.1 Finance and Value for Money Implications

9.1.1 The Council's original budgeted contribution from General Fund balances for the 2019/20 financial year was £565,540. This was then increased to £580,680 to reflect supplementary estimates since approved by the Executive Board. This is further expected to increase by £45,000 as shown above in section 8.1.

9.1.2 Income and expenditure will continue to be closely managed and any further issues that arise will be reported to this Board at future meetings.

9.2 Environment and Sustainability Implications

9.2.1 The Council has to ensure that it adopts and implements robust and comprehensive budgetary monitoring and control, to ensure not only the availability of services within the current financial year, but in future years.

The Contact Officer for this report is Nadeem Afzal (719444).

Background Papers

Local Government Act 1972 Section 100D, as substituted by the Local Government Act, 2000 Section 97

| Background Paper No | Author | Nature of Background Paper | Date |
|---------------------|--------|----------------------------|------|
| | | | |

**SERVICE REMAINING WITHIN RESOURCES BOARD
Budgetary Control Report 2019/20 as at 31 July 2019**

| Description | Approved Budget 2019/20 | Profiled Budget to July 2019 | Actual to end July 2019 | Variance to Date | Comments |
|---|-------------------------|------------------------------|-------------------------|------------------|----------|
| Cost of Democratic Process | 519,550 | 177,270 | 173,833 | (3,437) | See 3.2 |
| Election Expenses | 110,010 | 11,863 | 11,855 | (9) | |
| Registration of Electors | 70,310 | 18,561 | 18,065 | (496) | |
| Business Rates | 89,980 | 66,420 | 67,665 | 1,245 | |
| Council Tax Collection | 306,260 | 100,920 | 117,340 | 16,420 | See 3.3 |
| Miscellaneous Finance | 520 | (65,664) | (66,951) | (1,287) | |
| Compensation and Pension Increases | 287,140 | 65,981 | 65,919 | (62) | |
| Assisted Car Purchases | (160) | 53 | 53 | - | |
| Electricity at Work | 24,060 | 14,241 | 14,239 | (2) | |
| Finance Unused Land and Assets | 1,140 | 367 | 308 | (58) | |
| Corporate and Democratic Core | 623,610 | 219,355 | 218,606 | (750) | |
| Unallocated Central Support Services | 52,750 | 12,122 | 11,810 | (312) | |
| Coleshill Shops and Flats | (66,840) | (19,477) | (19,477) | - | |
| The Pavilions, Holly Lane | (77,440) | (33,557) | (33,557) | - | |
| Carlyon Road Industrial Estate | (123,890) | (51,845) | (51,843) | 2 | |
| Innage Park Industrial Estate | (42,820) | 4,535 | 7,090 | 2,555 | |
| Polesworth Workspace Units | (5,770) | (2,148) | (2,194) | (46) | |
| Maya Bar and Restaurant | (9,390) | (3,360) | (3,361) | (1) | |
| Homeless Persons | 108,790 | (63,530) | (63,644) | (113) | |
| Public Conveniences | 58,130 | 12,793 | 12,131 | (662) | |
| Customer Contact | 97,240 | 20,202 | 20,257 | 55 | |
| Rent Allowances and Administration | 222,080 | 42,930 | 45,607 | 2,678 | See 3.4 |
| Housing Rent Rebates and Administration | 57,100 | (23,182) | 17,810 | 40,992 | See 3.4 |
| Council Tax Support | 255,940 | 73,895 | 72,665 | (1,230) | |
| Car Parks | 93,450 | 51,599 | 51,964 | 365 | |
| Private Sector Housing Assistance | 97,400 | 47,455 | 47,401 | (54) | |
| CCTV | 144,020 | 42,651 | 45,069 | 2,419 | |
| Community Support | 310,400 | (112,300) | (96,998) | 15,301 | See 3.5 |
| TOTALS | 3,203,570 | 608,153 | 681,665 | 73,512 | |

RECHARGED SERVICES
Budgetary Control Report 2019/20 as at 31 July 2019

| Description | Approved Budget 2019/20 | Profiled Budget to July 2019 | Actual to end July 2019 | Variance to Date | Comments |
|---|-------------------------|------------------------------|-------------------------|------------------|----------|
| Building Maintenance Fund | - | 15,626 | 15,626 | - | |
| Council Offices | 60 | 28,346 | 8,759 | (19,587) | See 4.3 |
| Central Telephones | - | (86) | (500) | (414) | |
| Recruitment | - | 1,788 | 1,386 | (402) | |
| Printing and Stationery | 210 | (1,104) | (2,916) | (1,811) | |
| Training | - | 1,033 | (450) | (1,483) | |
| Depot and Stores | - | 16,256 | 15,715 | (541) | |
| Postal Services | - | (1,792) | - | 1,792 | |
| Chief Executive Directorate | 2,090 | 267 | (516) | (783) | See 4.4 |
| Corporate Director - Environment | 31,620 | 20,426 | 6,022 | (14,403) | See 4.4 |
| Corporate Director - Community Services | 5,160 | (27,180) | (31,119) | (3,939) | See 4.4 |
| Corporate Director - Resources | 6,960 | 19,655 | (17,227) | (36,882) | See 4.4 |
| Director of Housing | 19,650 | 10,901 | (26,194) | (37,095) | See 4.4 |
| Director of Leisure & Community Development | 7,490 | 2,888 | (10,513) | (13,401) | See 4.4 |
| Director of Streetscape | 2,170 | (5,371) | (5,484) | (112) | See 4.4 |
| Director of Corporate Services | 4,930 | 120,616 | 114,123 | (6,494) | See 4.4 |
| Transport Management Account | 1,810 | 10,467 | 10,467 | - | |
| | | | | | |
| TOTALS | 82,150 | 212,735 | 77,179 | (135,556) | |
| | | | | | |
| Central Vacancy Factor | (210,000) | (70,000) | - | 70,000 | |
| | | | | | |
| TOTALS | (127,850) | 142,735 | 77,179 | (65,556) | |

Performance Indicators (PIs) for budgets reporting to the Resources Board

| | Budgeted performance | Profiled Budgeted performance | Actual performance to Date |
|--|-------------------------|-------------------------------------|----------------------------------|
| Registration of Electors | | | |
| Cost per registered elector | £1.42 | £0.37 | £0.36 |
| Business Rates | | | |
| Business Rate Collection Rate | 99.00% | 33.00% | 38.29% |
| Cost per NDR Property | £38.40 | £28.35 | £28.48 |
| Council Tax Collection | | | |
| Council Tax Collection Rate | 98.00% | 39.20% | 39.47% |
| Cost per Household | £10.82 | £3.57 | £4.11 |
| Coleshill Shops and Flats | | | |
| Occupancy Rate | 100.00% | 100.00% | 100.00% |
| Annual Income per Shop | (£10,164) | (£2,926) | (£2,926) |
| The Pavilions | | | |
| Occupancy Rate | 100.00% | 100.00% | 100.00% |
| Annual Income per Unit | (£10,674) | (£4,446) | (£4,446) |
| Carlyon Road Industrial Estate | | | |
| Occupancy Rate | 100.00% | 100.00% | 100.00% |
| Annual Income per Unit/Plot | (£8,291) | (£3,380) | (£3,380) |
| Innage Park Industrial Estate | | | |
| Occupancy Rate | 98.00% | 98.00% | 98.00% |
| Annual Income per Unit | (£5,606) | (£2,026) | (£2,061) |
| Polesworth Workspaces | | | |
| Occupancy Rate | 100.00% | 100.00% | 100.00% |
| Annual Income per Unit | (£1,489) | (£504) | (£502) |
| Rent Allowances | | | |
| Number of Claimants | 1,500 | 1,500 | 1,372 |
| Rent Allowances per Claimant | £4,990 | £1,663 | £1,375 |
| Cost of Administration per Claimant | £148.05 | £28.62 | £33.24 |
| Rent Rebates | | | |
| Number of Claimants | 1,500 | 1,500 | 1,398 |
| Rent Rebates per Claimant | £3,777 | £1,259 | £1,322 |
| Cost of Administration per Claimant | £38.07 | -£15.45 | £12.74 |
| Council Tax Support | | | |
| Number of Claimants | 4,000 | 4,000 | 4,037 |
| Net Cost of Administration per Claimant | £63.99 | £18.47 | £18.00 |
| Community Support | | | |
| Number of paying lifeline customers | 1,715 | 1,715 | 1,642 |
| Net expenditure per paying lifeline customer | £180.99 | -£65.48 | -£59.07 |

CONSOLIDATED GENERAL FUND POSITION
Budgetary Control Report 2019/20 as at 31 July 2019

| Board | Approved Budget 2019/20 | Expected position at July 2019 | Actual position at July 2019 | Variance |
|--|------------------------------------|---|---|-----------------|
| Executive | 776,330 | 253,638 | 251,148 | (2,490) |
| Planning and Development | 258,860 | 81,030 | 92,011 | 10,981 |
| Licensing Committee | 1,180 | 7,604 | 7,209 | (396) |
| Community and Environment | 5,658,790 | 2,032,538 | 2,049,406 | 16,868 |
| Resources (including staff vacancies) | 3,075,720 | 750,888 | 758,844 | 7,956 |
| Payments to Parish Councils | - | 509,643 | 509,643 | - |
| Other Contingencies | 4,520 | - | - | - |
| Net Board Expenditure | 9,775,400 | 3,635,341 | 3,668,260 | 32,919 |
| Investment Income | (280,000) | (93,333) | (108,499) | (15,166) |
| Revenue Contribution to Capital Spending | 119,000 | 39,667 | 39,667 | - |
| Use of Balances | (580,680) | (193,560) | (193,560) | - |
| Financing Adjustment | (788,020) | (262,673) | (262,673) | - |
| Net Expenditure | 8,245,700 | 3,125,440 | 3,143,193 | 17,754 |

Agenda Item No 10

Resources Board

3 September 2019

Report of the
Corporate Director - Resources

Housing Revenue Account
Budgetary Control Report 2019/2020
Period Ended 31 July 2019

1 Summary

- 1.1 The report covers total Housing Revenue Account revenue expenditure and income for the period from 1 April to 31 July 2019.

Recommendation to the Board

To reduce the budget for Rent Income from Dwellings by £217,570, giving an overall use of balances of £13,880 for 2019/20.

2 Introduction

- 2.1 Under the Service Reporting Code of Practice (SeRCOP), services should be charged with the total cost of providing the service, which not only includes costs and income directly incurred, but also support costs relating to such areas as finance, office accommodation, telephone costs and IT services and Member costs.

3 Overall Position

- 3.1 The Housing Revenue Account (HRA) includes all costs and income relating to the letting and management of the Council's housing stock. This has to be kept separate from General Fund expenditure. The actual position for the HRA for the period ended 31 July 2019 is a surplus of £442,771, compared with a forecast surplus position for the period of £522,234. Where possible, the forecast position has been profiled to reflect seasonal variations in expenditure and income, in order to give a better comparison with actual figures. The actual position is an unfavourable variance of £79,463 against the forecast position. Appendix A to this report provides details of the profiled and actual position for expenditure and income incurred by the HRA.

4 Rental Income

- 4.1 Rental income is collected on a weekly basis, with rent debits raised on Mondays. This means that in most years, this equates to 364 days rent. Every 6 to 7 years, the financial year includes 53 Mondays, rather than the normal 52, allowing the shortfall in rent to be collected. This is the case for 2019/20,

and under normal circumstances, the HRA would benefit from an extra weeks rent.

- 4.2 All social rents were required to decrease by 1% in 2019/20, in line with government policy. The 53rd rent week created some difficulties when comparing the 2019/20 rent year with the previous 52 week year. However at the time the budget was set, it was believed that the 1% reduction could be demonstrated, to show compliance with the Welfare and Reform Work Act. Accordingly, the rent budget was set using the 53rd week.
- 4.3 Due to limitations in Universal credit and housing subsidy rules this has not been possible. Reverting to a 52 week year has meant a reduction in rent income of £217,570 for the year, with a part year effect to the end of July amounting to £81,590. In addition, the void level is slightly higher than estimated.
- 4.4 The loss of rent has been offset set slightly, as the Council has only sold 4 council houses against an expected level of 10 council houses.

5 Commentary on Other Budget Areas

- 5.1 If the rent reduction is excluded, other budget areas are below the profiled position by £9,638. Some further detail is provided below.
- 5.2 The contribution to the Repairs Fund is transferred from the Revenue Account on a monthly basis as profiled. The actual spend on repairs is shown within the Repairs Fund. Similarly budget provision within the Revenue Account for capital expenditure is transferred to capital reserves, which are then utilised to fund HRA capital expenditure included in the capital programme.
- 5.3 The small overspend on Supervision and Management General, due to additional council tax on void properties and an over spend on software maintenance, is more than offset by current underspends on utility costs, window cleaning and supplies budgets within Supervision and Management Special.
- 5.4 Garage rental income is currently lower than expected, due to a decrease of 33 properties being let.

6 Housing Repairs Fund

- 6.1 The Housing Repairs Fund covers expenditure on all repairs and maintenance, both day to day and programmed, whether carried out by Housing Direct Works or external contractors. This includes any surplus or deficit on the operation of Housing Direct Works.
- 6.2 The balance on the Fund at the start of the year amounted to £839,672. The balance can be used to cover timing issues between years. In 2019/20 the contribution to the fund is £3,207,940. Any over-spend in the repairs fund would impact on the use of Housing Revenue Account balances if it exceeded

the balance on the fund and the contribution in the year. The current overspend mainly relates to vacancies in Housing Direct Works which has increased the need to use subcontractors to complete outstanding works.

... 6.3 The position on the fund at the end of July is shown in Appendix B.

7 **Housing Direct Works**

7.1 There is an under spend on employee costs reflecting the current level of vacancies against the agreed budget. This has impacted on the ability to undertake work on capital schemes and for the General Fund, so little income has been generated. There is also a decrease in supplies and services due to a lower use and cost of materials.

... 7.2 Appendix C to this report provides the profiled and actual expenditure of Housing Direct Works in more detail.

8 **Risks to the Budget**

8.1 The key risks to the budgetary position of the Housing Revenue Account in 2019/20 include:

- The potential ongoing impact of sustaining rent income levels with the changes from Universal Credit;
- The requirement on the Council to meet statutory housing needs and support tenants to sustain their tenancies as well as manage them in moving on as secure tenancies are replaced with flexible ones;
- A change in interest rates, if funds need to be borrowed;
- A reduction in the rent levels assumed in the Business Plan, as this could impact significantly on the expected surpluses. More attractive Right to Buy conditions could encourage higher sales;
- The requirements of an ageing stock and the need to meet the Decent Homes Standard are likely to continue to increase the demand for capital works. Work to keep the Council's assets in good condition will be prioritised and accommodated within existing budgets;
- Any reduction in the performance of Housing Direct Works will put pressure on the Council to use external contractors and therefore will impact on the level of expenditure;
- Asbestos removal is an ongoing cost pressure over the next few years until the full picture of the level of asbestos contained in council houses and the cost of removal is assessed.

9 Estimated Out-turn

- 9.1 The anticipated out-turn for the Housing Revenue Account for 2019/20 is detailed in the table below;

| | £ |
|---|------------------|
| Approved budget (Surplus) 2019-20 | (203,690) |
| Loss of the 53 rd week rental income | 217,570 |
| | |
| Expected Outturn (Deficit) 2019-20 | 13,880 |

- 9.2 The estimated out-turn for the Repairs Fund remains the same as that included in the original budget. Measures are in place to prevent the current overspend continuing into the second half of the year. If it does continue, the fund has sufficient capacity to cover the additional costs.

10 Report Implications

10.1 Finance and Value for Money Implications

- 10.1.1 The Council is currently forecasting a contribution to the Housing Revenue Fund balance for the 2019/20 financial year of £203,690. The loss of the rental income detailed in table 9.1 will change the expected outturn to a contribution from the Housing Revenue Fund of £13,880. As this will not change, Members are asked to agree a revision to the rent budget, to reflect the 52 week year.

- 10.1.2 Income and expenditure will continue to be closely managed and any issues that arise will be reported to this committee for comment.

10.2 Environment and Sustainability Implications

- 10.2.1 The Council has to ensure that it adopts and implements robust and comprehensive budgetary monitoring and control, to ensure not only the availability of services within the current financial year, but in future years.

The Contact Officer for this report is Nigel Lane (719371).

HOUSING REVENUE ACCOUNT

| | Original Budget 2019/2020 | Expected Spend to July 2019/2020 | Actual Spend to July 2019/2020 | Variance | Comments |
|---|--|---|---|-----------------|-----------------|
| EXPENDITURE | | | | | |
| Repairs and Maintenance | 3,207,940 | 1,088,686 | 1,088,686 | - | Comment 5.2 |
| Supervision and Management - General | 1,518,530 | 530,965 | 534,489 | 3,524 | Comment 5.3 |
| Supervision and Management - Special Services | 460,160 | 148,381 | 131,334 | (17,047) | Comment 5.3 |
| Provision for Bad Debts | 288,280 | 96,093 | 96,093 | - | |
| Interest on Loans | 1,538,850 | 512,950 | 512,950 | - | |
| Revenue Set Aside (debt Repayment) | 1,750,000 | 583,333 | 583,333 | - | |
| Capital Expenditure - New Build | 308,310 | 102,770 | 102,770 | - | Comment 5.2 |
| Capital Expenditure | 2,830,570 | 943,523 | 943,523 | - | Comment 5.2 |
| Total Expenditure | 11,902,640 | 4,006,702 | 3,993,179 | (13,523) | |
| INCOME | | | | | |
| Gross Rent Income from Dwellings | (11,531,260) | (4,324,223) | (4,235,122) | 89,101 | Section 4 |
| Gross Rent Income from Non-Dwellings | (387,490) | (151,257) | (147,287) | 3,970 | Comment 5.4 |
| Charges for Services and Facilities | (107,660) | (26,816) | (26,901) | (85) | |
| Total Income | (12,026,410) | (4,502,296) | (4,409,310) | 92,986 | |
| NET COST OF SERVICES | (123,770) | (495,594) | (416,131) | 79,463 | |
| Investment Income- Other | (79,920) | (26,640) | (26,640) | - | |
| TOTAL (SURPLUS)/DEFICIT FOR THE YEAR | (203,690) | (522,234) | (442,771) | 79,463 | |

Appendix B

HOUSING REPAIRS FUND (to end of July 2019)

| | £ |
|--|----------------|
| Balance available at 1 April 2019 | 839,672 |
| Contribution 2019/20 (to July 2019) | 1,088,686 |
| Expected Use of Fund (to July 2019) | (1,128,340) |
| Surplus on the Fund at 31 July 2019 | 800,018 |

HOUSING DIRECT WORKS**Budgetary Control Report as at 31 July 2019**

| | Original Budget 2019/2020 | Expected Spend 2019/2020 | Actual Spend 2019/2020 | Variance |
|---|--|---|---------------------------------------|-----------------|
| EXPENDITURE | | | | |
| Employee Costs | 764,370 | 252,940 | 204,780 | (48,160) |
| Supplies and Services | 436,700 | 144,203 | 102,357 | (41,846) |
| Transport | 80,000 | 23,597 | 21,432 | (2,165) |
| Income | (40,800) | (13,600) | (942) | 12,658 |
| Gross controllable Expenditure | 1,240,270 | 407,140 | 327,627 | (79,513) |
| Central Support | 249,800 | 83,266 | 83,266 | - |
| Housing Direct Works Expenditure | 1,490,070 | 490,406 | 410,893 | (79,513) |

Agenda Item No 11

Resources Board

3 September 2019

**Report of the
Chief Executive**

Exclusion of the Public and Press

Recommendation to the Board

That under Section 100A(4) of the Local Government Act 1972, the public and press be excluded from the meeting for the following items of business, on the grounds that they involve the likely disclosure of exempt information as defined by Schedule 12A to the Act.

Agenda Item No 12

Irrecoverable Local Taxation Debts – Report of the Corporate Director - Community

Paragraph 1 – by reason of the report containing information relating to an individual.

Agenda Item No 13

Condition of Council Property - Report of the Director of Housing

Paragraph 3 – by reason of the report containing financial information.

Agenda Item 14

Scheme for Young Parents - Report of the Director of Housing

Paragraph 3 – by reason of the report containing financial information.

Agenda Item 15

Options for Garage Site – Report of the Director of Housing

Paragraph 3 – by reason of the report containing financial information.

Agenda Item No 16

Request to Purchase Land - Report of the Director of Housing

Paragraph 1 – by reason of the report containing information relating to an individual.

The Contact Officer for this report is Emma Humphreys (719221).