



Agenda

Environment, Enforcement & Housing Committee

Monday, 7 March 2022 at 7.00 pm

Council Chamber, Town Hall, Ingrave Road, Brentwood, Essex CM15
8AY

Membership (Quorum – 3)

Cllrs Mrs Pearson (Chair), Mrs Hones (Vice-Chair), Barber, Dr Barrett, Bridge, Fryd, Haigh, Heard and Kendall

Substitute Members

Cllrs Barrett, Cuthbert, Naylor, Mrs Pound, Tierney and Wiles

Agenda

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Live broadcast

[Live broadcast to start at 7pm and available for repeat viewing.](#)

- | | | | |
|----|---|-----------|---------|
| 1. | Apologies for Absence | | |
| 2. | Minutes of the previous meeting | | 5 - 10 |
| 3. | Year in Review
A presentation will be shown on the night. | All Wards | |
| 4. | Chairs Update | All Wards | 11 - 24 |
| 5. | Environment Strategy | All Wards | 25 - 46 |
| 6. | Tree Management Strategy | All Wards | |

To follow

- | | | | |
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| 7. | NES Report | All Wards | 47 - 58 |
| 8. | Proposal to enhance Housing Key Performance Indicator Reporting | All Wards | 59 - 62 |
| 9. | Strategic Housing Delivery Programme | All Wards | 63 - 68 |
| 10. | Resident Engagement Strategy 2022-2027 | | 69 - 72 |
| 11. | Update on Homelessness & Rough Sleeping Strategy & Delivery Plan 2020-2025 | All Wards | 73 - 102 |
| 12. | Outcomes of the Tenants Leaseholder Survey | All Wards | 103 - 200 |
| 13. | Leasehold Payment Options Policy | All Wards | 201 - 208 |
| 14. | Mobility Scooter Policy | All Wards | 209 - 216 |
| 15. | Urgent Business | | |



Jonathan Stephenson
Chief Executive

Town Hall
Brentwood, Essex
25.02.2022

Information for Members

Substitutes

The names of substitutes shall be announced at the start of the meeting by the Chair and the substitution shall cease at the end of the meeting.

Where substitution is permitted, substitutes for quasi judicial/regulatory committees must be drawn from Members who have received training in quasi- judicial/regulatory decision making. If a casual vacancy occurs on a quasi judicial/regulatory committee it will not be filled until the nominated member has been trained.

Rights to Attend and Speak

Any Members may attend any Committee to which these procedure rules apply.

A Member who is not a member of the Committee may speak at the meeting. The Member may speak at the Chair's discretion, it being the expectation that a Member will be allowed to speak on a ward matter.

Members requiring further information, or with specific questions, are asked to raise these with the appropriate officer at least two working days before the meeting.

Point of Order/ Personal explanation/ Point of Information

Point of Order

A member may raise a point of order at any time. The Mayor will hear them immediately. A point of order may only relate to an alleged breach of these Procedure Rules or the law. The Member must indicate the rule or law and the way in which they consider it has been broken. The ruling of the Mayor on the point of order will be final.

Personal Explanation

A member may make a personal explanation at any time. A personal explanation must relate to some material part of an earlier speech by the member which may appear to have been misunderstood in the present debate, or outside of the meeting. The ruling of the Mayor on the admissibility of a personal explanation will be final.

Point of Information or clarification

A point of information or clarification must relate to the matter being debated. If a Member wishes to raise a point of information, he/she must first seek the permission of the Mayor. The Member must specify the nature of the information he/she wishes to provide and its importance to the current debate. If the Mayor gives his/her permission, the Member will give the additional information succinctly. Points of Information or clarification should be used in exceptional circumstances and should not be used to interrupt other speakers or to make a further speech when he/she has already spoken during the debate. The ruling of the Mayor on the admissibility of a point of information or clarification will be final.

Information for Members of the Public

Access to Information and Meetings

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If you wish to record the proceedings of a meeting and have any special requirements or are intending to bring in large equipment then please contact the Communications Team before the meeting.

The use of flash photography or additional lighting may be allowed provided it has been discussed prior to the meeting and agreement reached to ensure that it will not disrupt proceedings.

The Chair of the meeting may terminate or suspend filming, photography, recording and use of social media if any of

these activities, in their opinion, are disrupting proceedings at the meeting.

 **Private Session**

Occasionally meetings will need to discuss some of its business in private. This can only happen on a limited range of issues, which are set by law. When a Committee does so, you will be asked to leave the meeting.

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 **Evacuation Procedures**

Evacuate the building using the nearest available exit and congregate at the assembly point in the Car Park.



Minutes

Environment, Enforcement & Housing Committee Monday, 13th December, 2021

Attendance

Cllr Mrs Pearson (Chair)	Cllr Fryd
Cllr Mrs Hones (Vice-Chair)	Cllr Haigh
Cllr Barber	Cllr Heard
Cllr Dr Barrett	Cllr Kendall
Cllr Bridge	

Also Present

Cllr Hossack
Cllr Mrs Pound
Cllr White

Officers Present

Angela Abbott	- Corporate Manager - Housing Needs and Independent Living
Phoebe Barnes	- Corporate Manager - Finance
Greg Campbell	- Corporate Director (Environment & Communities)
Zoey Foakes	- Governance & Member Support Officer
Darren Laver	- Corporate Manager - Street Scene
Tracey Lilley	- Corporate Director (Housing & Community Safety)
Nicola Marsh	- Corporate Manager - Housing Estates
Paulette McAllister	- Principal, Design & Conservation Officer
Ian Winslet	- Viability Advisor (Ark Consultancy)

LIVE BROADCAST

[Live broadcast to start at 7pm and available for repeat viewing.](#)

234. Apologies for Absence

There were no apologies for absence received.

235. Minutes of the previous meeting

Members **RESOLVED** that the minutes of the Environment, Enforcement and Housing Committee held on 20th September 2021 were a true record.

236. Chairs update

Members noted the update in the report.

The Chair referred to Ms Lilley to clarify the discussion from the last Ordinary Council meeting where it was questioned about the powers of the enforcement Team with regards to Stop and Search which was published in the Chairs update. Ms Lilley clarified that Brentwood Borough Council enforcement officers do not have powers but they work alongside the police who do for joint operations such as checking Waste Carrier Licenses.

The new Climate and Sustainability officer, Otilie West was unable to attend the meeting but provided the Committee with a presentation given by Mr Campbell on what projects she is working on. Otilie will attend and meeting Councillors at the next committee meeting in March.

Cllr Fryd requested that update reports on BEBA and Sustainability be reported back to future committees.

237. Litter Bin Review

Since the COVID-19 pandemic, nationally behaviours and lifestyles have changed considerably. This had substantial influences on the environment and the amount of litter dropped and discarded or placed into litter bins. There had also been a significant increase in the number of dog owners, contributing to an increase in dog waste which could place into normal waste litter bins.

It was therefore necessary to review the current provision of the litter service overall including litter bin locations and collection frequency. This could reduce any harmful effects this nuisance has on the environment overall.

An amended report was tabled on the night to include recommendations for the report (attached to the minutes).

A motion was **MOVED** by Cllr Mrs Pearson and **SECONDED** by Cllr Mrs Hones to agree the recommendations in the report.

Following a discussion a vote was taken and it was **RESOLVED UNANIMOUSLY** that:

R1. Members are asked to note the contents of the report.

R2. That delegated authority will be given to the Director of Environment & Communities in consultation with the Chair of Environment, Enforcement & Housing Committee to remove or relocate litter bins based on usage.

R3. An update on the new technology bins will be reported back to a future committee.

238. Fees & Charges

This report and appendices were published in the supplementary agenda but in consultation with officers, the Chair made the decision to defer this item – this is until confirmed inflation rate figures are available and will taken to PRED Committee in February along with the budget and then to Ordinary Council to be ratified.

239. Contract Award for the Refurbishment of 17 Crescent Road, Brentwood

Planning Permission for the conversion of 17 Crescent Road, Brentwood, a vacant property into 2 x 2-bedroom 3 person apartments was approved on 29 June 2021. Since the last report to this committee in September, a 'Tender Pack' had been released and costs had been received. The report summarised the outcome of the tender process and sought approval for the appointment of the successful contractor. This was the first on site activity as part of the Strategic Housing Delivery Plan bringing a long-term empty property back into use. The Council's Corporate Strategy 'Brentwood 2025' looks to use 'brownfield sites efficiently, such as council owned garage sites, to provide affordable homes...".

A motion was **MOVED** by Cllr Mrs Pearson and **SECONDED** by Cllr Mrs Hones to agree the recommendations in the report.

Following a discussion a vote was taken and it was **RESOLVED UNANIMOUSLY** that:

Members are requested to:

Following the completion of a competitive tender process, approve the contract award for the refurbishment of 17 Crescent Road, Brentwood to Colnesett Limited.

240. Rent Setting 2022-23

The report sought the recommendations of the committee on the proposed rent and service charge levels for 2022/2023.

The recommendations would be considered by Policy, Resources & Economic Development Committee when the final recommendation would be made as part of the budget setting process. The final decision would be made by Ordinary Council on 23rd February 2022.

A motion was **MOVED** by Cllr Mrs Pearson and **SECONDED** by Cllr Mrs Hones to agree the recommendations in the report.

Following a discussion a vote was taken and it was **RESOLVED** that:

Members are asked to:

- 1. Increase rent by CPI plus 1% (Total 4.1% increase) for Social and Affordable Housing Properties.**
- 2. Increase Shared Ownership and General Fund Property Rents by CPI plus 1%,**
- 3. To apply formula rent to all new tenancies from April 2022**
- 4. To apply a 2% increase to Garage Rents**
- 5. To note that service charges have been reconciled and charges have been increased or decreased so they are brought in line with actual costs and that no increase will exceed CPI plus 1%.**

Reasons for Recommendation

The recommendation is to follow government guidelines which proposes to increase rents by CPI plus 1%, for 2022/23 this is 4.1%

This increase to rents is a welcomed one, allowing the HRA to have certainty around rent setting and it's forecast Business Plan.

The proposed increase will contribute to funding the current services provided as well supporting the development of the capital programme and housing development plans.

When considering the rent setting the following assumptions have been considered:

- The financial viability of the HRA business plan
- Provision for the repairs & maintenance capital programme
- Development for new homes in the borough
- Affordability for tenants
- Investing in services to the tenant receives the best service delivery.

241. Rent Setting Policy

The report presented the Rent Setting Policy to the Committee for approval.

The policy provided a clear framework for setting and reviewing rent levels for all Council homes. The policy ensured that the Council adheres to legislation and regulations when setting rents for Housing Revenue Account (HRA) properties.

A motion was **MOVED** by Cllr Mrs Pearson and **SECONDED** by Cllr Mrs Hones to agree the recommendations in the report.

Following a discussion a vote was taken and it was **RESOLVED** that:

Members are asked to:

To approve the Rent Setting Policy in Appendix A of the report.

Reasons for Recommendation

To ensure that the Housing Department has a policy covering the way that rents and accommodation charges are set, both as part of the annual review process and when new tenancies are let.

242. Approval of Non-Cooperation Policy

In January 2019, Local Authorities were given clarity on the steps that could be taken when applicants under the homelessness legislation demonstrate a “deliberate and unreasonable refusal to cooperate”. In line with other Local Authorities, the Council is seeking to implement a Non-Cooperation policy to cover such circumstances. These cases are the exception and the policy will enable officers to take appropriate action when the need arises.

A motion was **MOVED** by Cllr Mrs Pearson and **SECONDED** by Cllr Mrs Hones to agree the recommendations in the report.

Following a discussion a vote was taken and it was **RESOLVED UNANIMOUSLY** that: Members are asked to:

To approve the Non-Cooperation policy included in Appendix A of the report.

Reasons for Recommendation

To ensure that the Housing Department has documentation to support the implementation of the legislation in case of any challenges or complaints made.

243. Approval of Pets Policy

To provide clarity to tenants and leaseholders on keeping a pet, a policy had been developed to provide clarity on how the Council would respond to requests and when issues of anti-social behaviour occur when someone had a pet in a Council owned property or block. This policy’s implementation is supported by the tenancy and lease agreements in place.

A motion was **MOVED** by Cllr Mrs Pearson and **SECONDED** by Cllr Mrs Hones to agree the recommendations in the report.

Following a discussion a vote was taken and it was **RESOLVED UNANIMOUSLY** that: Members are asked to:

Members are asked to:

To approve the Pets Policy in Appendix A.

Reasons for Recommendation

To ensure that the Housing Department has documentation to support the effective management of tenancies and leases, with regards to the keeping of pets.

244. Urgent Business

In order to discuss the Local Authority Data Return (LADR) 2021 – council Rent item openly, this was proposed to take it in to private session.

Cllr Mrs Pearson **MOVED** and Cllr Mrs Hones **SECONDED** to take Urgent Business prior.

There are no items of urgent business to discuss.

The Chair closed the meeting to the press and public and for them to be excluded from the meeting on the next item on the grounds that the disclosure of exempt information as defined in schedule 12A of the Local Government Act 1972.

245. EXEMPT - Local Authority Data Return (LADR) 2021 – Council Rent'

A motion was **MOVED** by Cllr Mrs Pearson and **SECONDED** by Cllr Mrs Hones to agree the recommendations in the report.

Following a discussion a vote was taken and it was **RESOLVED UNANIMOUSLY**.

Committee: Environment, Enforcement and Housing Committee	Date: 7 th March 2022
Subject: Chairs update	Wards Affected: All
	Public
	For Information

Community Safety

The Baker Partnership Hub

A long-standing ambition for community safety in Brentwood has now been realised with the new Community Safety partnership HUB which been established within the Town Hall.

The HUB has been named the Baker Partnership HUB in memory of Police Officer Tris Baker who was sadly died last year and was the Children & Young Persons Officer for Brentwood. Funding for the HUB was received from the Community Safety Partnership and Police Fire & Crime Commissioner to see the HUB ambition being realised which will mean that Essex Police will now be working alongside Council's community safety team and wider community safety partners such as Essex County Fire & Rescue Service, Essex Probation, NHW, Crime Stoppers, SEPP, and Youth Services as well as many more.

The HUB will seek to improve communication, collaboration and intelligence sharing for the benefit of the borough's residents, businesses, and visitors.

The official opening will be taking place on 16th March 2022 when the HUB will be opened by the Mayor of Brentwood and Chief Constable for Essex.

Community Safety- Engagement/Campaigns/Projects

Engagement

As part of the teams responsibilities, they also undertake a programme of engagement events throughout out the year. Pre pandemic this was around 70+ engagement events per annum. However, with the restrictions imposed upon us drastically reduced the events we were able to deliver. Nevertheless, despite the lockdowns and restrictions imposed, since April 2021 35 events have been delivered

utilising the community trailer, libraries, pop up stands, and other opportunities such as fetes, school fairs etc.



Campaigns

- Another area of focus for the team is linking in with local, regional, and national campaigns including:
- Ending Violence Against Women
- National Road Safety Week
- Project Edward – European Day without a road death



Projects

Through the CSP the team also work very closely with local schools and facilitate and Chair the Schools Liaison Meeting every month. This includes representatives from all local secondary schools as well as Essex Police, ECC (Essex County Council) Youth Service, and other community agencies. Through this group excellent relationships have been formed and go from strength to strength improving communication and collaboration. Through this group we discuss individual issues as well as support community safety project delivering. Projects delivered since April 2021 are:

- Mentoring Sessions for young people to help with communication, personal development and to work on behaviours, vulnerabilities, consequences and self esteem
- Outreach work in hotspot areas to engage with young people
- N-Act Theatre performances for all schools. 'Friend' is a play about gangs, county lines, knife crime and consequences
- 'Unacceptable' performance on peer-on-peer behaviour and awareness around sexism, sexual harassment and sexual violence isn't acceptable
- Crime awareness sessions delivered in schools around drugs, gangs and knife crime
- Boxing project established in the Brentwood Centre for young people

Anti-Social Behaviour (ASB)

ASB

Reports of Anti-Social Behaviour have continued at a high level despite the easing of COVID-19 restrictions. Since the beginning of the pandemic, residents' tolerance levels for one another have dramatically decreased and we are seeing a lot more neighbour disputes.

Stats for 2021

- 228 reports received
- 40 open cases
- 90 closed cases
- 3 NSPs served
- 146 Home visits (both daytime & evening)
- 1 (pending) injunction

Objectives

- Introduce a new Case Management System to improve reporting and response for residents.
- ASB Officer(s) to undertake B-Tech qualification.
- Work with partners to reduce overall ASB in Brentwood through the HUB and connections with local schools.
- Continue out of hours patrols of the ASB Hotspot areas.

Environmental/Patrols

- Daily patrols undertaken across the borough dealing with fly tipping, littering, abandoned vehicles, early presentation of waste and supporting the wider team where possible. This includes other teams across the Council such as such as Environmental Health, Planning Enforcement and Licensing.

Stats for 2021

- 48 out of hours patrols totalling 557 hours
- 362 PCNs issued
- 168 abandoned vehicles notices served (52 removed)
- 1980 site inspections borough wide
- 175 warnings letters for early presentation of waste

- 90 incorrect disposal of waste letters sent
- 27 section 46
- 38 PNC checks

Objectives

- To maintain a visible presence with Corporate Enforcement, NES, SEPP and Essex Police (including OOHs)
- To proactively use CCTV footage to continue to tackle ASB, nuisance and littering in the Town Centre
- Maintain the patrol schedule and feedback to relevant agencies
- Continue to develop promotional material to bring back better engagement with residents and visitors (ASB & Fly tipping)
- Identify further hotspots

CCTV

The CCTV control room continues to provide 24/7 monitoring, incident identification and assistance with criminal investigation. The control room continues to offer the evening and weekend emergency telephone reporting service.

Stats for 2021

- 451 control room assists in instances of crime and ASB
- 113 generated by operators
- 229 generated by Essex Police
- 93 generated by shopshafe or Council
- 221 exports of footage
- 98 instances of significant ASB
- 714 emergency calls out of hours

Achievements

- Installation now completed to reintroduce public area surveillance within Ingatestone parish, this will shortly be live in the control room.
- New CCTV camera installed in Bishops Hall Community Centre to help deter ASB and criminal activity.

- DPIA planned to examine instances of fly-tipping and potential measures to detect and prevent with Navestock parish.
- Project to implement new CCTV network at King Georges development to be live in March 2022.
- DPIA completed to examine whether CCTV is viable at Brentwood Rd / Halfway House. CSP contributed to the installation of CCTV.
- Increased proactive surveillance of areas affected by ASB. Targeting misuse of WHW car park, Crown St and High St. All reported for action to Essex Police or enforcement for the issue of FPN / warning letter.

Objectives

- Maintain increased vigilance of areas of high ASB
- Work with Essex Police and enforcement team to proactively reduce hotspots
- Continue to deliver and expand surveillance solutions to new and previously unmonitored areas affected by crime / ASB
- Undertaking a full review of the service, including policies, procedures, and reporting

Housing

Rent Overcharge Update

Following the report to Members at EEH on 13th December regarding the rent overcharge officers have worked to rectify the error.

A dedicated team of officers has been working on resolving the issue and making sure systems were in place to refund all those tenants affected. Final checks were made over the Christmas period and letters were issued to current tenants in January 2022. Only a handful of enquiries were received for minor clarification. The team have been liaising with Revs & Bens and the Regulator has been kept informed. We have been advised that due to the efforts made the Regulator for Social Housing will not be taking enforcement action against the Council.

Estates

The Estates Department has been involved with a lot of development within the last year and several elements of the proposed 'digital transformation' have already been implemented successfully. The team have several projects that they would like to deliver, and they want to further develop elements of the 'digital transformation' to ensure the main objectives are met within this year.

Achievements

- Implemented video training and grew the library of videos to assist in training or refreshing staff on best practice
- Reviewed 11,668 rent accounts
- Completed 203 Estates Inspections
- Successfully managed a fire at Drake House and created new action plans to deal with any potential emergencies that may arise in the future
- Completed the recruitment process for 2 x Administrators and 1 X Leasehold Officer, 1 x Housing Officer and 1 x Project Support Officer
- Discovered historical errors with the rent model which has impacted on tenants rent accounts and an entire rent model audit has been completed to enable us to apply new rent charges to 300+ accounts.
- Implemented a virtual viewing and lettings process – The vast majority of viewings are now completed digitally, which has given tenants and Officers more flexibility when viewing properties and resulted in substantial FTE savings
- Trained new Housing Officers to attend Court and brought all processing of general possession cases in-house, which means substantial legal fee savings.
- Recuparated £50k in service charges and major works debt
- Increased Leasehold Officers has meant leasehold services has begun chasing historical debt for major works which is the first time the service has been able to do this for 7 years
- The entire garage site stock has been reviewed and is being managed by the new Project Support Officer to identify sites for potential development or investment. This work is being done to assist the Strategic Development plan and creates an overview of stock condition and income data
- Sheltered staff have been provided some training on the use of Photobook and they will shortly be able to attend regular reviews on remedial works and welfare concerns between multiple departments
- More accurate service charge reporting has been created and now include the communal repairs and caretaking elements, giving tenants fairer and more transparent charging summary and saving us on costs incurred for the services we provide

- Created a fortnightly review of remedial works using Photobook's 'Report it!' system and this is now being used by 3 service areas to improve prioritisation of works, inter-departmental communication, and audit of repair works
- Multiple safeguarding referrals have improved relations and communications with Social Services and has led to a re-draft of our 'Hoarding Policy'

Objectives

- Create forms to capture essential data using the House mark criterion in readiness for the Social Housing White Paper
- Rota 'all' inspections for Officers and identify services that could benefit from this workflow system
- Create a full KPI suite for leasehold services
- Implement the new web-based MRI rent collection software to replace the Orchard GUI software
- Work with other departments to identify if they could benefit from the use of Photobooks features
- STAR survey information to be adapted and collected on-site
- Complete Tenant Review

Repairs

- The repairs team have faced some challenging times over the past 12 months but working alongside our repairs and maintenance providers Axis, they have overcome these minor setbacks and continued to deliver an effective service.
- January 2022 saw the Axis team and the Repairs team move upstairs into the main BBC office. This has allowed a more open, accessible, and transparent collaboration working and has vastly benefitted the relationship between Axis and the wider Housing Team.
- Delays has unfortunately been experienced due to materials and resources as a direct impact from both Covid and Brexit but we continue to manage this and keep residents informed where necessary.

Achievements

- Started 2 major works projects for Communal Heating replacement at Oldfields / Victoria and St Georges court.
- Finished the full renewal of the sewerage treatment plants at Snakes Hill
- Major works for Fire Safety completed at Drake House
- Boosted water sets replaced at Masefield Court, Mayflower House, Gibraltar House.
- Balcony replacements at Colet and Whittington Road are progressing well.
- FRA works on Gibraltar house, Mayflower House and Masefield Court, Juniper Court and Tower Court have been completed.
- 100 Domestic Boilers have been replaced
- Over 70% of stock condition surveys have been completed
- Completed all Communal Water Hygiene test and inspections have been completed and a full ongoing programme is now in place.
- FRA actions due by March 2022 have been completed within time.
- The Gas servicing programme has remained stable with only a handful of residents refusing access which have quickly been resolved through joint repairs / Estates working
- Keystone has continued to be developed and we are now able to receive LGSR and EICR certificates digitally from Axis.
- Photobook inspections have been expanded for more repair processes.

Objectives

- To reimplement decent homes planned works
- To complete larger scale compliance planned works programmes
- To review repairs processes and ensure they are up to date in line with new policies.
- Focus on compliance to ensure all processes, paperwork and operational activities are compliant and maintained accordingly.

Housing Needs

The new affordable housing development at Whittington Mews was completed at the end of January 2022. This development provides 2 three bedroom adapted homes and 1 two-bedroom home. These properties have been prioritised for applicants that have medical needs for an adapted home.

There has been an increased focus to ensure that all rough sleepers are provided with emergency accommodation and are supported to receive vaccinations to protect them from covid under the Protect and vaccinate Scheme. As a result, 6 applicants were prevented from rough sleeping by providing them with emergency accommodation. To support this work 4 additional crash pads were set up to provide furnished accommodation to reduce the need for bed & breakfast accommodation.

- 2 fixed term Housing Administrator posts recruited
- 1 temporary Agency Housing Advice & Homeless Prevention Officer recruited
- Pending recruitment of a part time Housing Advice & Homeless Prevention Officer
- Home visits and property viewings being carried out in person
- Increased Policies & procedures implemented
- Final stages of testing for the new Locata/CBL website
- More webinar training for Officers
- Ongoing Regular case reviews with Officers
- Hybrid approach to managing the homeless service
- Introduced new Housing Allocations Policy
- Completed the registration project for the housing register & transfer registers

Objectives

- To deliver a full Homelessness visiting service to reduce fraudulent claims
- To go live with Rent Sense following Temporary Accommodation Officer training
- Update Website to reduce approaches by changing Housing Advice request approach
- Update Website to allow applicants to upload documents which will reduce assessment times on applications
- Further Digitalise existing tasks
- To update all Tasks on locata as per Audit request

Sheltered Housing & Community Alarms

The Alarms team are continuing to manage the process with Lifeline 24 to transfer our Community Alarms Service over to Lifeline 24. Currently, we have successfully transitioned over 240 alarms users over to Lifeline 24. We recognised that some of

our customers will need more tailored support to enable them to transfer over, and Officers are completing home visits to aid and support to these customers.

The Project team continue to work closely together and have weekly progress meetings to ensure we remain on target to complete the project by the end of the financial year.

Achievements

- All compliance safety checks continue to be carried out throughout all sheltered schemes
- Home visits set up to support our alarms users to set up and test new equipment with Lifeline 24. Ongoing regular welfare contact calls for our most vulnerable residents
- Quick response provided to customers experiencing alarms equipment issues
- Face to face viewings for all In House Sheltered housing viewings

Objectives

- Resident consultation on what social events or community clubs they would like to see in their schemes
- Re-introduce weekly drop-in sessions for residents for one 2 one meetings with Housing Support Officers
- Re-introduce regular tenant group monthly meetings
- To explore more ways to enable greater engagement with residents
- To successfully complete the transfer of our alarm's customers to Lifeline 24 by the end of the financial year.

Axis Contract

A full Member briefing took place on Monday 10th January on the Axis Repairs & Maintenance Contract. It was well attended, and a recording was provided to any Members who were unable to attend. Below are the links once more to the recording and other helpful video:

[https://brentwoodbbc-my.sharepoint.com/:v/r/personal/tracey_lilley_brentwood_gov_uk/Documents/Recordings/All%20Member%20Briefing%20\(Housing%20Updates%20and%20Axis%20Contract\)-20220110_180624-Meeting%20Recording.mp4?csf=1&web=1&e=uQu1yw](https://brentwoodbbc-my.sharepoint.com/:v/r/personal/tracey_lilley_brentwood_gov_uk/Documents/Recordings/All%20Member%20Briefing%20(Housing%20Updates%20and%20Axis%20Contract)-20220110_180624-Meeting%20Recording.mp4?csf=1&web=1&e=uQu1yw)

[Boiler | Instructional video](#)



[Thermostat | Instructional video](#)



[Brentwood Borough Council | Contract Update](#)



[Brentwood Borough Council | Contract Update](#)

Social Value Programme

- Axis has continued to work closely in partnership with the Community Services team to deliver its social value programme under 3 priority areas: Employment, Education and Training, Community Projects, and Fundraising and Sponsorship. Initiatives include:
- Apprenticeships/ work placements – Admin and carpentry work placements and a local Apprentice Multitrader
- Employment of a local resident in Administrator and Multitrader role
- School/college engagement – Life soft skills and career readiness at Shenfield High School to year 7 and waste and recycling workshops at Long Ridings Primary School and Kelvedon Hatch Primary School
- Resident training days – Planned for April, using a void property to teach DIY skills such as replacement of locks and fuses.
- Volunteering and Community Events – joining with the Community Connect trailer, installation of chat benches and Samaritan signage at the multi storey car park (pre covid), installation of outdoor tap at Chichester House, support for Let's Create arts resources packs for children to access for learning during lockdown and attendance at Family Fun Days.
- Sustainability initiatives – delivering Winter Warmth Packs to vulnerable residents in partnership with Brentwood CVS, sustainability workshops for residents, an Axis representative is on board of trustees for BEBA (Brentwood Environment Business Partnership).
- Annual £20,000 contribution to the Brentwood Community Fund and sponsorship of Stars of Brentwood Awards 2021
- Delivery of support through Axis Foundation and Travis Perkins Community Fund, including the purchase of a concrete base and new storage unit for

REACH Hippotherapy, and a purchase of a new oven and extractor hood for Hutton Community Centre. Axis also contributed to the Daily Bread Café for arts materials for its mental health support group and recently donated £1,200 to T.E.A.MS Essex, (multiple sclerosis support charity), to purchase essential equipment and a massage bed. The team is currently looking to purchase a new electric cooker for St George's Court.

- The focus for this year will be to deliver a series of resident training workshops, promote career roles into construction for females, increase volunteering at sheltered schemes and work closely with the Council to support its sustainability pledges.
- A presentation by Axis' Community Investment Manager can be brought to a future committee on delivery of the programme, if required.

Petition on Kimpton Road

Petition for Trees to be Re-instated on Kimpton Avenue

At the Council Meeting held on 8th December 2021 Cllr Fulcher of Brentwood North Ward handed in a petition on behalf of her residents to the Council to request that the trees that had been previously removed from Kimpton Avenue Brentwood be reinstated. As the land which these trees had been removed from is owned by Essex County Council and is the responsibility of their Highway Service it will be the responsibility of this group to replace them and they have the authority to do so. As such the petition has been passed onto the Essex Highways service to consider and asked for this team to respond to the request directly to Cllr Fulcher and the local County Ward member Cllr Aspinell. We have also requested that ECC Highways communicate their decision to us as the local authority.

Committee(s): Environment Enforcement & Housing Committee	Date: 7 March 2022
Subject: Environment Strategy	Wards Affected: All
Report of: Greg Campbell, Corporate Director – Environment & Communities	Public
Report Author/s: Name: Otilie West, Climate & Sustainability Officer Telephone: 01277 312500 E-mail: ottilie.west@brentwood.gov.uk	For Decision

Summary

Brentwood Borough Council has been undertaking positive action in moving forward its carbon reduction agenda including the implementation and procurement of electric vehicle chargers, creation of a car club, fleet change over to electric or alternative fuels, the launch of Brentwood Environmental Business Alliance (BEBA) and the planting of woodlands. However, the Council want to further their carbon reduction agenda and create a direction of travel towards carbon neutrality that ties in with the Council's aspirations and government targets.

This report therefore discusses the creation of an Environment strategy for consultation that will align the actions taken so far, focus on the needs of the borough and assist residents, businesses and other interested groups to be able to take active part in delivering the borough targets.

Recommendation(s)

Members are asked to:

- R1. Approve the strategy for consultation.**
- R2. Consider feedback response of consultation to the next Environment, Enforcement & Housing Committee.**
- R3. Review the strategy annually.**

Main Report

Introduction and Background

1. The Climate Change Act (2008) highlights the UK's aim to become carbon neutral by 2050. Following the government's announcement, Brentwood Borough Council declared its aim to be carbon neutral within its own activity by 2040 and borough wide by 2050.

2. The Council have been very active in delivering tangible projects that will have a direct and indirect effect on the amount of carbon produced and the amount of carbon captured. This work has included liaising with partners in order to deliver these outcomes and using funding where possible. These partners include Essex County Councils, Thames Gateway, Thames Chase, the Forestry Commission and CORE (CO2 Reduction Essex), Essex Wildlife Trust, Parish Councils. The Council is also involved with the Council wide Climate Officer and Member group.
3. The Council have considered its actions so far and have now brought together a direction of travel in a strategy ready for consultation – See Appendix A. This document will assist to align the Council’s long-term aspirations. The background to this strategy is set out below.

Issue, Options and Analysis of Options

4. Brentwood Borough Council have begun to land projects that will make real difference and influence its own Carbon footprint. However, Councils only have a direct control over 2-5% of the carbon produced in its borough and 30% influence over the remainder of the borough.
5. Therefore, it is important that the Council create a strategy that will reach out to a wider audience and influence as much as possible so the Council can have real influence on the boroughs CO2 emissions moving forward.
6. There are also two very clear and different targets. One is the Council’s target to reach carbon zero (2040) and the other is for the borough (2050). The Council’s target is considered easier to deliver as it is within the Councils own operation and therefore control. However, to deliver carbon neutrality for the borough is far more difficult as it requires buy in and commitment from groups that we have no direct control and only some limited influence over.
7. Brentwood Council have already begun to make inroads on both targets in that it has begun to change its fleet to electric, install electric vehicle chargers in the borough and has recently gone out to procurement on a further roll out phase of EV Chargers, introduced a car club and created Brentwood Environmental Business Alliance (BEBA) launched last year, along with the planting of woodlands and proposed larger woodlands later this year.
8. Although everything so far delivered -or in process of being delivered- in Brentwood is a positive, the Council needs to stitch together a strategy that underlines the work that has been occurring and how it is important to the organisation and the residents which aligns with the Councils direction as it moves forward. This strategy has been brought together by our Carbon and

Sustainability Officer who has been working with colleagues in the organisation, local businesses and other authorities to determine the strategy so far.

9. Baseline information has been used in the strategy that will enable the authority to determine how successful the Council are at achieving the target of carbon neutrality by 2040 and 2050 which are included in the strategy.
10. The strategy identifies key targets and objectives to ensure the Council is on track to meet its long-term aspirations of carbon neutrality by 2040 & 2050 respectively. Ensuring the individual projects are delivered will result in the overall outcomes and objectives being met.
11. The Environment strategy for Consultation brings together and highlights the different environmental themes that are most environmentally influential in the borough. These themes have been identified using data on the Borough's largest carbon emitters. These themes are transport, air quality, the built environment, waste, energy, and behavioural changes. These themes and the projects within them will be considered year on year to ensure they match the direction and aspiration of the Council. Each theme will have a number of actions that will contribute towards the overall performance of the strategy and its objectives. The strategy will be reviewed each year along with targets that will be reported annually to the Environment, Enforcement and Housing Committee.
12. The next step is to put this Strategy out for consultation in order for residents, businesses or other interested groups and stakeholders to comment. This engagement will be through the most environmental possible means and although a small number of the strategies will be created in environmentally sourced paper format the majority of the consultation will be IT led using social media, QR codes etc to gauge opinion and comments which would further inform the direction of the strategy.
13. Particular stakeholders apart from our residents will include local action groups and community groups, Parish council's, Members, businesses, other local authorities and appropriate groups.
14. This report therefore requests members to:
 - a) Approve the strategy for consultation
 - b) Consider feedback response of consultation to the next Environment, Enforcement & Housing Committee
 - c) Review the strategy annually

Reasons for Recommendation

15. The Council seek to implement a Strategy that confirms the direction of the organisation aligning and affirming with the actions already taken. Create a document that communicates to residents of Brentwood, business and other interested groups the Councils proposed direction. The Strategy is an evolving document that will need monitoring and amending as new projects and technology and ideas arise to tackle climate issues and therefore this strategy will be put out to consultation and comments received will be considered and taken on board.

Consultation

16. The plan has so far been discussed with the following groups:

- a) Parish Councils
- b) Brentwood Climate Action Group
- c) Essex County Council
- d) Essex Wildlife Trust

References to Corporate Plan

17. The Carbon Neutral Strategy contributes to corporate objectives by:

- a) Protecting the Environment
- b) Promote the Environment and recognise its importance in the decisions we make.
- c) Encourage a clean, safe and environmentally friendly place to live, work and visit
- d) Support and engage the community to protect their environment

Implications

Financial Implications

Name/Title: Phoebe Barnes, Corporate Manager – Finance (Deputy S151)

Tel/Email: 01277 312500/phoebe.barnes@brentwood.gov.uk

18. Costs incurred for the consultation can be met from within existing budgets. As part of the Budget for 2022/23 the Council is earmarking £200k into an Environmental Initiatives earmark reserve which can support the short-term delivery whilst the strategy is consulted on and then endorsed.

19. The strategy will help to inform financial resources required within the Council's future Medium Term Financial Strategy, HRA Business Plan and Capital

Strategy. Aligning these strategies allows the Council's finances to support the delivery of the Council reaching carbon net zero.

Legal Implications

Name & Title: Amanda Julian, Corporate Director (Law & Governance) and Monitoring Officer

Tel & Email: 01277 312500/amanda.julian@brentwood.gov.uk

20. In June 2019 The Climate Change Act 2008 (2050 Target Amendment) Order 2019, the UK became the first major country to legislate for a net-zero target for carbon emissions by 2050.

21. The Council by implementing this strategy will be working to assist to reach the legislative goal to become carbon net zero by 2050.

Economic Implications

Name/Title: Phil Drane, Corporate Director (Planning and Economy)

Tel/Email: 01277 312500/philip.drane@brentwood.gov.uk

22. Efforts to consider environmental initiatives and tackle climate related issues, such as carbon neutrality, are now intrinsically linked to the wider economy. As businesses, buildings and projects aim to improve their carbon footprint it is important that the Council provides local leadership to drive efforts to become carbon net zero by 2050. Identifying a strategy will help the Council to drive climate related improvements and help local residents and businesses to do the same. This can help deliver efficiencies and other benefits that indirectly benefit the local economy.

Other Implications (where significant) – i.e. Health and Safety, Asset Management, Risk Management, Section 17 – Crime & Disorder, Sustainability, ICT.

None

Background Papers

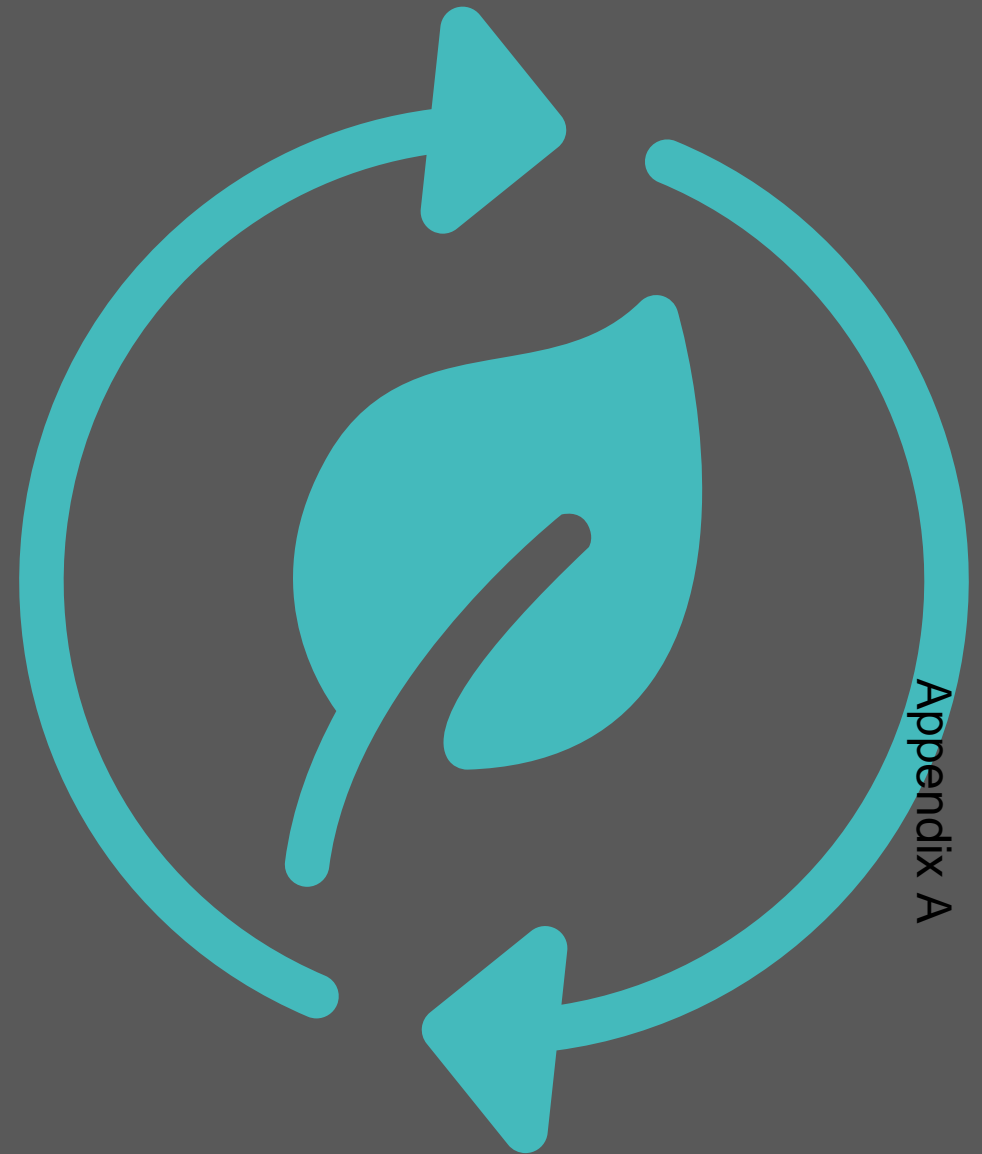
None

Appendices to this report

Appendix A: Environment Strategy

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Environment Strategy 2022-2025



Foreword



Cllr Chris Hossack

Leader of Brentwood Borough Council



Cllr Maria Pearson

Chair of Environment, Enforcement and Housing Committee

The council's corporate strategy outlines the importance of **protecting our environment** as one of our five key priorities. We have committed in the corporate strategy to protect the space we all live in, but beyond our local commitment, there is our responsibility to act locally as part of a global effort in protecting the planet and reducing the harm inflicted on it by human activity.

The environmental agenda is expanding rapidly and the response to climate change becoming more urgent with many councils now setting targets for carbon neutrality as we

have done here in Brentwood. Not many years ago an environmental strategy would have outlined the things the council would need to do in order to tackle 'traditional problems' such as littering, fly tipping and unlawful development in the green belt. Now the agenda is much wider and we must gear up to tackle a broader range of issues, issues that demand new skills and additional resources.

Brentwood Borough Council is already underway on this journey: we have a carbon absorption plan that has already commenced; we have a plan to build on our electric

vehicle (EV) charging network; we actively incorporate renewable energy into our housing regeneration projects; and we have employed new staff that bring the knowledge and expertise required to tackle complex issues that require carbon literacy.

This strategy brings further detail to our corporate plan to ensure this council plays a vital role in neutralising carbon emissions, reducing waste, increasing recycling, preventing biodiversity loss and maintaining a clean environment.



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- Introduction 4
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- Built environment 8
- Natural environment 9
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- Energy 11
- Behavioural changes 12
- Actions 13
- Tree planting strategy 14
- Partners and funding 14
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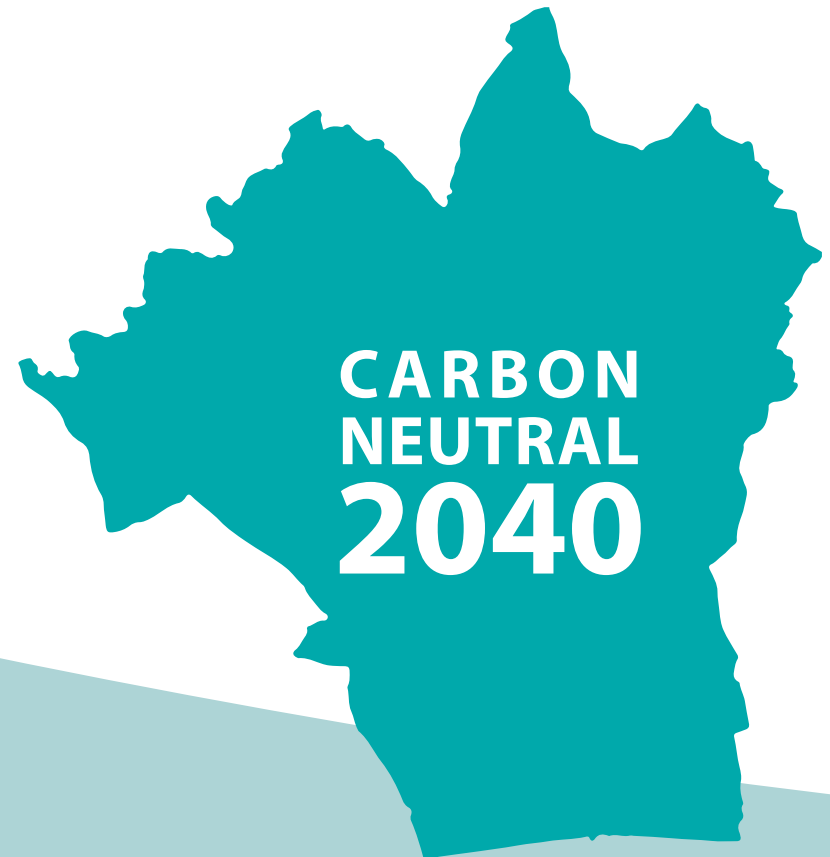


Introduction

The Climate Change Act (2008) highlighted the UK's aim to become carbon neutral by 2050. Brentwood Borough Council wants to do its bit and aims to be carbon neutral within its own activity by 2040, and borough-wide by 2050. The council has been action-orientated and has already made several steps to reduce its environmental impact including carbon emissions.

Carbon neutrality is achieved when the concentrations of carbon dioxide in the atmosphere do not change, as any emissions are offset. The key to achieving carbon neutrality is to reduce our carbon footprint as much as possible, and offset any emissions. There are several environmental issues, which all link to climate change. These include energy use, waste management and biodiversity.

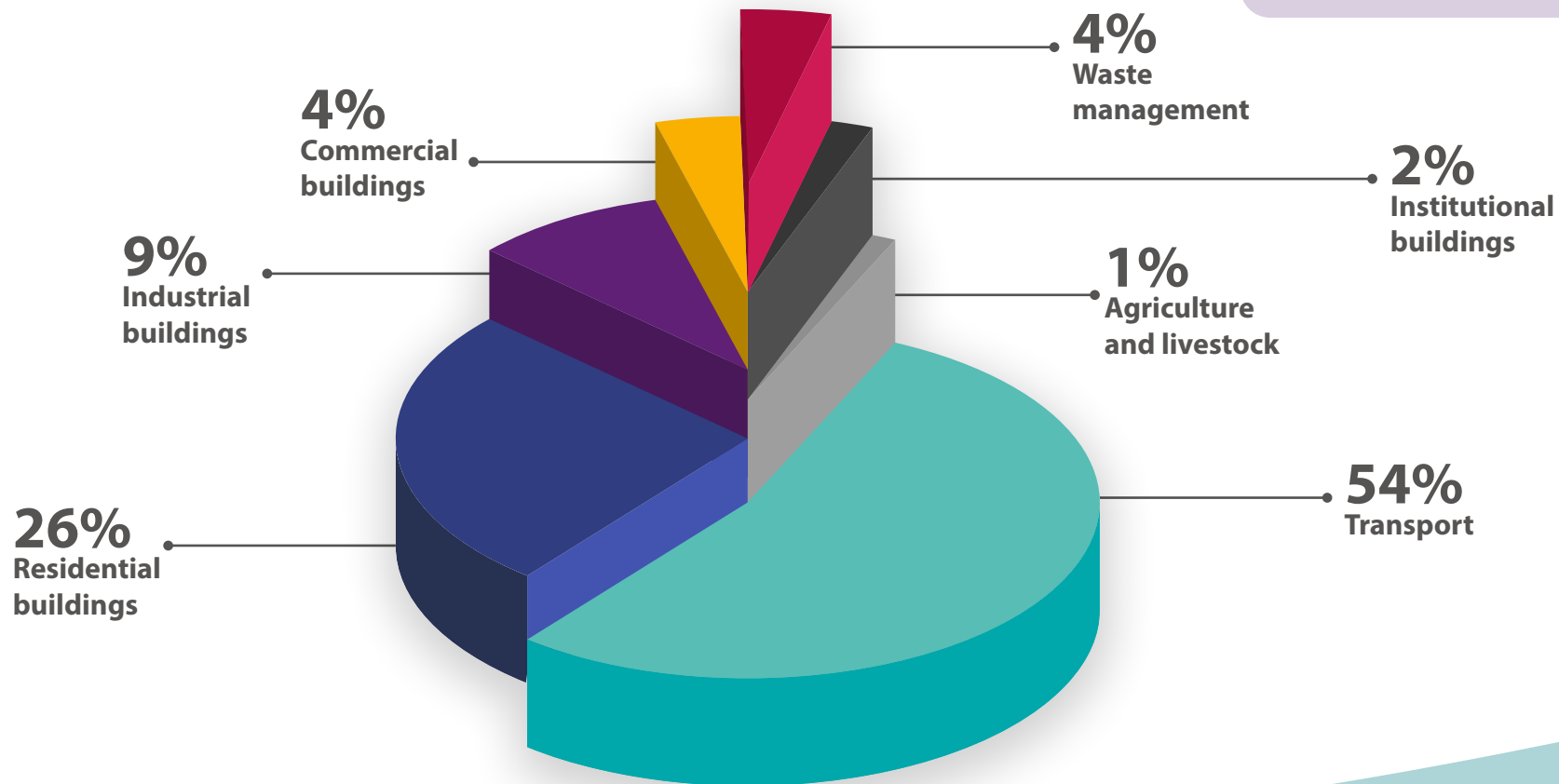
This plan identifies the key changes which need to be made to reduce Brentwood borough's carbon footprint and environmental impact. The baseline is currently being established, and KPIs will be used to calculate progress. The plan is a working document and will be reviewed on an annual basis.



Borough-wide emissions

Using data provided by SCATTER (scattercities.com), it was established that an approximate carbon footprint for Brentwood Borough was 593647.09 tCO₂e, pre-pandemic.

tCO₂e refers to tonnes of carbon dioxide equivalents, a unit that summarises all greenhouse gas emissions as one figure.



Transport



Transportation is the largest carbon emitter within the borough. This is largely due to the A127 and A12 and due to our proximity to the M25, as well as our rail links to London. Technology is constantly evolving, with biofuels, electric and hydrogen powered vehicles expected to become the norm in the future.

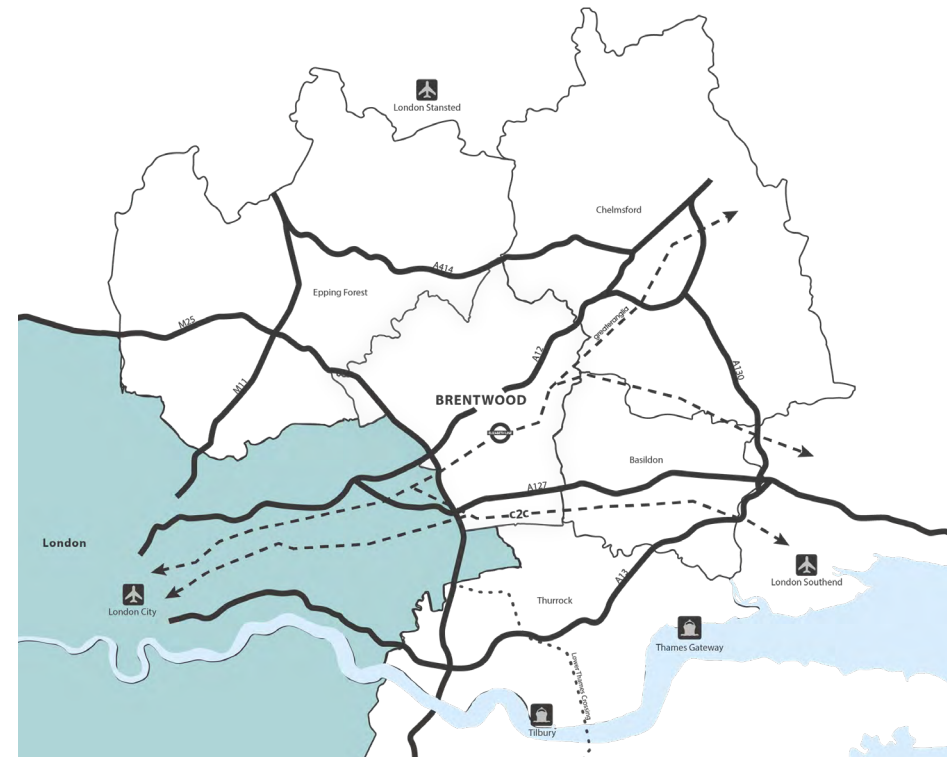
54% contribution of total carbon emissions in the borough

CO₂ 232,631 tonnes of CO₂e emitted in 2018

Page 36
 Car club launched in 2021

 EV pilot successfully deployed 2021

Three phases of EV installation 



Action

In order to support the change in transportation technologies and reduce emissions from transport in the borough, the council aims to:

- Roll out 'Phase 1' of 20 EV charging points to be deployed in 2022/23
- Support a Local Cycling Walking Infrastructure Plan to ensure people can safely navigate the borough in a healthy and conveniently efficient way
- Promote and challenge residents to improve fuel efficiency through roadshows 4 times per year
- Work with Essex County Council (ECC) to implement their plans for sustainable transport
- Continue to support transport pilot initiatives such as e-scooters
- Work towards expanding car clubs
- Invest in new fleet vehicles powered by alternatives to fossil fuels

Air quality



The majority of pollutants impacting air quality are sourced from transport. When fuel is burnt, there are several waste products emitted into the air such as nitrogen dioxide. This reduces the quality of air, and can be hazardous to both human and environmental health.



Three
air quality
management
areas



No limits
exceeded in
2020



35 monitoring
sites across the
borough

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Action

In order to ensure air quality in the borough remains at a healthy level, the council aims to:

- Collaborating with partners, we will continue to review and assess air quality in key areas of Brentwood, using measurement data to predict changes in the coming years and inform strategic decisions that will enable us to meet national air quality objectives
- Work with ECC and local schools to introduce measures to reduce nitrogen dioxide concentrations around schools
- Consider the introduction of green buffers along stretches of main road with higher levels of pollutants
- Encourage the use of low emission and no emission vehicles through the expansion of supporting infrastructure such as EV charging points
- Encourage schools to take part in “walk to school week” and other campaigns which can improve both air quality and the health of children

Built environment



The built environment is crucial for society to grow; however buildings require energy to build and run, and as such have a high carbon footprint.

Housing stock of
2,500

£749k
funding secured to improve
energy efficiency of social housing
and low income households



Planning
approved for
61 Passivhaus
social houses

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Action

In order to reduce the carbon footprint of current and future buildings within the borough, the council aims to:

- Signpost residents to enable them to apply for government schemes which provide financial support in the decarbonisation of residential properties including HUGS (Home Upgrade Grant Scheme) and LADS (Local Authority Decarbonisation Scheme) programmes
- Implement a Local Development Plan to put policies in place covering sustainability and the environmental impact of new developments
- Work with developers to ensure new builds have minimum impact on environment during both construction (short term) and operational phases (long term)
- Ensure that all council developments maximise sustainable transport links, healthy living and the creation of outdoor usable space
- Ensure the council is involved with and engaged in the work of environmental and community groups
- Strive to deliver class-leading low carbon infrastructure for all council buildings including social housing

Natural environment



The natural environment can help reduce the concentration of carbon dioxide in the atmosphere through processes including photosynthesis and carbon storage. Biodiversity is also threatened by climate change and so it is important that we protect the natural environment.

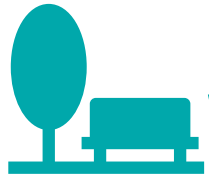


Plans to plant
16,000
trees in Hutton
Country Park
2022/23

Assist with the
planting of
250,000
trees as part of the
Thames Gateway Project



2 Sites of Special
Scientific Interest



16 Parks and open spaces
in Brentwood borough

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Action

To support this, the council aims to:

- Plant wildflowers in council flower beds to encourage an increase in biodiversity
- Identify and implement mowing schemes that enable ecosystems to thrive where practical
- Encourage new developments to include design features beneficial to biodiversity such as the use of Bee Bricks, green walls and roofs and managing undeveloped space
- Implement tree planting and management programmes across the borough, including residential road tree planting and restoration
- Develop and implement management plans for council-owned country parks and green spaces
- Promote the benefits of the natural environment to schools, residents and businesses
- Actively promote partnership working to improve the natural environment, through environmental action days and tree planting initiatives
- Continue implementation of initiatives to combat the issue of littering and fly tipping, reducing the impact on wildlife

Waste



With a population of 76,550, Brentwood produces waste from a range of sources. All waste management involves energy, and so often releases carbon emissions, contributing to climate change. Brentwood Borough Council is a waste collection authority, and so only has direct control over the collection of waste. It is Essex County Council who is the Waste Planning Authority.



5.5 million kerbside waste and recycling collections per year



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New recycling scheme separating waste introduced August 2020



Reduced the amount of contamination in waste collected

Action

In order to reduce the carbon footprint generated by waste collected in the borough, the council aims to:

- Provide communication campaigns, such as workshops, to reduce waste
- Provide communication campaigns, such as workshops, to increase recycling rates
- Work with ECC to change residual waste disposal to a lower emitting form, such as energy recovery
- Seek methods that reduce the carbon output by the council related to the waste collection service
- Aim to be in the top quartile for recycling rates in Essex
- Incorporate a minimal waste focus for council procurements

Energy



Currently, the majority of energy consumed is generated from non-renewable sources including fossil fuels. The combustion of fossil fuels emits carbon dioxide into the atmosphere, increasing the greenhouse gas effect and causing climate change. New technologies are making renewable energy sources readily available, which either do not emit carbon, or are considered carbon neutral.



All electricity for council buildings is on a green tariff and considered carbon neutral



Senior Leadership Team training in carbon literacy in February 2022

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Action

In order to reduce energy consumption and help increase renewable energy infrastructure, the council aims to:

- Introduce on-site renewable electricity generation, where possible, on council buildings
- Ensure all electrical equipment in council buildings is of energy efficiency grade B or above by 2040
- Train all council staff to be energy efficient by 2025, including new starters
- Train senior management to be carbon literate by end of 2022
- Provide workshops and resources for residents and local businesses on how to save energy
- Consider the merits of renewable energy opportunities within the borough

Behavioural changes



The council only has direct control over 2-5% of emissions from the borough, but has the capability to influence up to a third of the population.

91% of businesses surveyed are actively seeking to reduce their environmental impact

52% of businesses surveyed would like to learn more about sustainability

CO₂ Council emissions equate to only 2% of the borough's total emissions

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50 local businesses signed up to BEBA in January 2022

Action

In order to ensure that the borough target of becoming carbon neutral by 2050 is met, the council will influence behaviour by:

- Use the Brentwood Environmental Business Alliance (BEBA) to educate and encourage local businesses to reduce their environmental impact
- Encourage schools within the borough to become eco-schools
- Deliver quarterly workshops and campaigns for local residents on a range of subjects designed to reduce their environmental impact
- Attend public events to promote sustainable behaviours (energy, waste, biodiversity)
- Continue to work with National Enforcement Solutions to deter flytipping and littering
- Provide community engagement and support campaigns including the Great British Spring Clean to reduce levels of litter
- Educate public on harm to wildlife from irresponsible disposal of litter

Actions

- Reduce CO₂
- Support biodiversity
- Reduce waste

Category	Objective	Year
Transport	● Roll out 'Phase 1' of 20 EV charging points to be deployed in 2022/23	2023
	● Promote and challenge residents to improve fuel efficiency through roadshows 4 times per year	Ongoing
Air quality	Continue to collaborate with partners to review and assess air quality in key areas of Brentwood, using measurement data to predict changes in the coming years and inform strategic decisions that will enable us to meet national air quality objectives	Ongoing
Built environment	● Strive for class-leading low carbon buildings for all council buildings including social housing	Ongoing
	● Signpost residents to enable them to apply for government schemes which provide financial support in the decarbonisation of residential properties	Ongoing
Natural environment	● ● Implement tree planting and management programmes across the borough, including residential road tree planting and restoration	Ongoing
	● ● ● Actively promote partnership working to improve the natural environment, for instance through environmental action days and tree planting initiatives	Ongoing
Waste	● Provide communication campaigns, such as workshops, to reduce waste	Ongoing
	● Provide communication campaigns, such as workshops, to increase recycling rates	Ongoing
	● Aim to be in the top quartile for recycling rates in Essex	2025
Energy	● Ensure all electrical equipment in council buildings is of energy efficiency grade B or above by 2040	2040
	● Train all council staff to be energy efficient by 2025, including new starters	2025
	● Train senior management to be carbon literate by end of 2022	2022
Behavioural changes	● ● ● Deliver quarterly workshops and campaigns for local residents on a range of subjects designed to reduce their environmental impact	Ongoing
	● ● ● Use the Brentwood Environmental Business Alliance (BEBA) to educate and encourage local businesses to reduce their environmental impact	Ongoing

Tree planting strategy Partners and funding

Month	Location	Quantity
Mar-22	Ingrave - Middle Road	40
Mar-22	Holly Trees School	250
Mar-22	Hutton Polo Field	20
Mar-22	Hutton - Goodwood Avenue	5
Mar-22	Hutton - Tennyson Avenue	5
Oct-22	Warley Country Park	3,000
Oct-22	Warley - St Johns Avenue	5
Nov-22	Kimpton Avenue	5
Nov-22	Shenfield High Street	5
Mar-23	Hutton Poplars	800
Oct-22 - Dec-23	Hutton Country Park	16,000
By 2025	Hole Farm, Great Warley	250,000
Total trees planted by 2025		270,135

Brentwood Borough Council will be working with a range of partners to ensure actions are completed and appropriate funding identified, including but not limited to:

- Essex County Council
- Parish councils
- CORE (CO₂ Reduction Essex)
- Essex Climate Commission
- Greater South East Energy Hub
- Thames Chase
- Thames Gateway
- Essex Wildlife Trust
- Association of South Essex Local Authorities (ASELA)
- Lower Thames Crossing
- Forestry England



Key performance indicators

These are the key performance indicators which will be used to calculate the progress of the strategy, measured in the appropriate units.



Category	KPI
Transport	% reduction in transport CO ₂ emissions from 2018 levels
Built environment	% reduction in domestic CO ₂ emissions from 2018 levels
	% reduction in commercial and industrial CO ₂ emissions from 2018 levels
Natural environment	Number of trees planted per year
Waste	% reduction of CO ₂ e emissions from 2018 levels
	% of waste recycled, reused or composted
	Waste production per average household per year
Energy	Total electricity generated from renewable energy projects
Air quality	% reduction in nitrogen oxide levels
Behavioural changes	Number of businesses committed to reducing their environmental impact through working with BEBA




Next steps

Our full strategy plan report is being produced and will include our baseline data and targets for both council and borough-wide. This will be subject to consultation and should be published in 2022.

This strategy plan will be reviewed on an annual basis.

Published March 2022

Contact us

 01277 312 500

 enquiries@brentwood.gov.uk

 brentwood.gov.uk

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**Brentwood Borough Council
Town Hall
Ingrave Road
Brentwood
Essex
CM15 8AY**

Agenda Item 7

Committee(s): Environment Enforcement & Housing Committee	Date: 7 March 2022
Subject: National Enforcement Solutions Update Report	Wards Affected: All
Report of: Tracey Lilley, Corporate Director – Housing and Community Safety	Public
Report Author/s: Name: Daniel Cannon, Community Safety Manager, & Eoin Henney, NES Telephone:01277 312500 E-mail: daniel.cannon@brentwood.gov.uk	For Decision

Summary

The issue of littering across the borough has been raised by members of the public and the Council have worked with National Enforcement Solutions (NES) for the past 12 months to tackle the growing issue effectively without a financial burden to the Council.

It is hoped that through the partnership with NES the Council would extend the 12-month pilot to enhance our provision around environmental enforcement particularly in relation to littering offences and fly tipping.

NES will continue to provide an 'end to end' environmental crime service at no cost to the Council.

Recommendation(s)

Members are asked to:

R1. To approve NES to work with delegated authority for a further 12 months.

Main Report

Introduction and Background

1. Brentwood Borough Council recognises the importance of protecting our environment which is a key corporate priority.
2. During the pandemic valuable resource has been moved to other areas of importance particularly around enforcement of ASB and COVID.
3. The Council have disposed 466 fly tips costing approx. £40,000 to remove and dispose of.

4. NES are nationally recognised in the field of environmental enforcement and have investigated 840 fly tips resulting in 135 FPNs for flytips and littering.
5. NES have continued to support the delivery of the Council's environmental enforcement providing an 'end to end' service. The additional valuable resource which will continue to focus on key areas such as littering and dog fouling.
6. They will also continue to support the Council's anti-litter campaigns and volunteer projects through community engagement, education and enforcement which is the ethos already adopted by the Council in relation to its enforcement activity.
7. This has allowed for Council officers to focus on tackling the more complex investigations and work alongside NES as well as increase our enforcement activity and presence significantly with a dedicated resource.
8. The service provided would also cover all back-office functions and collection of fines up to Court action. Full access to data would be provided and reports generated for scrutiny.
9. The Council would receive a return of 10% on all FPNs paid which could provide much needed income stream whilst achieving compliance.

Issue, Options and Analysis of Options

10. Due to competing priorities environmental enforcement would benefit from an increase in capacity without a financial burden on the Council in these challenging times.
11. Extending the SLA with NES will continue to provide a much needed resource to tackle those issues which remain key for the local community.
12. There will remain no cost for Council to pay for the service with all costs being covered by the fines received.
13. The Council will continue to receive 10% of all fines issued and paid which will provide a cost neutral service with the added benefit of potential income generation.

Reasons for Recommendation

14. To ensure that the Council fulfil its Corporate objective around environmental issues and improve our enforcement activity.

Consultation

15. Consultation has taken place through the Community Safety Partnership with partners.

References to Corporate Plan

16. Protecting our environment, developing our communities and delivering an effective and efficient council.

Implications

Financial Implications

Name/Title: Phoebe Barnes, Corporate Manager – Finance (Deputy S151)

Tel/Email: 01277 312500/phoebe.barnes@brentwood.gov.uk

The income received to date for this year from this arrangement is £11,375, with a full year forecast of £15,000. This income which represents 10% of the FPN's charged supports the Corporate Enforcement Service to deliver its services to the residents.

The continuation of this arrangement does not cause any financial resource issues. At the time of setting the budget it was assumed that the arrangement would not be extended. Therefore, the additional income from the issued FPN's for 2022/23 under this scheme will be amended in year through the Council's Budget Monitoring process improving the budgetary position.

Legal Implications *(Please complete for Director review)*

Name & Title: Amanda Julian, Corporate Director (Law & Governance) and Monitoring Officer

Tel & Email: 01277 312500/amanda.julian@brentwood.gov.uk

Legal advice will be provided as necessary throughout the next twelve months.

Economic Implications

Name/Title: Phil Drane, Corporate Director (Planning and Economy)

Tel/Email: 01277 312500/philip.drane@brentwood.gov.uk

There are no direct economic implications. Tye overall aims of maintaining

Other Implications (where significant) – i.e. Health and Safety, Asset Management, Risk Management, Section 17 – Crime & Disorder, Sustainability, ICT.

None

Background Papers

None

Appendices to this report

Appendix A: NES Update Report, February 2022



National Enforcement Solutions



Key Benefits

- We believe that enforcement is only a part of a behaviour change initiative, our package also includes educational days, events, and competitions.
- Local officers employed who love where they live.
- Specific tailored proposal to combat the offences that are problematic within your community.
- Cost neutral model that is self-funding and no cost to the local authority.
- Increased Brentwood's own enforcement team.
- Fully uniformed service operating a 7-day working week.
- Back-office support, payment line and customer service.
- Full end to end service including prosecutions for non-payments.
- Soon to be accredited industry leading training.
- Site specific hours of operation.

Results

Offence Type	Offence	Percent	PATROL HOURS BY WARD		
			Ward	Hours Count	Percent
Dog Fouling-Dog Fouling	5	0.2	Brentwood North		
Duty Of Care-Business DOC FPN	11	0.44	Brentwood Borough Council	1420 hr 50 mins	29.03%
Duty Of Care-Business DOC Notice	22	0.88	Brentwood South		
Duty Of Care-Household Duty of Care	10	0.4	Brentwood Borough Council	1181 hr 2 mins	24.13%
Fly Tipping-Fly Tipping Business	2	0.08	Brentwood West		
Fly Tipping-Fly Tipping Domestic	30	1.2	Brentwood Borough Council	272 hr 36 mins	5.57%
Littering (Waste)-Black Bag - Other	2	0.08	Brizes and Doddinghurst		
Littering-Alcoholic Drinks	2	0.08	Brentwood Borough Council	34 hr 4 mins	0.70%
Littering-Bag containing Dog Faeces	6	0.24	Herongate, Ingrave and West		
Littering-Bottle	20	0.8	Brentwood Borough Council	123 hr 52 mins	2.53%
Littering-Bottle Top	7	0.28	Hutton Central		
Littering-Chewing Gum	14	0.56	Brentwood Borough Council	62 hr 40 mins	1.28%
Littering-Cigar	2	0.08	Hutton East		
Littering-Cigarette Butt	2013	80.78	Brentwood Borough Council	34 hr 19 mins	0.70%
Littering-Coffee Cup	16	0.64	Hutton North		
Littering-Confectionary Packs	7	0.28	Brentwood Borough Council	102 hr 23 mins	2.09%
Littering-Discarded Food	6	0.24	Hutton South		
Littering-Fast Food Related	5	0.2	Brentwood Borough Council	26 hr 16 mins	0.54%
Littering-Non-Alcoholic Drinks Related	3	0.12	Ingatstone, Fryerning and		
Littering-Other Litter	68	2.73	Brentwood Borough Council	64 hr 49 mins	1.32%
Littering-Packaging	31	1.24	Pilgrims Hatch		
Littering-Printed Literature	8	0.32	Brentwood Borough Council	135 hr 58 mins	2.78%
Littering-Rolled up cigarette	146	5.86	Shenfield		
Littering-Scratch Card	10	0.4	Brentwood Borough Council	278 hr 33 mins	5.69%
Littering-Snack Packs	10	0.4	South Weald		
Littering-Soft Drink Bottle	11	0.44	Brentwood Borough Council	631 hr 47 mins	12.91%
Littering-Soft Drink Can	12	0.48	Tipps Cross		
Littering-Sweet Wrapper	12	0.48	Brentwood Borough Council	12 hr 43 mins	0.26%
Public Urination-Public Urination	3	0.04	Warley		
Total:	2492		Total:	4894 hr 58	

Revenue

Outcome Summary

Description	Count	Total
FPN PAID (1 REFUND)	1914	£166250.00
▶ AUTO. TEL.	525	£47380.00
▶ Cash (Post office / PayZone)	305	£25505.00
▶ ONLINE	917	£79465.00
▶ ONLINE (Ops Team)	1	£75.00
▶ Payment taken by Council	164	£13600.00
▶ Post Office	3	£225.00
REFUND PAYMENTS	1	£400.00

The Brentwood team

NES provides a full team to Brentwood at no cost to support the council achieving the results we have done over the past twelve months.

Victoria Covill

Victoria is responsible for the day-to-day management of the contract working closely with the enforcement team. Victoria works closely with Dan Cannon and Tony Wilson and the NES Operational Support Team, ensuring that every aspect of the service is delivered in accordance with NES high-quality standards. Victoria leads from the front patrolling the Borough in accordance with an agreed deployment strategy and issuing FPNs when necessary, working on a 4 days on / 4 days off shift pattern.

Brentwood's Officers

Fully trained, enhanced DBS checked Enforcement Officers are deployed on this contract to deliver the service. Enforcement officers provide the councils with intelligence led patrolling across all ward areas working on a 4 days on / 4 days off shift pattern. This gives officers the opportunity to recuperate during their rest days and has played a huge part in our success in creating a highly motivated team. We recognise that our Enforcement Officers are the first point of contact for all interactions with members of the public. It is always of primary importance to us that these officers act with professionalism to uphold the reputations of both NES and Brentwood. We therefore apply extra resources into the recruitment and retention process to enable us to identify the most appropriate candidates to be the face of our Company.

Operational Support Team

NES supports the administration functions of the contract with our Operational Support Team (Ops Team). The Ops Team is based at our National Operations Centre, Deeside and run by Rebecca Bugby 'Bex'. Bex's team provides an expert administration function. The Team provides 100% Quality Assurance to each evidential element of every issued Fixed Penalty Notice (FPN) from the issuance of the FPN itself, ID checks, complaints / appeals, body worn camera footage and prosecution files. The team also receives fly tipping and waste complaints from Brentwood and plots these for the Waste support team. Every member of the team has experience in Criminal administration and worked on behalf of some of the largest local authorities in the UK.

Waste Support Team – Essex

NES further supports the contract by providing experienced officers to work on our county wide Essex waste team. The team is led by Donna Chapman who also is the East of England regional Sector Leader. Donna's team is responsible for investigating all the waste reports across our Essex contracts, guaranteeing 100% of complaints received by the public are investigated. This has resulted in some big results for the team.

January



August



September



Community Sponsorship for 2022

National Enforcement Solutions (NES) has pledged as a part of our social value initiative to support community projects within Brentwood. We have agreed for 2022 to support three projects in the community by funding necessary equipment to tackle environmental crime.

Anglo European School, Ingatestone

NES reached out to the school's volunteer litter picking group and supported them by providing 10 HiViz Vests and 10 trigger litter grabbers.



Ingatestone and Fryerning Parish Council

Following NES' request to support community projects we were approached by members of the parish council and supplied 20 trigger litter grabbers, 20 T-shirts and 20 HiViz vests.



Navestock CCTV

NES have supported the parish of Navestock by funding CCTV cameras to catch potential fly tippers in Navestock. The project lasted two weeks and was funded 100% by NES at a cost of £700 back in May 2021.



Social Value

In November NES initiated 'Social Value days' across the Borough. Officers handed out educational leaflets, council-branded portable ashtrays, and biodegradable dog bags to the public.



They engaged with the public to raise awareness of environmental crimes and to answer any questions they may have about the offences / legislation / service. NES handed out over 500 portable ashtrays, 250 leaflets and 5,000 dog poo bags.

Agenda Item 8

Committee(s): Environment, Enforcement and Housing Committee	Date: 7 March 2022
Subject: Proposal to Enhance Housing Key Performance Indicator Reporting	Wards Affected: All
Report of: Tracey Lilley, Corporate Director - Housing & Community Safety	Public
Report Author/s: Name: Tracey Lilley, Corporate Director - Housing & Community Safety Telephone: 01277 312644 E-mail: tracey.lilley@brentwood.gov.uk	For Decision

Summary

The Council, in its 'Brentwood 2025' Corporate Strategy, has stated 'Improving Housing' as a central plank of its ambition and has committed to "drive continuous improvement in housing services". This report looks to the future of the housing service and as a first step aims to improving performance reporting to this committee to inform future decision making on changes brought forward. This reporting will offer a 2022 baseline and ongoing assessment on the success or otherwise of future recommendations implemented.

Recommendation(s)

Members are requested to:

- R1. Approve a suite of 10 Housing Key Performance Indicators for quarterly reporting as a standing item at this committee.**

Main Report

Introduction and Background

- 1 The Corporate Director, Housing & Community Safety has been reviewing for some time how continuous improvement might be achieved and with the support of the newly appointed Strategic Director, Housing and Regeneration is in the process of undertaking a review of the housing service and its vision for service delivery.
- 2 Amongst other things, and over the coming 12 months, Members will be requested to consider changes to the staffing structure of the housing function, the management of services and delivery contracts in areas such as cleaning, gardening and wider estate management, how the Council responds to issues raised in the resident survey, (the results of which can be found elsewhere on the agenda). Based upon 'what gets measured gets done' it is now proposed to prepare a targeted regular housing specific performance report for consideration.

- 3 Currently, Housing Key Performance Indicator (KPI) reporting is undertaken through the Formal Complaints and Performance Indicator Working Group from where regular Council wide reports (including Housing) are presented to Audit and Scrutiny Committee.
- 4 There is no plan to change the current arrangements, but to augment them with further specific reporting to this committee so that it can base its decision making on housing issues in the context of housing specific performance and help drive up performance in the housing function.
- 5 Currently the following housing performance indicators are reported to Audit and Scrutiny through the Formal Complaints and Performance Indicator Working Group on a quarterly basis.

Indicator	Description
HO1	Average re-let times for homes
HO2	Percentage rent collected from current tenants as a percentage of rent due
HO3	Rent arrears of current tenants as a percentage of rent due
HO4	Number of Households living in temporary accommodation
HO5	Gas servicing inspections outstanding
HO6	Level of Arrears (£) at the end of quarter

6. It is proposed that, in addition to these established KPI's, the following performance areas are also reported to this Committee each quarter. A suite of 10 KPI's in total.

HO7	Actual Number of homes empty for greater than 3 months
HO8	Electrical Safety inspections outstanding
HO9	Fire Safety Risk Assessments outstanding
H10	Resident Satisfaction

7. These 10 indicators are judged to offer a mix of financial, technical and qualitative performance as a starting point and be in a similar format to that produced at Audit and Scrutiny meetings. They can be adjusted as new issues develop but are suggested as the starting point for regular reporting and reviewed for their continued usefulness annually.

Risks

8. The regular reporting and required monitoring of agreed KPI's improves organisational understanding and focusses attention on risk mitigation.

Consultation

9. Consultation has taken place with the Chair of Environment, Enforcement & Housing Committee.

References to Corporate Plan

10. The Council's Corporate Strategy 'Brentwood 2025' commits to continuous improvement within the housing service.

Implications

Financial Implications

Name/Title: Phoebe Barnes, Corporate Manager – Finance (Deputy S151)

Tel/Email: 01277 312500 phoebe.barnes@brentwood.gov.uk

The Audit and Scrutiny Committee provides advice to the Council and the committees on the effectiveness of the arrangements for the proper administration of the Council's financial affairs, including all relevant strategies and plans.

It also acts as the Council's Overview and Scrutiny Committee with all the powers under Part 3 of the Local Authorities (Committee System) (England) Regulations 2012, and discharges the functions under section 19 of the Police and Justice Act 2006 (local authority scrutiny of crime and disorder matters).

Within the committee terms of reference, the Scrutiny Activity of this committee has responsibility for the monitoring of the Council service performance, including performance indicators. Therefore, it would be expected that the additional indicators would also be reported to Audit and Scrutiny Committee so they have the complete picture.

There are no direct financial implications arising from this report.

Legal Implications

Name & Title: Amanda Julian, Director of Law & Governance and Monitoring Officer

Tel & Email: 01277 312705 amanda.julian@brentwood.gov.uk

There are no direct legal implications arising from this report.

Economic Implications

Name/Title: Phil Drane, Director of Planning and Economy

Tel/Email: 01277 312610 philip.drane@brentwood.gov.uk

There are no direct economic implications arising from this report.

Background Papers

None

Appendices to this report

None

Committee(s): Environment, Enforcement and Housing Committee	Date: 7 March 2022
Subject: Strategic Housing Delivery Plan	Wards Affected: All
Report of: Ian Winslet, Strategic Director Housing and Regeneration	Public
Report Author/s: Name: Ian Winslet, Strategic Director Housing and Regeneration Telephone: 0777 0384141 E-mail: iwinslet@arkconsultancy.co.uk	For Information

Summary

This report summarises progress since the last report to Committee on 13 December 2021 on the development of a pipeline of new affordable homes through the development and regeneration of various Housing Revenue Account (HRA) owned sites. As a reminder, this Strategic Housing Delivery Programme (SHDP) is made up of two distinct elements, 1) the regeneration of Brookfield Close and Courage Court, Hutton to develop 62 zero carbon homes and 2) the development of a range of smaller HRA sites to deliver a further 80 Zero Carbon homes on a further 8 council owned sites. All of these new homes will contribute to, and be managed within, the Council's HRA. In addition, this report also updates Members on progress with the conversion of 17, Crescent Road, Brentwood, into two new apartments and a newly emerging regeneration project at Harewood Road, Pilgrims Hatch, the 'Harewood Regeneration' and the completion of 3 new homes at Whittington Mews,

The Council's Corporate Strategy 'Brentwood 2025' commits to Introducing "innovative Carbon reduction and absorption schemes", "identify opportunities for low emission and green developments" and using 'brownfield sites efficiently, such as council owned garage sites, to provide affordable homes...".

Recommendation(s)

Members are requested to:

- R1. To note continuing progress in the delivery of new Council homes through the SHDP**

Brookfield Close and Courage Court Regeneration Update

1. The decanting of the Council's tenants is continuing to progress. As of the date of this report 55% of all affected Council owned properties are vacant. It is anticipated that all tenants will have left the by end April 2022.

2. Negotiation with the 6 affected private owners is also continuing following formal offers of purchase being made in November last year and in line with the 'Regeneration Offer' approved by this committee. One sale is progressing with expected completion on 7th March, a further acquisition has also been agreed subject to contract and the remaining four are at various stages of negotiation. It remains possible that at least one property will require the Council to undertake a compulsory purchase (CPO) process. Given that the offers made are consistent with the RICS 'Red Book' valuation methodology plus a 7.5 -10% premium payment on top, CPO is unlikely to result in a significantly improved financial outcome for the owner(s) concerned. It is of course the owners' right and judgement to require the Council to go through such a process.
3. In anticipation of the site being 100% decanted, the Council's appointed technical advisors, Hamson Barron Smith (HBS) (part of the NPS Group) are developing a strategy for the procurement of the main contractor which, given the specialist zero carbon 'in use' nature of the specification will likely require some 'pre-qualification' to ensure delivery capability. HBS are developing their strategy with the Council's procurement and SHDP delivery teams. A future report to this committee will lay out that strategy with a timetable.

Small Sites Programme Update

4. Pellings LLP, the Council's technical advisor for the small sites programme have now submitted the first of 8 planning applications, a garage site at the rear of Willingale Close, Hutton. This was considered by the Planning Committee on 22nd February. An update on the outcome of that committee will be given at the meeting. Technical assessment will now continue, and procurement of a contractor planned. This is a vacant site, so aside from some garage tenancies being terminated, no residents will require to be decanted or property acquired. There is some legal work to complete where adjacent owners have opened up access to the site. A further two sites are expected to be submitted for planning in May 2022. Ward Councillors have been updated on progress.

17 Crescent Road Update

5. Contracts have now been signed with Colnesett Ltd, as approved at this committee in December 2021, and due to start on site this month. These two new homes are programmed to be handed over in July 2022. Ward Councillors have been kept updated on progress.

Harewood Regeneration

6. A new regeneration scheme is currently in early progress which will result in 30 of the Council's poorest quality and currently rented homes, mostly of a post-war 'pre-fabricated' construction with timber and felt roofs, being replaced with 40 new energy efficient homes using modern construction methods. All 30 affected homes are rented and therefore no 'buy-back' of homes will be required to facilitate the regeneration should it proceed.
7. In November 2021, ward Councillors were involved in a 'pre-design workshop' to understand their drivers for regeneration. This took place with the SHDP delivery team and NPS Group, technical advisors for the regeneration. Barton Wilmore have subsequently been engaged to undertake resident engagement activity which commenced week of 28th February 2022. Support officers from the Housing Team are also assigned to support this process. Once structured, plans for the regeneration will be brought to this committee for review. Ward Councillors have been kept updated on progress.

New homes at Barnston way, now Whittington Mews

8. 3 new homes have been completed at a former garage site at Barnston Way. In April 2019 a planning application for the demolition of existing garages (right) and construction of 3 new homes (below) with access to adjacent playing fields was submitted and granted approval by the Council's Planning Committee in June 2019.



9. Following the development of technical design, a competitive tender was undertaken, and the construction contract awarded to SEH French Limited. Whittington Mews consists of three townhouse style properties. Two of these are fully adaptable with ground floor level entry bathrooms. The internal specification is to a high standard with integrated storage and cycle provision and air source heat pumps. Each dwelling has onsite parking provision with electric vehicle charging and landscaping.



Development of Website information

10. A new selection of Council website pages will soon be available highlighting the programme and showing new homes in development. Each site, once through planning, will have a dedicated section indicating type and number of homes, timeline for delivery, tenure (either affordable rent or shared ownership) and a vignette of the scheme. These additional pages will 'go live' in the next few weeks.

Proposed acquisition of a single property at Four Oaks

- 11 Four Oaks has been previously identified to this committee as a future potential opportunity for new homes in the Council's small sites programme. No decision has yet been taken to formally proceed. Discussion is underway with a property owner at Four Oaks for the buy-back of a single home to aid any future development. This acquisition will be undertaken using the same methodology as at Brookfield Close and Courage Court using a formal RICS 'Red Book' valuation and the application of the 'Regeneration Offer' criteria as approved by this Committee in 2021. Capital for the acquisition has already been approved as part of the new homes HRA capital programme.

Consultation

- 12 Extensive resident consultation has taken place at Brookfield Close and Courage Court and this is continuing with Barton Wilmore being appointed to support engagement at the Harewood Regeneration site. Ward Councillors for each new housing scheme are updated as work progresses.

References to the Corporate Plan

13. The Council's Corporate Strategy 'Brentwood 2025' commits to Introducing "innovative Carbon reduction and absorption schemes", "identify opportunities for low emission and green developments" and using 'brownfield sites efficiently, such as council owned garage sites, to provide affordable homes...". The SHDP and specific proposals in this report contribute to all of these strategic objectives.

Implications

Financial Implications

Name/Title: Phoebe Barnes Corporate Manager – Finance (Deputy S151)

Tel/Email: 01277 312500 phoebe.barnes@brentwood.gov.uk

The Strategic Housing Delivery Plan is expected to spend £60million over 5-7 years. This is currently reflected in the HRA 30-year business plan. The 30-year Business plan is updated to reflect the timeline of development to help ensure the business plan remains relevant and affordable going forward.

The SHDP requires revenue and capital resources from the HRA to deliver this programme. The finance structuring on each scheme is dependent on whether Homes England Grant Funding is applicable, whether any Section 106 is available and if Retained Right to Buy Capital Receipts can be utilised. Any difference requires borrowing which incurs financing costs that are to be borne by the HRA.

To date the following costs have been incurred in delivering the SHDP

Site	Revenue	Capital	Total
Whittington Mews		1,314,492	1,314,492
Crescent Road		42,325	42,325
Brookfield/Courage Court		954,071	954,071
Willingale Close		10,291	10,291
Harewood Road	1,200		1,200
Other	97,743	215,438	313,181
Total	98,943	2,536,617	2,635,560

Any costs associated with the website update will be met from existing budgets and resources.

The proposed acquisition of Four Oaks would be a capital cost and can be met from the SHDP Capital budget that has been approved by Full Council as part of the Budget.

Name & Title: Amanda Julian Corporate Director (Law & Governance) & Monitoring Officer

Tel & Email: 01277 312500/amanda.julian@brentwood.gov.uk

Legal, procurement and other professional advice is sought by the Team as required to ensure that the SHDP is compliant with legislation and within the corporate governance structure within the Council.

Economic Implications

Name/Title: Phil Drane, Corporate Director (Planning and Economy)

Tel/Email: 01277 312500 philip.drane@brentwood.gov.uk

The Strategic Housing Delivery Plan is in place to drive regeneration opportunities and deliver new homes, which can contribute to wider economic growth.

Background Papers

None

Committee(s): Enforcement, Environment and Housing Committee	Date: 7 March 2022
Subject: Resident Engagement Strategy 2022 to 2027	Wards Affected: All
Report of: Tracey Lilley - Corporate Director (Housing and Community Safety)	Public
Report Author/s: Name: Tracey Lilley - Corporate Director (Housing and Community Safety) Telephone: 01277 312500 E-mail: tracey.lilley@brentwood.gov.uk	For Decision

Summary

The Social Housing White Paper has brought a renewed focus on the importance of empowering and listening to social housing residents. Meaningful engagement with residents drives better services and ensures residents are involved in decisions that affect their housing.

The regulatory framework governing social housing is made up of regulatory requirements, codes of guidance and regulatory guidance. The regulatory requirements concerning resident engagement include the Tenant Involvement and Empowerment Standard 2017. This states that social housing providers should ensure that tenants are given a wide range of opportunities to influence and be involved in the formation of their landlord's housing-related strategic priorities, decision making about how services are delivered, performance scrutiny and the management of their homes.

The Resident Engagement Strategy and Resident Engagement Structure are included as appendix A and sets out how this activity will be delivered, monitored and delivered.

Recommendation(s)

Members are asked to:

R1. To approve the Resident Engagement Strategy 2022 to 2027.

Main Report

Introduction and Background

1. The Resident Engagement Strategy sets out how the Council intends to engage with its tenants and leaseholders and the people who live in the

communities to which the Council has responsibilities towards, both as a landlord and as a registered provider of social housing.

2. The Council co-designed this strategy with members of our Tenant Talkback group and has run a consultation on this strategy on the website from 17 January to 18 February to gather any further feedback.
3. When developing the strategy we also included feedback received from the Survey of Tenants and Leaseholders sent to all residents in August 2021 which included a question on how residents wanted to be involved.

Reasons for Recommendation

4. This strategy adapts our resident engagement practice to provide more choice on how residents engage with the Council, to enable residents with a wide variety of backgrounds to influence service delivery.
5. The Social Housing White Paper will bring a change to the level and type of regulation for Local Authorities with an emphasis on proactive engagement with residents.

Consultation

6. The Engagement Strategy was co-designed with members of the Tenant Talkback group and the Strategy was included on the website for comments. When developing the Strategy we also took into account feedback from the STAR survey regarding how residents wanted to be involved with Brentwood Council.

References to Corporate Plan

7. Drive continuous improvement of our housing services
8. Continue a service improvement programme to ensure our services are delivered efficiently.

Implications

Financial Implications

Name/Title: Phoebe Barnes, Corporate manager – Finance (Deputy S151)

Tel/Email: 01277 312500/phoebe.barnes@brentwood.gov.uk

9. There are no direct budgetary implications arising from the report, with the strategy's delivery plan being met from existing budgets and resources.

Legal Implications

Name & Title: Amanda Julian, Corporate Director (Law & Governance) & Monitoring Officer

Tel & Email: 01277 312500 / amanda.julian@brentwood.gov.uk

10. There are no legal implications arising from the strategy and delivery plan, where legal issues arise the appropriate legal advice will be sought.

Economic Implications

Name/Title: Phil Drane, Corporate Director Planning & Economy

Tel/Email: 01277 312610/philip.drane@brentwood.gov.uk

11. The strategy will help to improve local engagement leading to an improved local environment, this will help support local economic activity.

Background Papers

There are no background papers to this report.

Appendices to this report

Appendix A: Resident Engagement Strategy 2022 to 2027

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Committee(s): Environment, Enforcement & Housing Committee	Date: 7 March 2022
Subject: Homelessness & Rough Sleeping Strategy 2020-2025 Delivery Plan	Wards Affected: All
Report of: Tracey Lilley, Corporate Director – Housing & Community Safety)	Public
Report Author/s: Name: Angela Abbott, Corporate Manager – Housing Needs & Independent Living Telephone:01277 312500 E-mail: angela.abbott@brentwood.gov.uk	For Decision

Summary

In 2020 the Council launched its Homelessness and Rough Sleeping Strategy for the period 2020 to 2025. The document was approved subject to consultation with local stakeholders. The consultation was however delayed to the impact of the pandemic and the issue of consultation was not concluded until recently.

The Council continued to implement the strategy and work with partners on the response to the pandemic. In October 2021, the Council re-visited the issue of consultation and circulated a delivery plan with the strategy seeking feedback on their content.

There were no proposed changes to the strategy, as the issues remain valid. The delivery plan has evolved and takes into account the local impact of the pandemic on homelessness and rough sleepers. The delivery plan is presented to members for approval.

Recommendation(s)

Members are asked to:

- R1. To approve the delivery plan for the Council's Homelessness and Rough Sleeping Strategy 2020-2025.**

Main Report

Introduction and Background

1. The Council prepared its strategy for dealing with homelessness and rough sleepers in 2020. Unfortunately, the pandemic meant that other priorities took precedence and the engagement with local stakeholders was delayed, with the

priority being the response to the pandemic and the impact on local homelessness.

2. In 2021 it was decided to draft the strategy's delivery plan and circulate this to local stakeholders for comment. No responses were received from Stakeholders. The delivery plan is attached for approval.
3. The strategy document has not been updated and a formal review will be completed during the strategy's final year (i.e. 2024). The delivery plan's content will be reviewed on an annual basis and an update provided to the EEH Committee on progress with implementation and any changes that are needed.

Reasons for Recommendation

4. To ensure that the Housing Department has documentation to support the work on homelessness and rough sleepers and engage stakeholders on the local strategy and plans in place.

Consultation

5. Consultations have taken place with local organisations who are involved with the provision of services to the homeless and rough sleepers. Their comments have been incorporated into the delivery plan and will be taken into account when the strategy document is updated.

References to Corporate Plan

6. Drive continuous improvement of our housing services and continue a service improvement programme to ensure our services are delivered efficiently.

Implications

Financial Implications

Name/Title: Phoebe Barnes – Corporate Manager Finance (Deputy S151)

Tel/Email: 01277 312500/phoebe.barnes@brentwood.gov.uk

7. There are no additional financial implications arising from the approval of the delivery plan. The plan documents the current level of activity and the associated costs which are captured within the current budget and financial resources available for delivery.

Legal Implications

Name & Title: Amanda Julian, Corporate Director (Law & Governance) and Monitoring Officer

Tel & Email: 01277 312500/amanda.julian@brentwood.gov.uk

8. There are no legal implications arising from the report. The delivery plan helps to set out how the Council's responsibilities will be achieved.

Economic Implications

Name/Title: Phil Drane, Corporate Director (Planning and Economy)

Tel/Email: 01277 312500/philip.drane@brentwood.gov.uk

9. There are no economic implications arising from this report. The effective management of homelessness & rough sleepers will have a positive local impact.

Equality and Diversity Implications *(Please complete for manager review)*

Name/Title: Kim Anderson, Corporate Manager (Communities, Leisure & Health)

Tel/Email: 01277 312500/kim.anderson@brentwood.gov.uk

10. TO BE ADDED

Other Implications (where significant) – i.e. Health and Safety, Asset Management, Risk Management, Section 17 – Crime & Disorder, Sustainability, ICT.

None

Background Papers

- The background papers to this report includes the Homelessness and Rough Sleepers Strategy that was previously presented to the Committee in 2020

Appendices to this report

- Appendix A: Homeless and Rough Sleepers Strategy Delivery Plan 2020-2025

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Homelessness & Rough Sleeping Strategy 2020-2025

Housing Services

--- www.brentwood.gov.uk ---

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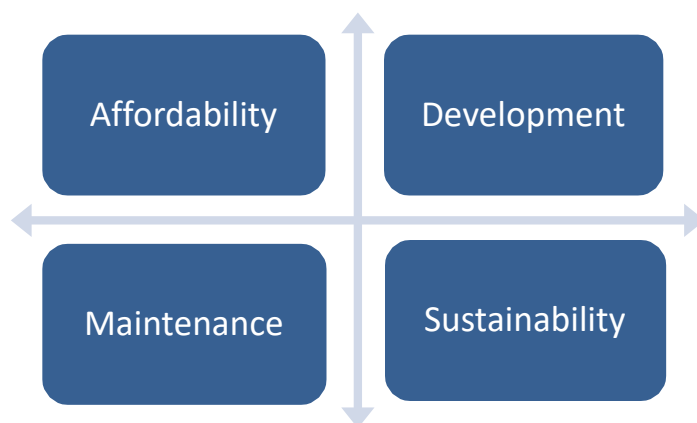
INTRODUCTION

Homelessness is a growing issue throughout England at this time. It is important as a Local Authority to work towards achieving the best possible outcomes for customers at a time of limited resources and increasing challenges.

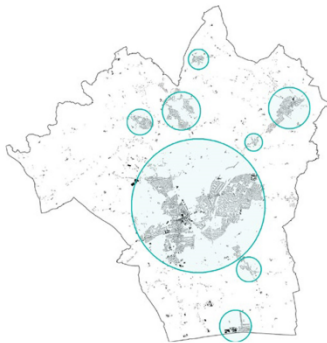
Our aim is to provide our customers with a flexible and innovative service which meets the backdrop of a challenging housing environment. We recognise that there are a wide range of housing needs and expectations and we are constantly seeking to overcome together the challenges which we face.

Housing is a critical element of all our lives and this is being increasingly recognised at all levels of government. Brentwood Borough Council is committed to providing the best service possible and is determined to provide effective and innovate solutions for the benefit of all our customers and residents.

Ms Tracey Lilley
Director of Housing & Community Safety



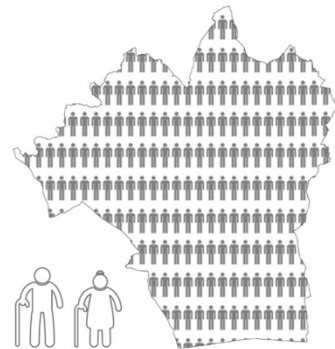
Brentwood Key Characteristics:



At the heart of the borough is the market town of Brentwood and its wider urban area, which is surrounded by villages set amongst the countryside and attractive natural landscape



89% of the borough is within London's Metropolitan Green Belt



The borough's population is over 73,500 with a significant retired population - an ageing population trend projected to continue



80%
of the borough's population own their home



£320,000
average borough house price
vs **£220,000**
average England house price



360
new homes per year
175
new homes per year



The current housing stock is largely made up of detached and semi-detached houses with less small unit accommodation

Partly because of higher average salaries in London and the south-east, house prices have been driven up making affordability a pressing issue in Brentwood

The old regional plan target of 175 new homes per year has been abolished (total 3,500 new homes 2001-2021). Now the borough's need is 360 new homes per year, which is 7,200 over 20 years



The borough has low unemployment and a good economically active population. However, there is currently an imbalance between skills and jobs because of the population working in London



Public transport, bus services in particular, are centred on Brentwood Town Centre, making accessibility an issue for villages with infrequent services and lack of evening running



The arrival of Crossrail at Brentwood and Shenfield will improve the existing metro service and provide new direct links through Central London. This could provide opportunities for development and investment, but also challenges for existing infrastructure capacity

Scope and Purpose

Why have a Homelessness & Rough Sleeping Strategy?



The Homelessness Act 2002, requires every Local Authority to carry out a homelessness review in its Borough every 5 years, to develop and publish a Homelessness Strategy based on this review and to consult with other statutory and voluntary organisations.

This Strategy seeks to tackle all forms of homelessness, including to those owed a statutory duty (typically families with dependent children, or vulnerable adults), but also people who are single, sleeping on the streets, or other in transient arrangements (e.g. sleeping on a friends' sofa).

The Strategy does not alter the law but provides guidance on how it will be applied.



All Councils and social landlords must operate viable businesses with adequate recourse to financial resources to meet current and future business and financial commitments.



The Council seeks to continue to provide good-quality housing services for residents and prospective residents. We must aim to deliver continuous improvements and value for money in our services. Service provision is subject to challenge and change. The wishes of residents and others must be balanced against available resources within a clear framework.

What is 'Homelessness'?

The legal definition which local housing authorities work to is essentially defined as *not having anywhere settled to live*. Being homeless does not mean necessarily that an individual is rough-sleeping.

Typically an individual may be homeless and is 'sofa-surfing', being housed temporarily between friends and/or relatives.

The law pertaining to homelessness is principally contained within the Housing Act 1996 and the Homelessness Reduction Act 2017 (see below). Both acts confer duties on Local Authorities to tackle the problem of homelessness.

Homelessness as a term refers to a range of different people and experiences. In law, it means that a person or household does not have accommodation that is available for them to occupy, that they have a legal right to occupy, and that it is reasonable for them to continue to occupy.

A lack of affordable housing is often a key difficulty to obtaining stable accommodation, with evictions from the private rented sector amongst the highest reasons for homelessness within England.

What is 'Rough-Sleeping'?

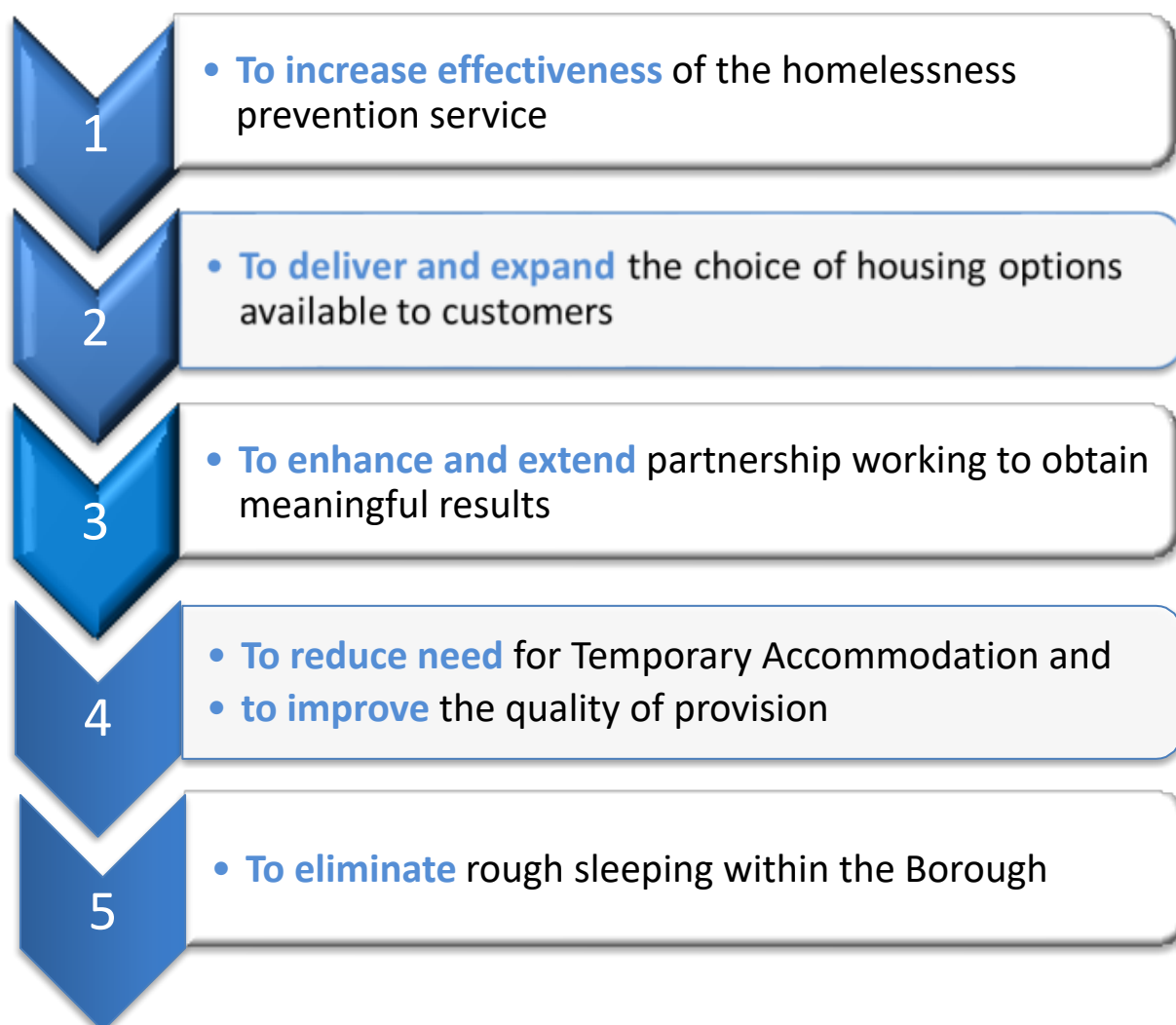
'Rough Sleeping', used for the annual Government count/estimate is defined by Homeless Link as:

People sleeping, about to bed down (sitting on/in or standing next to their bedding) or actually bedded down in the open air (such as on the streets, in tents, doorways, parks, bus shelters or encampments). People in buildings or other places not designed for habitation (such as stairwells, barns, sheds, car parks, cars, derelict boats, stations, or "bashes").

Rough-sleeping does not include those individuals who sit on the streets begging for money whom have accommodation available to them but choose to suggest they are homeless.

What are we trying to achieve?

There is no one permanent solution to the problems of homelessness and rough sleeping. Both central Government and Local Authorities must work together to overcome the issues that are faced for the benefit of those individuals affected. Brentwood Borough Council recognises this in its Corporate Vision, which is why housing is central to the Council's forward-facing agenda. The Council and its partners are therefore working:



Context: National Homelessness

Homelessness within England has increased each quarter since 2012 and remains a significant problem in the country. London has the greatest level of homelessness, with other major cities having significant problems as well. Whilst the number of homeless households outside of cities is considerably lower it is no less a problem for those individuals who experience it.

2012/13 to 2017/18 In England	Increase/Decrease (+/-)
Households requiring homeless assistance	+ 6%
Homelessness prevention	+ 6%
Homelessness relief	- 29%
Households owed main homeless duty (statutory)	+ 6%
Households in Temporary Accommodation	+ 31%
Rough-Sleepers	+ 51%

The above figures demonstrate that whilst prevention (stopping homelessness before it starts) is increasing the ability to relieve homelessness (after it has happened) has significantly fallen.

Under the Housing Act 1996 ('the Act') Local Authorities have a 'main duty' to secure permanent accommodation for those households to whom it owes a legal duty.

In England there is no legal duty to provide permanent accommodation to an individual just because they are homeless. It is partly for this reason that individuals sleep rough, hence the significant rise illustrated above.

Single homelessness tends to affect more males than females, particularly those individuals deemed not to be in Priority Need as per the Act. It is this cohort that often struggles disproportionately to access homelessness services and is the largest group of rough sleepers.

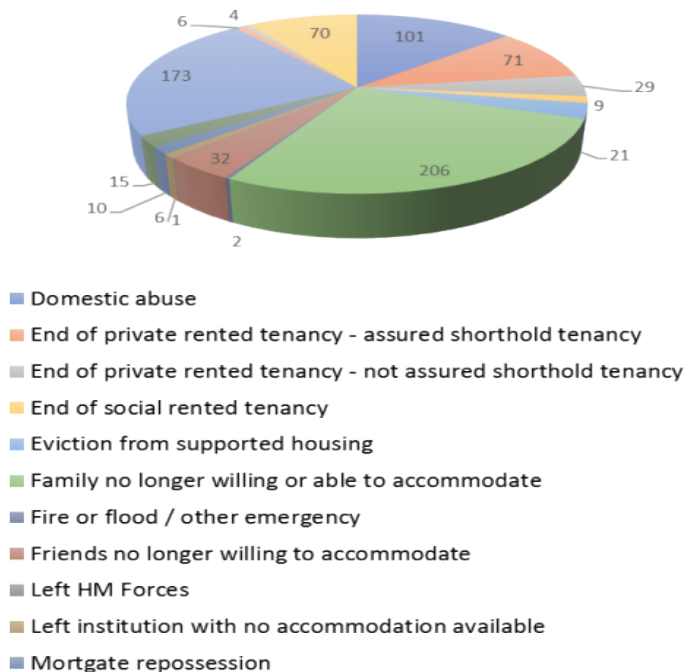
Homelessness in Brentwood

The Borough of Brentwood has a relatively low number of homeless households; however this is continuing to grow in line with the national average, principally due to lack of affordability within the Borough, affecting younger households disproportionately.

Rent	£ pcm	LHA	Shortfall
1 bedroom	897	562.38	334.62
2 bedroom	1095	696.50	398.50
3 bedroom	1420	851.85	568.15

June 2019 Snapshot Figures: Private sector renting compared to maximum Housing Benefit (LHA). The shortfall is the amount of money a family would have to find per calendar month (on average) from their personal income. For those households on Universal Credit the shortfall could be even greater

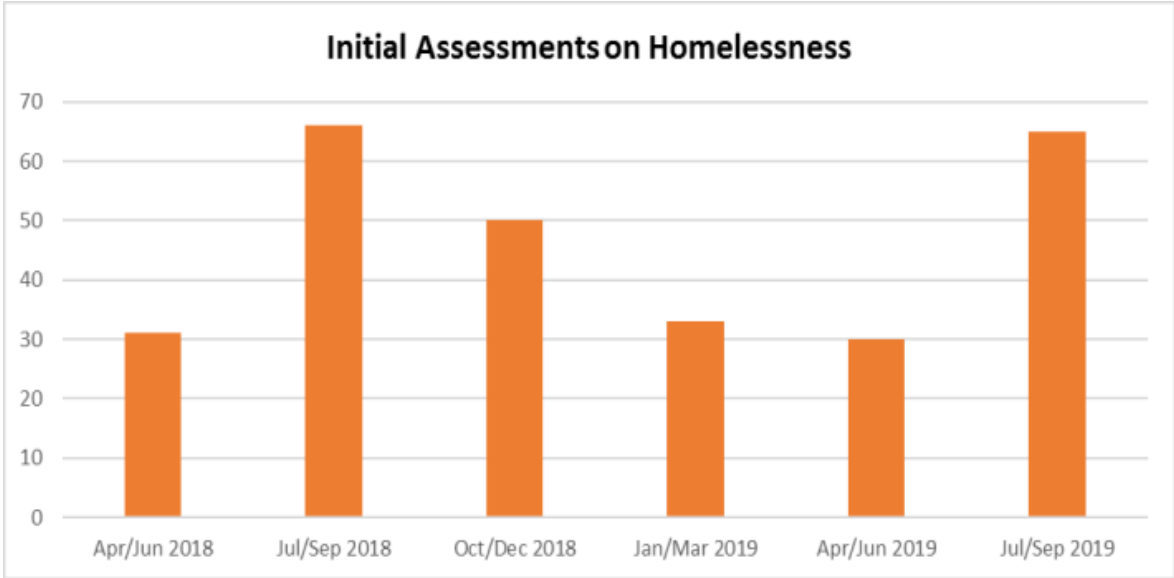
Approaches: By Loss of Accommodation



The above chart demonstrates the self-identified reasons as to why applicants are approaching Brentwood Borough Council as homeless.

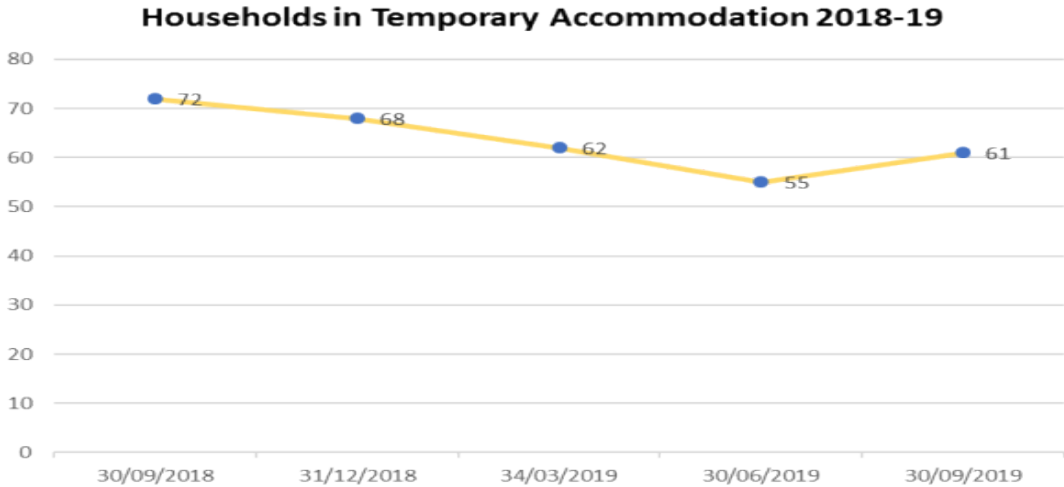
The two main reasons for homelessness within the Borough are loss of private rented sector ('PRS') accommodation and parental evictions. What is less clear is the motivations behind these two reasons. Accommodation within the PRS is notoriously insecure, with lawful evictions being relatively easy to obtain whilst accommodation costs remain high. Parents who evict their children do so for a range of reasons, however it seems likely that the lack for available affordable housing as an alternative is often a motivator for this.

The level of potential homelessness within the Borough can be viewed by the amount of initial assessments conducted by the Housing Options Team:



The above figures form part of the Government’s new H-CLIC statistics which are listed as experimental figures due to the new and developing methodology. However, the figures display that there is a significant level of homelessness within the Borough, with an annual determination of approximately 183 initial assessments. Those initial assessments do not include the approaches for housing advice and assistance to the Housing Options team which are on average 5 times greater than the technical initial assessments.

The Council has a duty under the Housing Act 1996 to secure interim/temporary accommodation for a qualifying homeless household. The figures for temporary accommodation highlight those households who would likely be rough-sleeping or sofa-surfing without intervention.



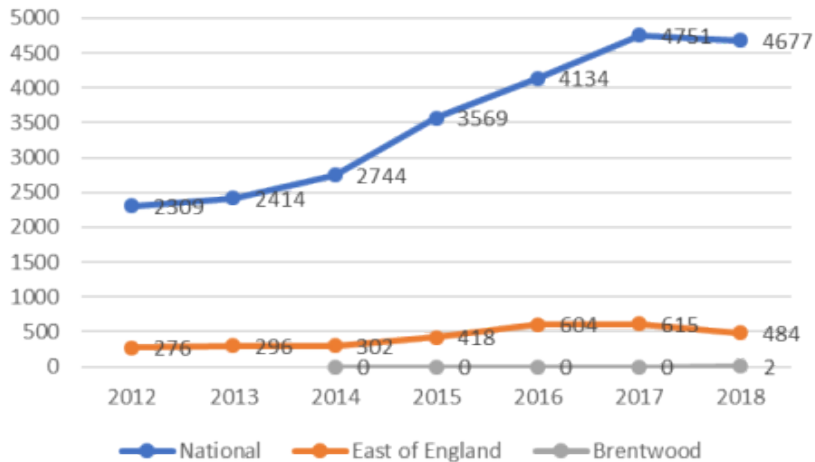
The level of households in temporary accommodation remains relatively stable, reflecting the continual efforts of the Council to secure affordable permanent accommodation against the rise in homelessness presentations. However, the level of families using temporary accommodation should be reduced to obtain the best possible outcomes for those who are homeless and require stability.



Rough Sleeping

The main statistics concerning rough-sleeping are as per the Ministry of Housing, Communities and Local Government annual rough sleeper count/estimate, which reflect rough-sleepers on an average night in the year. Brentwood does not have a rough sleeper problem in terms of numbers, but the effect on individuals should not be underestimated.

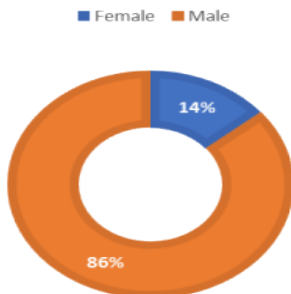
Rough Sleeping Annual Snapshot



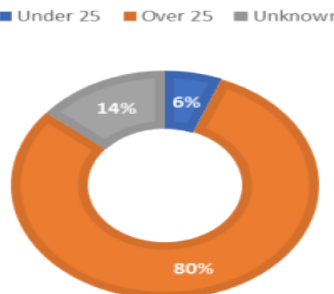
The figures indicate that there has been a slight decrease in the last year in national and regional rough-sleeping figures. However, the overall pattern since 2012 is a significant rise. In Brentwood in 2019 a recording of 0 rough sleepers was made on the nightly count. Whilst this is an indicative figure only it suggests that the level of suggested rough-sleeping (as presented by those begging) is far higher than the reality.

In terms of the average presentation nationally of rough-sleepers the figures in terms of gender and age tend to be far more consistent geographically. It is important when considering how to tackle rough sleeping and homelessness that the most affected cohorts are targeted.

ROUGH SLEEPING: BY GENDER



ROUGH SLEEPING: BY AGE



Homelessness Reduction Act 2017

Since April 2018, the Homelessness Reduction Act has changed the homelessness duties for all Local Authorities in England.

The new legislation means that all applicants who are eligible and about to become homeless will be entitled to receive advice and assistance in order to prevent them from becoming homeless.

The Act changes the way Councils address and resolve the issues around homelessness by introducing two new duties in addition to the main housing duty. These two duties are:

Duty to Prevent Homelessness

Brentwood Borough Council will provide advice and assistance to people who are about to become homeless within 56 days. If an individual is eligible for assistance and at risk of losing their home, we will try to prevent homelessness by working with them to help them remain in their current accommodation or to help them find somewhere else suitable to live. Under the Law and as part of our prevention duty, all applicants are required to work and engage with the Council to take steps to prevent their homelessness together.

Duty to Relieve Homelessness

If an individual is already homeless, and deemed eligible, or if we cannot prevent eviction from their current accommodation then under the new Act, there is a duty on the Council to try and relieve homelessness.

For both duties the Council has a legal obligation to produce:

Initial
Assessment

Personal
Housing
Plan (PHP)

The two main ways of securing permanent accommodation are through the Council's Housing Register and via discharge into the Private Rented Sector by securing accommodation which is suitable and affordable.

Strategic Priorities & Approach

1

- To increase effectiveness of the homelessness prevention service

- ❑ **Personal Housing Plans (PHPs):** Increased support for people to take responsibility for avoiding homelessness. Online PHP systems, to enable customer focus and review.
- ❑ **Improve IT systems:** Through adopting internal efficiencies and introducing new technology the Housing Options service is committed to improving performance through reducing waiting times and providing targeted housing option programmes and delivery.
- ❑ **Mitigate the impact of welfare reform:** as outlined in the wider Housing Strategy.
- ❑ **Early signposting of individuals** to advice agencies, particularly through partner referrals.
- ❑ **Maximise the use** of the Homeless Prevention Fund, and/or alternate funding where possible.
- ❑ **Expansion** of the Rent Deposit Scheme (RDS) to help households requiring a security deposit for private renting.
- ❑ **Increased partnership working** to maximise resources and to target services to those most in need.



Strategic Priorities & Approach

2

- To deliver and expand the choice of housing options available to customers

- ❑ **Create** an Affordable Housing Strategy for the Borough; to enable the building of new Council accommodations for future customers.
- ❑ **Develop** an Affordable Housing Register to provide a co-ordinated approach to the allocation of Affordable Homes and Intermediate housing products such as shared equity schemes.
- ❑ **Utilise** section 106 payments creatively to expand affordable house building.
- ❑ **Target large developments**, such as Dunton Hills Garden Village for Council-owned and/or Council assisted builds (retaining nomination rights).
- ❑ **Work alongside** the Council's Empty Homes strategy to bring accommodations back into use.
- ❑ **Expand** access to the private rented sector through a broadened customer offer.
- ❑ **Enable** customers to obtain housing through the private rented sector, with tailored service provision and financial assistance.



Partnership Working

3

- To enhance and extend partnership working to obtain meaningful results

- **Hub working:** Brentwood Borough Council's renovated Town Hall now allows for direct partnership working within the same space for customer ease of access.



Department
for Work
& Pensions

- **Supportive working:** The Council works directly with a variety of agencies, both to signpost homeless and rough-sleeping customers and to co-support them.



- **Healthy working:** The Council works with a variety of public services, charities and agencies to target some of the causes of homelessness, to enable an holistic approach towards resolution.



NHS
*Basildon and Brentwood
Clinical Commissioning Group*

- **Safe Working:** The Council employs a safety first approach to rough sleeping and homelessness and works closely with support agencies, such as those working with the victims of domestic abuse and violence.



- **Home Working:** We work alongside other housing providers, to secure alternate forms of accommodation both within and without the Borough, including supported accommodation, mental-health supported accommodation and provision for vulnerable young families.



Temporary Accommodation

4

- To reduce need for Temporary Accommodation and to improve the quality of its provision

The Council provides temporary accommodation ('TA') to immediately relieve homelessness and where a statutory duty to provide permanent accommodation exists but there is no suitable and affordable alternative available.

The Council recognises that temporary accommodation is not the solution to a household's housing problem, it is often a step in the journey towards obtaining a permanent home. The Council recognises that placements out-of-Borough and in shared accommodations need to be avoided wherever possible. The quality of accommodations should be such that households are able to live in them comfortably without undue restriction.

To try and achieve the above we will:

- ❖ **Roll-out** a brand-new Placement Policy, which will provide a clear and transparent framework for all future offers of TA to homeless families.
- ❖ **Promote contact** with support services, to ensure joined-up working of those using services when entering and exiting TA provision.
- ❖ **Advance** our rolling programme of accommodation provider reviews. To regularly inspect non-Council controlled accommodation, to ensure they meet suitability standards.
- ❖ **Secure affordable TA options** to try and work within the relevant Housing Benefit/Universal Credit caps, to ensure no excessive burdens are placed on vulnerable individuals.
- ❖ **Create** a tailored-support package of advice and information for those households entering Council-controlled accommodations to reduce the stress and burden of temporary housing.

Vulnerable Groups

The Council recognises that homelessness creates problems and affects all individuals. There are certain groups whom it is deemed by the Government are affected potentially to a greater extent and whom have the most difficulties engaging with services and being able to prevent or relieve their own homelessness. Our focus here is:

Domestic Abuse

- Safety-first approach
- Working in partnership with Police, MARAC & IDVAs (see Glossary) and health services to provide a multi-agency solution.
- Refuge protection
- Specialist support: Changing Pathways
- 1-2-1 Hub Working: South Essex Domestic Abuse Hub
- Provision of 'Sanctuary schemes' to remain at home

Care Leavers

- Working with Children's Services, other statutory and voluntary sector
- Utilising the new ECC 16/17 year old Joint Protocol.
- Early intervention work to prevent homelessness
- Accessing floating support through Peabody
- Collaborating with other Local Authorities to use supported accommodation for young families (Railways Meadows)

Ex-Offenders

- Essex Prisoner Protocol: With Prisons, Probation and the CRC to create a housing pathway
- Working with the Multi Agency Public Protection Arrangements (MAPPA) on appropriate cases.
- Partnership working with Police and the Council's Enforcement Team
- Providing accommodation where appropriate to aid rehabilitation

Former Members of the Armed Forces

- Supported through Civilian Military Partnership Board
- Priority on the Allocations system, including removal of Local connection requirement
- Supported housing options pathway
- Armed Forces Covenant
- Veterans Aid
- Veterans' Gateway

ROUGH SLEEPING

5

- **To eliminate** rough sleeping within the Borough

To achieve the above priority the Council will continue to try and tackle the problem of rough sleeping and the causes of rough sleeping. It can be harder to identify and engage with rough sleepers than some might think. It is often those who do not ask for help and who hide away whom are the most vulnerable. Brentwood Borough Council and its partners will work towards supporting and improving the lives of all rough sleepers as far as we are able. To do this we will:

- ✓ **Co-ordinate** working with the Police
- ✓ **Focus on prevention** working, particularly with single homeless persons
- ✓ **Identify** rough sleepers via Homeless Link
- ✓ **Actively monitor** the streets of Brentwood and respond to intelligence
- ✓ **Jointly-work** with the Council's Community Safety & Enforcement Teams
- ✓ **Immediately investigate** street homelessness
- ✓ **Support individuals** to access services to ensure 'No Second Night Out'
- ✓ **Signpost and assist** individuals to engage with medical, social and substance misuse services



Severe Weather Emergency Protocol

Brentwood Borough Council will ensure that vulnerable people are protected during periods of extreme weather conditions, when certain weather can threaten the safety and well-being of individuals. The Council will take prompt action to ensure rough sleepers have access to shelter if it is believed that they are at risk during periods of severe weather.

To enable this the Council works to a 'Severe Weather Emergency Protocol' ('SWEP') which is the procedural mechanism for rolling out immediate support.

Objectives of SWEP

- To ensure that no one dies on the streets due to severe weather
- To ensure that every effort is made to engage individuals with support services, particularly during the winter months

Cold Weather Provision

The trigger for SWEP to be activated is when the Met Office forecasts a minimum of three night's temperature, being zero degrees Celsius or below. Local conditions such as wind chill, snow and heavy rainfall will also be considered. Circumstances outside this range will also be considered.

Hot Weather Provision

During extended periods of high temperatures SWEP may also be activated. Whilst daily temperatures remain at an average of over 86F/30C the Council will provide emergency bed & breakfast accommodation to rough sleepers, as well as providing additional support services.

Referrals via

- ✓ Any agency or service for example Police, Adult Social Care, Community Protection
- ✓ Homeless rough sleepers self-referring to the council or via Streetlink
- ✓ Member of the public referring someone to the council or via Streetlink

Provisions

Rough sleepers who approach the Council or who are found will be offered accommodation. The type of accommodation will depend on availability; this will usually be a hostel or a Bed and Breakfast establishment. The Council will also consider use of any available accommodations within its own stock.

Equality, Diversity and Well-Being

❖ Brentwood Borough Council actively works to ensure that its tenants, leaseholders and customers receive the services that are appropriate to them. The Council also strives to ensure that additional services can be provided to enable customers to access services which may be beneficial to their wellbeing and quality of life.

Confidentiality

❖ Under the Data Protection Act 2018 and the EU General Data Protection Regulation 2016 the Council complies with the six data protection principles. Further information is available online at www.brentwood.gov.uk (*Information About You*)

Publicising the Policy

❖ The policy will be available at the Town Hall in hard copy. The policy will also be made available online at www.brentwood.gov.uk.

Address for Service:

❖ For the sake of certainty this is:

Brentwood Borough Council
Town Hall, Ingrave Road, Brentwood, Essex, CM15 8AY

Glossary

[the] Council	Brentwood Borough Council.
Housing Benefit	A government benefit, currently administered by Local Authorities, which pays all or part of the rent and service charge for a property.
Interim Accommodation	Accommodation which is temporary where a duty exists under s.188 (1) of the Housing Act 1996.
Local Authority	A county, county borough, district or London borough council <i>et al</i> established by Part IV of the Local Government Act 1985.
PRSO	Private Rental Sector Offer. Accommodation which is owned by a private landlord and where private rent is payable.
Severe Weather Emergency Protocol	Provision of emergency nightly accommodation in extremes of temperature, as detailed within the Housing Strategy (as amended 2020).
Temporary Accommodation	Accommodation provided once a duty to provide permanent accommodation has been accepted, whilst it is being sourced.
Universal Credit	A Government benefit, administered by the Department of Work & Pensions, which replaces Child Tax Credits, Housing Benefit, Income Support, Jobseeker’s Allowance, Employment Support Allowance and Working Tax Credits.

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Version Control

Item	Reason for Change	Version	Author	Date

Last Review Date: 1st October 2021

Next Review Date: 1st October 2024

Scope	Homeless & Rough Sleeping Households/Individuals
Effective date	XX/XX/2012
Review date	XXXXXX
Signed Off	Director of Housing & Community Safety – Tracey Lilley
Author	Corporate Manager – Angela Abbott
Strategy Owner	Housing Services
Legislation	<p>Housing Act 1996, as amended by the Homelessness Act 2002</p> <p>Housing Act 2004</p> <p>Localism Act 2011</p> <p>Homelessness Reduction Act 2017</p> <p>Data Protection Act 2018</p> <p>EU General Data Protection Regulation 2016</p> <p>Local Government Act 1985</p> <p>Homelessness (Suitability of Accommodation) (England) Orders 1996, 2003 and 2012</p> <p>Supplementary Guidance on the Homelessness changes in the Localism Act 2011 and the Homelessness (Suitability of Accommodation)(England) Order 2012</p> <p>The Homelessness Code of Guidance</p> <p>The Council’s Housing Strategy 2017-2020</p> <p>The Council’s Allocation Policy 2014</p> <p>Children Act 1989 (in particular s.17)</p> <p>Children Act 2004 (in particular s.11)</p>
Consultation	General - Tenant Talkback. Stakeholders

Contact

www.brentwood.gov.uk
housing@brentwood.gov.uk
01277 312500



Housing Services, Brentwood Borough Council, Town Hall,
Ingrave Road, Brentwood, Essex, CM15 8AY

Please contact us to obtain a copy of this information in an alternate format

Agenda Item 12

Committee(s): Enforcement, Environment and Housing Committee	Date: 7 March 2022
Subject: Tenant and Leasehold Survey 2021 (STAR)	Wards Affected: All
Report of: Tracey Lilley, Corporate Director (Housing and Community Safety)	Public
Report Author/s: Name: Tracey Lilley, Corporate Director (Housing and Community Safety) Telephone: 01277 312500 E-mail: tracey.lilley@brentwood.gov.uk	For Decision

Summary

A STAR (Survey of Tenants and Leaseholders) Perception Survey for Brentwood Council was carried out from September 2021 to October 2021. The survey was carried out by M.E.L. Research.

The survey's results identified the areas for the Council to consider. In addition, the Council received a number of verbatim remarks from those who responded.

The Housing Team have developed an action plan to that responds to the issues raised. Some of the actions identified are covered by existing delivery plans by the Council based on previous feedback, and a specific plan is in place for the new areas of action needed.

The Council will be updating residents in the forthcoming Annual Report on the feedback received and the action being taken, in a "you said, we did" style.

Recommendation(s)

Members are asked to:

R1. To note the results of the STAR survey and approve the Action Plan for 2022/23.

Main Report

Introduction and Background

1. The questionnaire used included the core questions from the latest HouseMark STAR framework, ensuring the collection of robust data on resident

experiences and perceptions. The core questions were supplemented with bespoke questions on topics such as an interest in future engagement opportunities.

2. The survey was sent to all general needs tenants, sheltered housing tenants and leaseholders and shared owners (i.e. 2,382 tenants and 433 leaseholders/shared owners).
3. Respondents were sent a postal survey including a cover letter and a free postage envelope. Residents could also complete the survey on-line.
4. In total the Council heard back from 661 tenants, comprising of 471 General Needs tenants and 190 Sheltered tenants and 109 surveys from Leaseholders. According to MEL Research this achieved a confidence level of +/-3.03% and therefore the results are a good basis to take forward actions.
5. There are however a few items to note when considering the results and in particular that impact upon their context.
6. The survey was sent to all of our tenants and leaseholders. In other organisations who are larger this is normally sent to a sample group. In considering the responses, it should be noted that the where a sample is not used the reasons for the person replying should be considered. For example, it may be because they are unhappy with the service and as a result this may impact on the results. MEL Research were not able to provide any data or benchmarking for this issue.
7. For the Council there is also the issue that when residents completed the survey they were thinking of the Council as a whole rather than just the Housing Service. Again this may impact the results and is evidenced in particular by the comments that were submitted, which referred to other services or issues impacting on the perception of the Council.
8. The Covid-19 pandemic also needs to be taken into context when viewing the results, firstly because service delivery had to change dramatically with some respondents not getting all the services they were receiving prior to 2020.
9. The report shows Brentwood in the lower quartile for most core areas but it should be noted that there has been a relatively small number of organisations that have completed a STAR survey recently due to the pandemic and concerns about the impact on the scores.
10. The full report is attached at Appendix A and a condensed presentation is attached at Appendix B.

11. An Action Plan to address some of the concerns is attached at Appendix C.
The Council has a number of actions in place from the reviews that have been completed, including: Housing Strategy Delivery Plan, comparison against the social housing White Paper and current regulatory standards. In addition there is a department improvement plan and plan with the repairs and maintenance contractor (Axis Europe PLC).
12. The results from the survey confirms that the actions that were already in place were the right ones, and the STAR survey action plan is focussed on the new areas that have been identified through the survey.

Reasons for Recommendation

13. In terms of improving overall perceptions, understanding service priorities and where to put focus into is important 80% of tenants say that the repairs and maintenance is a priority to them. This area was the hardest service to operate through the pandemic so it is understandable that this will have impacted overall satisfaction. The core repair service performance is good compared to other organisations and a key focus going forward will be the communication with residents and how non-standard repairs or properties are responded to.
14. Strengthening the tenant's voice is important because of the wider policy context for social landlords and with the implementation of the Social Housing White Paper expected later this year. Ensuring tenants feel that the Council is easy to deal with, and keeping tenants informed and giving ample opportunity to making views known will go a long way to improving perceptions of how valued they feel as a tenant. This will be a key challenge and is being addressed through an updated Resident Engagement Strategy.

Consultation

15. The results have been shared with the Tenant Talkback group and their suggestions have been taken into account in the STAR survey Action Plan and the Resident Engagement Strategy. In addition, the verbatim comments received from residents have also helped formulate the Action Plan.
16. A meeting was held with Housing Staff to share results on 14 January 2022 and to incorporate their thoughts into the existing actions plans and the STAR survey plan.
17. An info-graphic with main results will be shared on the website with residents in April 2022 and highlight results shared in the Annual Report to residents.

18. It is proposed that the Council implement the Action Plan in Year 1 (2022), consult with residents in Year 2 (2023) and carry out a new STAR survey in Year 3 (2024).

References to Corporate Plan

19. Drive continuous improvement of our housing services and continue a service improvement programme to ensure our services are delivered efficiently.

Implications

Financial Implications

Name/Title: Phoebe Barnes, Corporate Manager – Finance (Deputy S151)

Tel & Email; 01277 312500 / phoebe.barnes@brentwood.gov.uk

20. There are no direct budgetary implications arising from the report. The delivery plan of the strategy should and can be met from within existing budgets and resources.

Legal Implications

Name & Title: Amanda Julian, Corporate Director (Law & Governance) &

Monitoring Officer

Tel & Email: 01277 312500 / amanda.julian@brentwood.gov.uk

21. There are no legal implications arising from the strategy and delivery plan, where legal issues arise the appropriate legal advice will be sought.

Economic Implications

Name/Title: Phil Drane, Corporate Director (Planning & Economy)

Tel/Email: 01277 312610/philip.drane@brentwood.gov.uk

22. The outcomes sought from the strategy will help to improve local engagement and services to residents. This will lead to an improved local environment and support local economic activity.

Background Papers

There are no background papers to this report.

Appendices to this report

- Appendix A: Full STAR results.
- Appendix B: Summary presentation of results.
- Appendix C: Year One Action Plan.



m.e.l
research

**Brentwood Borough Council
STAR Survey 2021**

**Draft report D0.1
November 2021**



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Project details and acknowledgements

Title	Brentwood Borough Council STAR Survey 2021
Client	Brentwood Borough Council
Project number	21127
Author	Jordan Harrold
Reviewer	
Research Manager	Jordan Harrold

M·E·L Research

Somerset House, 37 Temple St, Birmingham, B2 5DP

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Tel: 0121 604 4664



Introduction

Background

In July 2021 M·E·L Research was commissioned to carry out a STAR (Survey of Tenants and Residents) for Brentwood Borough Council. The aim of the research was for the Council to understand how Council tenants feel about the services it provides, to be sure we are delivering them in the way and to the standard that residents want.

The questionnaire used was designed cooperatively and included the core questions from the latest HouseMark STAR framework, ensuring the collection of robust data on resident experiences and perceptions. These core questions were supplemented with bespoke questions on topics such as interest in future engagement opportunities.

Our approach

All General needs tenants, sheltered tenants and leaseholders were contacted in order to complete the survey. Customers were sent a postal survey including a cover letter and free postage envelope. The cover letter also included details on how to complete the survey online. Those who did not respond were sent a reminder mailing.

The fieldwork began in September 2021 and finished in October 2021. In total, we heard from 661 tenants. This was comprised of 471 General Needs tenants and 190 Sheltered tenants. We achieved 109 surveys amongst leaseholders. As shown below, the 661 tenants sample equates to an overall margin of error of $\pm 3.27\%$. For perception surveys, this meets the HouseMark guidance: $\pm 4\%$ based on your stock size. For leaseholders, a margin of error of $\pm 8.18\%$ was achieved against a stock size of 449.

	GN	SH	Tenant Total	LH	Total
Total	471	190	661	109	770
Conf.	$\pm 3.96\%$	$\pm 5.34\%$	$\pm 3.27\%$	$\pm 8.18\%$	$\pm 3.03\%$

Analysis and reporting

This report presents the results of Brentwood Borough Councils' 2021 STAR Survey. The tenants' results presented in this report are weighted by area, tenure and property type to ensure they are representative of the wider stock. The leaseholder results are unweighted.

Statistical tests

To provide further insight into the results, we've carried out sub-group analysis by different demographics and some other variables (e.g. age, and location). The results for these sub-groups have been presented only where they were statistically significant (at the 95% confidence level) and if the base sizes were 30 or more. Where there is a statistically significant difference between groups, this has been noted in the report as a "significant" difference. However, a significant difference may not necessarily mean that the difference is 'important'.

Presentation of data

Results are based on 'valid' responses and therefore where a respondent has selected 'not applicable' or did not answer a question, these have been excluded from analysis for that question. The base size therefore shows the total number of respondents included in the analysis for each question.

Owing to the rounding of numbers, percentages displayed on graphs may not always add up to 100% and may differ slightly to the text. The figures provided in the text should always be used as the authoritative results.

Unless specified otherwise, the data discussed is in relation to a total combined figure of general needs and sheltered tenants. However, tenure splits are reported on throughout to show leaseholder perceptions.

Summary



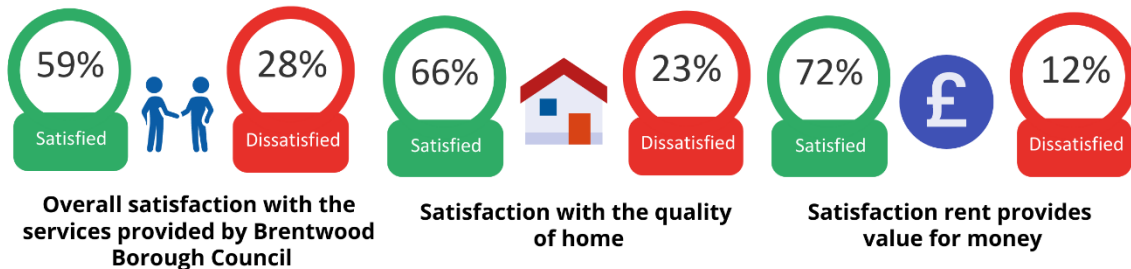
**BRENTWOOD
BOROUGH COUNCIL**

Tenants' Satisfaction Survey 2021

Understanding tenant satisfaction

Brentwood Borough Council commissioned M-E-L Research to carry out a tenants' satisfaction survey to gather feedback, to better understand how satisfied tenants are with their homes and associated services. The results will be used to determine how we can improve things in future. This graphic will highlight some key measures from the report based off the combined feedback of general needs and sheltered tenants.

Service Perceptions



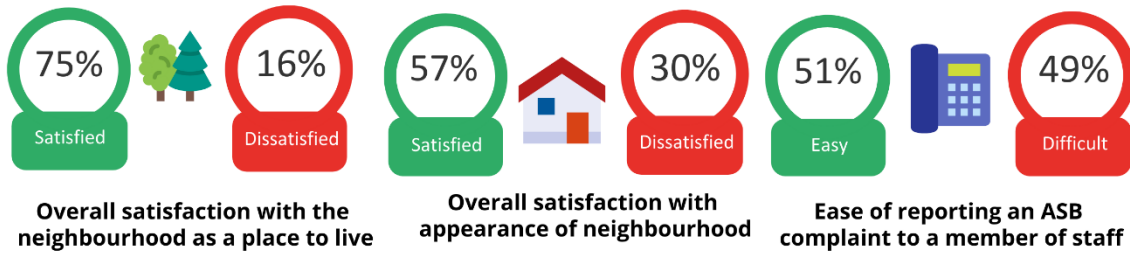
Contact with the Council



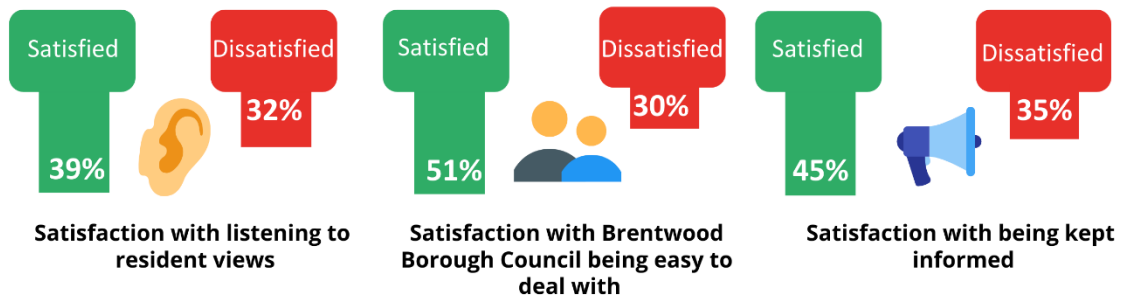
Repair & Maintenance



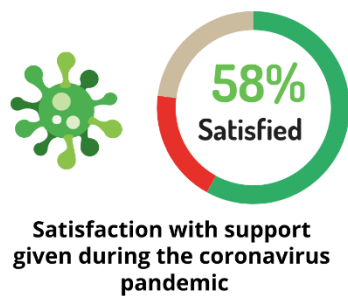
Neighbourhood and complaints



Communication and engagement



Coronavirus



Top 3 preferred ways of keeping in contact with Brentwood Borough Council



Tenant advocacy



Benchmarking

To help contextualise the findings, the results have been compared to the latest HouseMark data for 2021/22, which comprises of 29 other local authorities and ALMO's and focuses on a combined general needs and Housing for Older People score. The benchmark data will help the Council to understand how they currently measure up to their peers and where improvements can be seen to increase perceptions amongst tenants.

General needs & Sheltered

Against the HouseMark benchmark, all measures in the results from the Brentwood Borough Council 2021 STAR survey fall within the lower quartile for satisfaction with the HouseMark core measures and other recommended measures.

Combined General needs and HfOP tenants headline findings compared to 2021 Housemark Benchmark.

Measure	Lower quartile	Median	Upper quartile	2021 Brentwood
Overall satisfaction	81%	85%	88%	59%
Quality of home	78%	80%	86%	66%
Safety and security	83%	85%	90%	65%
Ease of dealing with Brentwood Borough Council	77%	83%	87%	51%
Satisfaction with repair received on this occasion	79%	82%	87%	63%
Neighbourhood as a place to live	82%	85%	87%	75%
Rent value for money	85%	88%	91%	72%
Service charge value for money	70%	77%	79%	53%
Listening to views and acting upon them	60%	68%	76%	39%
Opportunity to make views known	67%	71%	88%	34%
Net promoter score	21	31	43	-37

Section One: Overall Perceptions

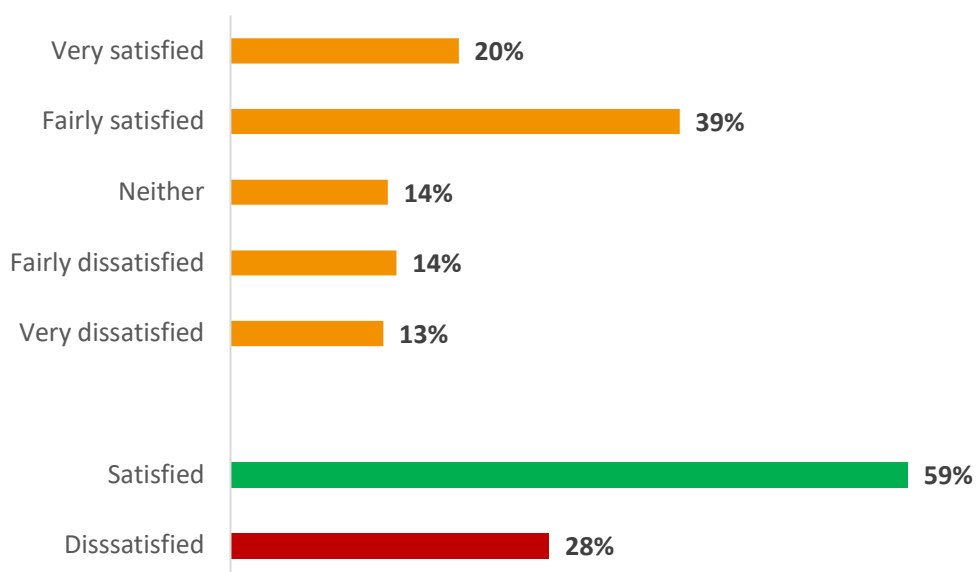
This section explores how satisfied customers were with various aspects of the key services provided.

Overall satisfaction with services

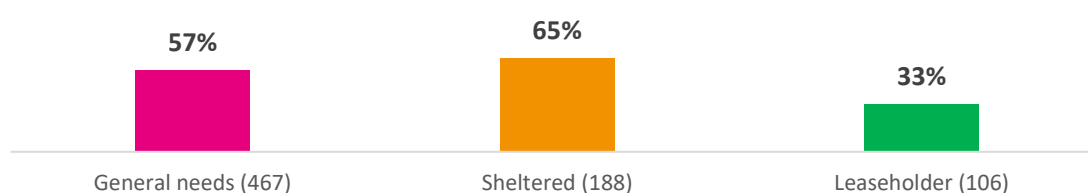
When asked for tenants' satisfaction with the overall services provided by Brentwood Borough Council, around six in ten tenants (59%) said they were satisfied, with a fifth (20%) very satisfied. Just 28% of tenants were dissatisfied with this measure, with 13% very dissatisfied.

When splitting by tenure, sheltered tenants are slightly more satisfied compared to general needs tenants (65% cf. 57%). For leaseholders, only a third (33%) reported feeling satisfied with the overall service provided to them.

Q1. How satisfied or dissatisfied are you with the service provided by Brentwood Borough Council?
(All tenants)



Unweighted sample base: 656



Q1. How satisfied or dissatisfied are you with the service provided by Brentwood Borough Council?

– By subgroup



Amongst all tenants, those living in maisonettes are least likely to be satisfied with the overall services provided compared to all other property types (46%) with those living in bungalows being most satisfied (66%).



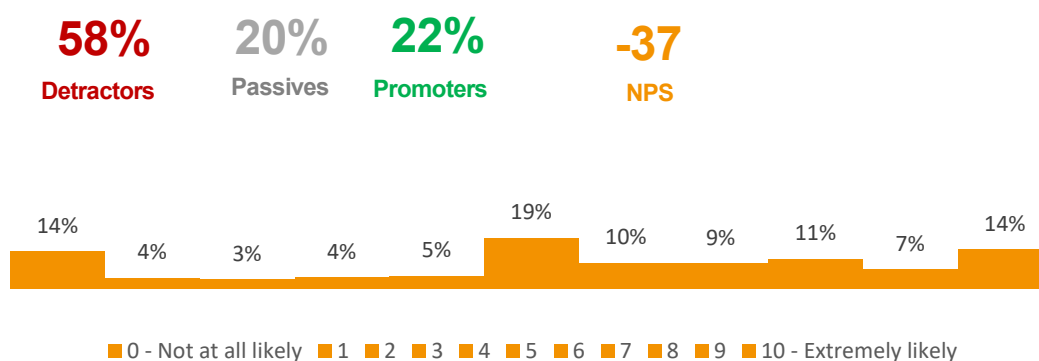
By length of tenancy, tenants who are most satisfied are those who have been living in their property for 21+ years (67%) or less than one year (63%). Tenants who have lived in their property for 6-10 years had the lowest satisfaction (47%).

Net Promoter Score (NPS)

As well as being asked to rate their satisfaction with services, tenants were also asked to indicate how likely they would be to recommend their landlord to others. Responses were recorded on a 0 to 10 scale, where 0 equals 'not at all likely' to recommend and 10 equals 'extremely likely'. Use of this scale enables the calculation of the Net Promoter Score. This is produced by categorising responses into three groups. Promoters are those who give the highly positive responses of 9 or 10 on the scale. Passives are those who give responses of 7 or 8 out of 10, while Detractors are those who give responses between 0 and 6. The Net Promoter Score is calculated by subtracting the Detractor percentage from the Promoter percentage.

As can be seen by the figure below, 22% of Brentwood Borough Council tenants are classed as Promoters and 58% are Detractors. This results in a negative Net Promoter Score of -37. To contextualise this finding, a negative Net Promoter Score can be seen as there being more detractors, who are unlikely to recommend a service, than promoters. On this basis, it's indicated that the majority of tenants would not recommend the services they receive from the Council to family and friends.

Q2. How likely would you be to recommend Brentwood Borough Council to family or friends on a scale of 0 to 10, where 0 is not at all likely and 10 is extremely likely? (All tenants)



Unweighted sample base: 653

	Detractors	Passives	Promoters	NPS
General needs (464)	59%	20%	21%	-38
Sheltered (188)	56%	20%	24%	-32
Leaseholders (105)	79%	15%	6%	-73

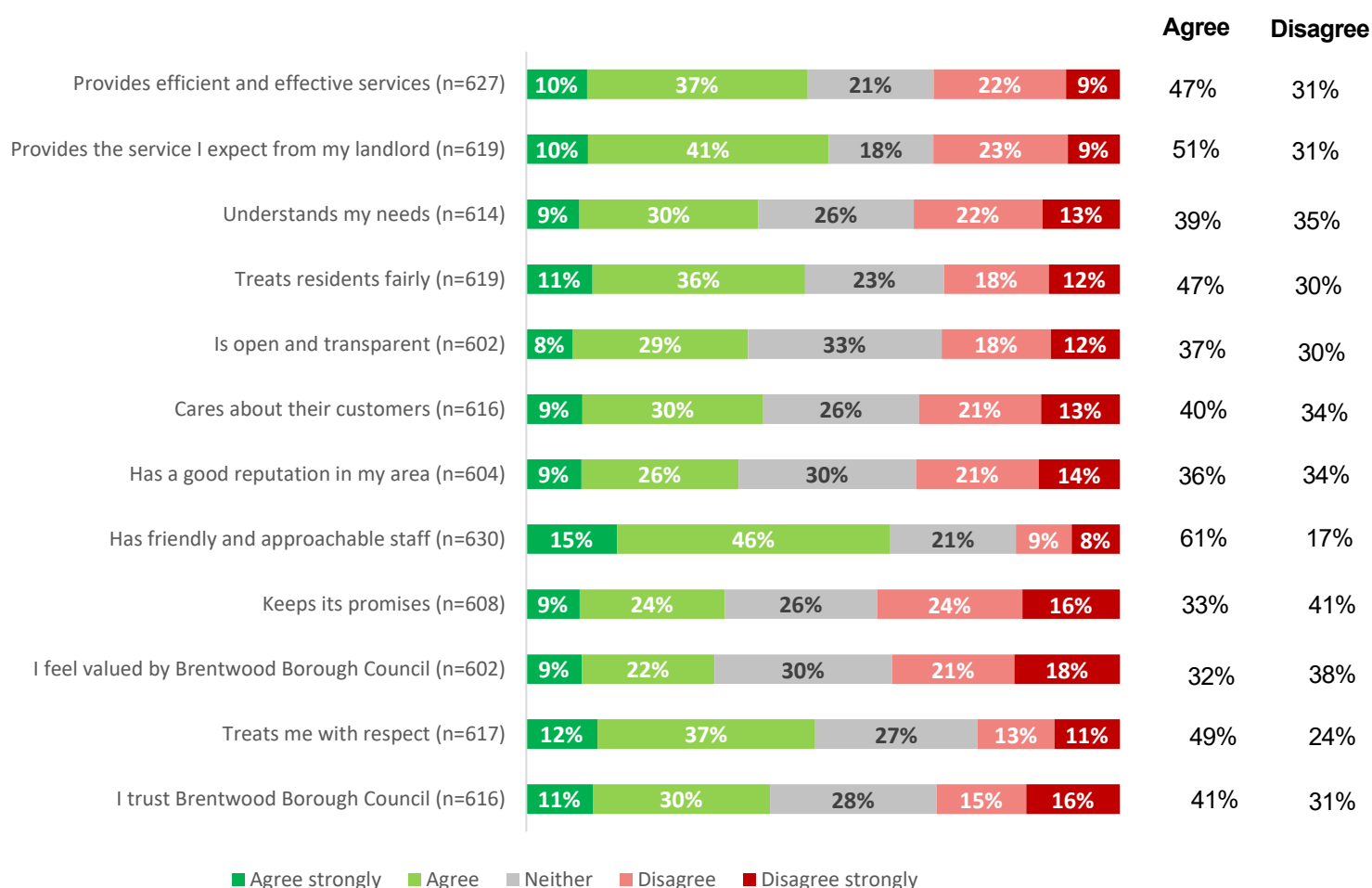
Q2. How likely would you be to recommend Brentwood Borough Council to family or friends on a scale of 0 to 10, where 0 is not at all likely and 10 is extremely likely? – By subgroup

As seen in the table above, the Net Promoter Scores for general needs tenants, sheltered tenants and leaseholders are all in the minus figures, meaning that they are not likely to recommend Brentwood Borough Council as a landlord to family and friends. Sheltered tenants however are more likely to recommend Brentwood Borough Council as a landlord to family and friends compared to general needs tenants (-32 cf. -38) and leaseholders (-32 cf. -73). Whilst the leaseholder NPS is very low, this is a common finding in research such as this – leaseholders are much more likely to have higher expectations of the services provided by the organisation so will often view the service harsher.

Council Perceptions

Respondents were asked a series of questions relating to how much they agree or disagree with various measures about Brentwood Borough Council around the level of service they receive and how happy they are with the staff and contact with them. Six in ten (61%) of tenants agree that Brentwood Borough Council have friendly and approachable staff, with just 17% in disagreement. 51% also agree that Brentwood Borough Council provides the service they expect from their landlord. Additionally, just under half (49%) of tenants agree that they are treated with respect. Finally, it should be noted that a considerable number of tenants (18-33%) neither agree nor disagree with the statements provided; suggesting that they may not have had that much experience or contact with the Council.

Q3. To what extent do you agree or disagree with the following statements about Brentwood Borough Council? (All tenants)



Unweighted sample base in parenthesis

The table below shows agreement with the following statements broken down by tenure. Across all tenure types, the statement that the highest percentage of respondents agreed with was that Brentwood Borough Council has friendly and approachable staff (57-68%). For leaseholders, 57% also agreed that they feel valued by Brentwood Borough Council.

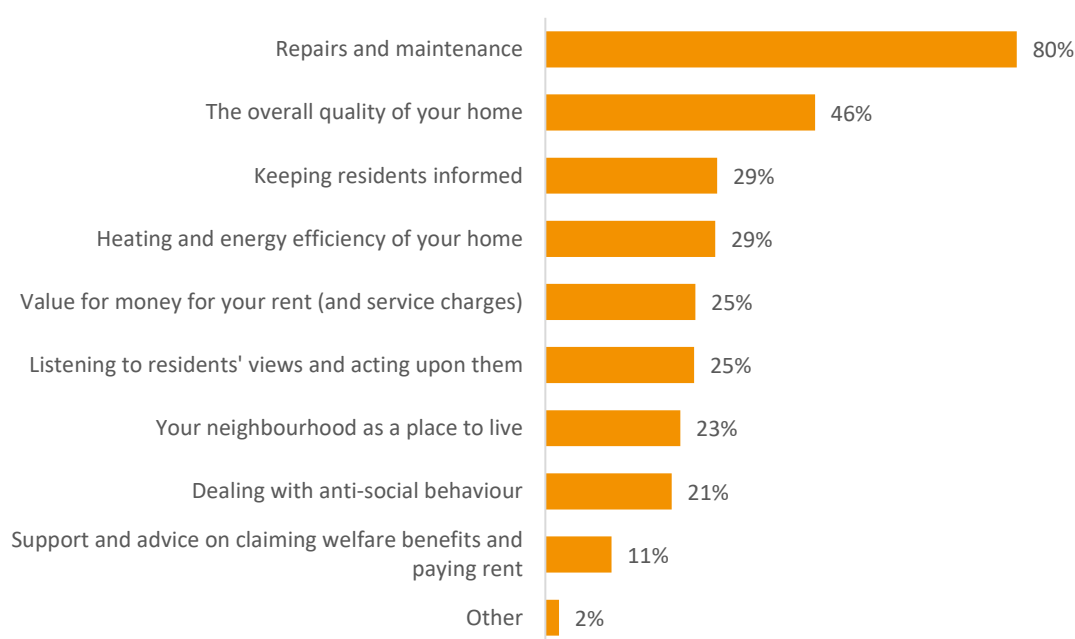
Q3. To what extent do you agree or disagree with the following statements about Brentwood Borough Council? (By tenure)

		General needs	Sheltered	Leaseholders
Provides efficient and effective services	Agree	47%	50%	28%
	Disagree	32%	29%	50%
Provides the service I expect from my landlord	Agree	50%	54%	23%
	Disagree	33%	27%	54%
Understands my needs	Agree	38%	44%	17%
	Disagree	36%	29%	45%
Treats residents fairly	Agree	44%	56%	25%
	Disagree	32%	20%	35%
Is open and transparent	Agree	36%	41%	26%
	Disagree	31%	27%	37%
Cares about their customers	Agree	37%	50%	24%
	Disagree	36%	26%	48%
Has a good reputation in my area	Agree	34%	42%	18%
	Disagree	37%	25%	43%
Has friendly and approachable staff	Agree	59%	68%	57%
	Disagree	18%	15%	21%
Keeps its promises	Agree	32%	39%	20%
	Disagree	42%	38%	45%
I feel valued by Brentwood Borough Council	Agree	31%	36%	9%
	Disagree	41%	29%	57%
Treats me with respect	Agree	46%	58%	37%
	Disagree	25%	19%	31%
I trust Brentwood Borough Council	Agree	39%	48%	19%
	Disagree	32%	25%	49%

Service Priorities

When asked what tenants' priorities were in regard to the services provided by Brentwood Borough Council, repairs and maintenance was the most common, with four fifths (80%) stating this. The quality of home was also a common choice, with just under half (46%) choosing this service, as well as keeping residents informed (29%) and heating and energy efficiency of the home (29%).

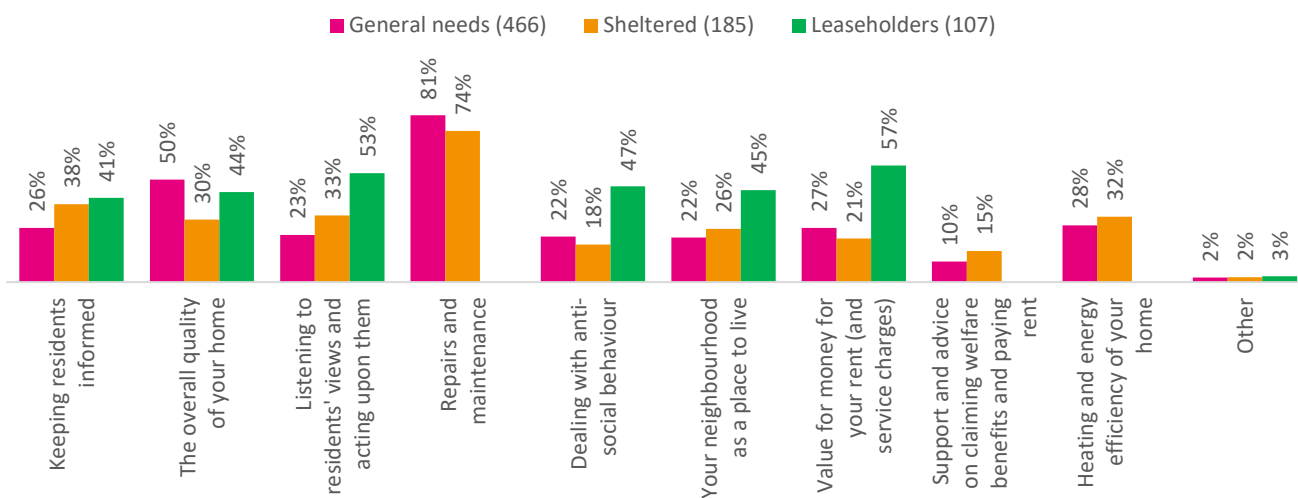
Q4. Which of the following services would you consider to be your top three priorities?



Unweighted sample base: 652

When looking at services priorities by tenure, the repairs and maintenance services were considered the biggest priorities amongst general needs (81%) and sheltered tenants (74%). Amongst leaseholders, the biggest priority was value for money for service charges (57%). Listening to residents' views and acting upon them was considered a top three priority for both sheltered tenants and leaseholders (53% and 33% respectively). Whilst dealing with anti-social behaviour is a priority for leaseholders (47%), it appears to be less important to general needs (22%) and sheltered tenants (18%).

Q4. Which of the following services would you consider to be priorities? (By tenure)



Unweighted sample bases in parentheses

Commentary on tenure specific subgroup analysis

When looking at priorities by length of tenancy, repairs and maintenance is the highest priority for all tenants (76-87%), although the figures are seen to increase slightly as tenancy length increases. Whilst tenants who have lived in their property for less than one year are more likely to consider listening to residents a priority (40%), this is less so for tenants of 21+ years (15%).

Listening to residents is also considered a higher priority for tenants living in one-bedroom properties (30%), than for those living in properties with 3+ bedrooms (18%). Rather, those with 1-2 (54%) and 3+ bedrooms (51%) are more likely to consider quality of the home a priority, than those with only one bedroom (35%).

By property type, dealing with anti-social behaviour is highlighted as more of a priority for tenants living in bedsits than for those living in bungalows (34% cf. 11%).

Section Two: Housing Perceptions

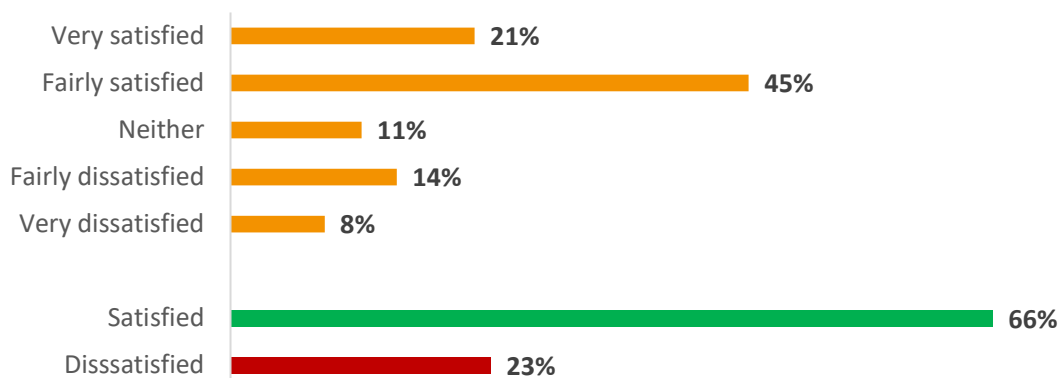
This section will look at tenants' perceptions of their homes, including the quality of the property itself and the safety and security of living within it.

Quality of Home

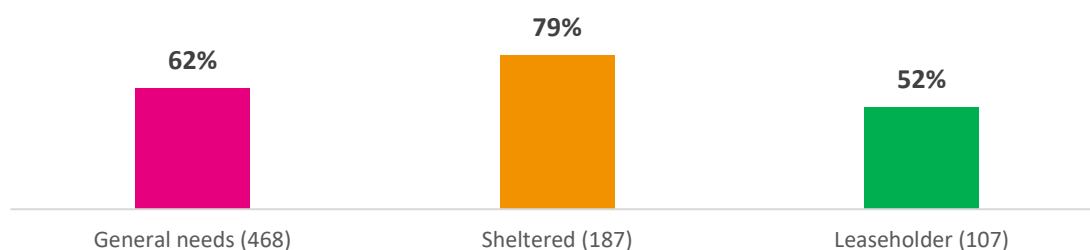
When thinking about the quality of the home, 66% of tenants are satisfied with this measure, with one fifth (21%) very satisfied. Just under a quarter (23%) express dissatisfaction towards this measure, with 8% very dissatisfied.

Sheltered tenants are more likely to be satisfied with this measure than general needs tenants, with 79% satisfied compared to 62%. Whilst the majority of leaseholders are satisfied with the overall quality of their home, this is even lower at 52%.

Q5. How satisfied or dissatisfied are you with the overall quality of your home? (All tenants)

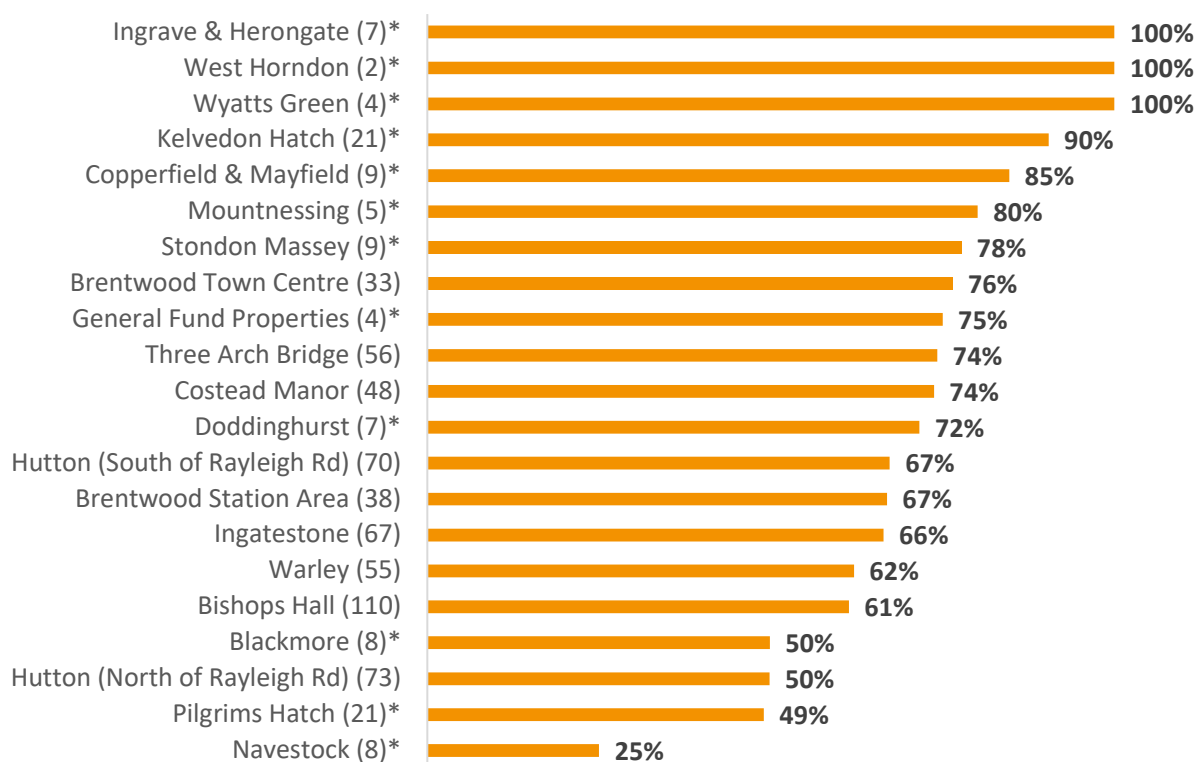


Unweighted sample base: 656



Q5. How satisfied or dissatisfied are you with the overall quality of your home? - By subgroup

Satisfaction in regard to the quality of home is fairly high amongst the majority of areas that Brentwood Borough Council operates in. When looking at these results it's important to note anything with a base size of 30 should be taken as indicative only; these are marked by an asterisk. With a large enough base size, satisfaction with this measure is highest amongst those in Brentwood Town Centre (76%), Three Arch Bridge (74%), and Costead Manor (74%). Satisfaction with quality of home is lowest within Navestock (25%). However, when adequate sample base is considered, the area with the lowest satisfaction is Hutton (North of Rayleigh Road) (50%).



Unweighted sample bases in parentheses

Amongst property types, tenants living in bungalows (76%) and bedsits* (76%) are the most satisfied with the overall quality of their home. Only 46% of tenants living in maisonettes* are satisfied with this measure, although it should be noted that this is from a relatively small sample base.

By length of tenancy, those who have lived in their property for 21+ years are more satisfied than those who have lived in their property for 6-10 years (73% cf. 56%). Satisfaction amongst other tenancy lengths range between 61-66%.

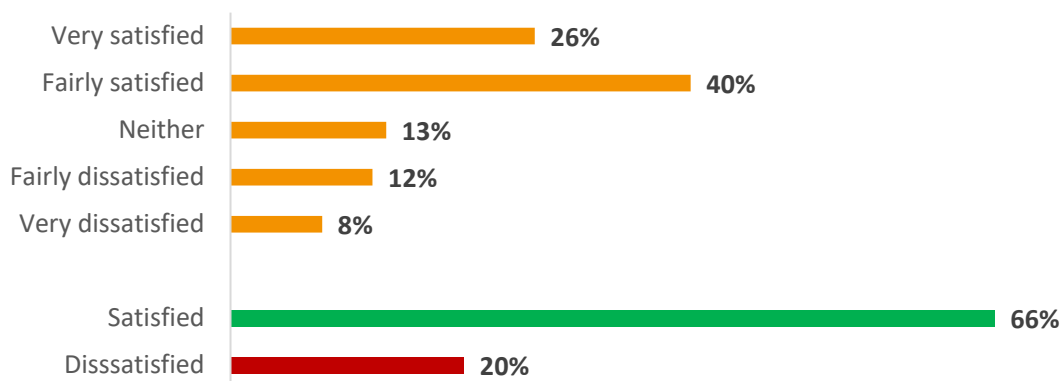
Satisfaction with overall quality of home is highest amongst those in properties with 0-1 bedrooms (76%) and lowest amongst those with 1-2 bedrooms (57%).

Heating and energy efficiency

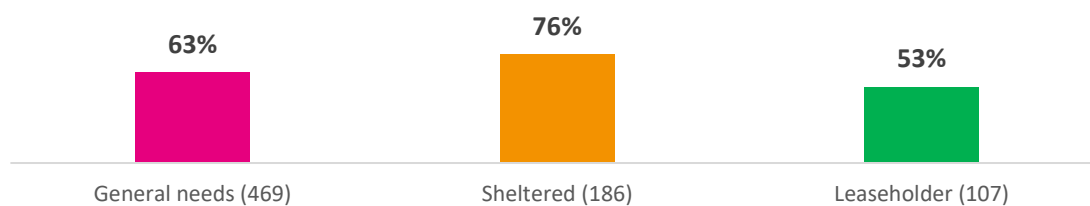
Perceptions heating and energy efficiency show that the majority (66%) of tenants are satisfied, with 26% very satisfied. A fifth of tenants reported being dissatisfied with the heating and energy efficiency of their home, with 8% being very dissatisfied.

By tenure, satisfaction of heating and energy efficiency is higher amongst sheltered tenants (76%) than general needs tenants (63%). Within leaseholders, just over half of residents (53%) are satisfied with this measure.

Q6. How satisfied or dissatisfied are you with the heating and energy efficiency of your home? (All tenants)



Unweighted sample base: 656

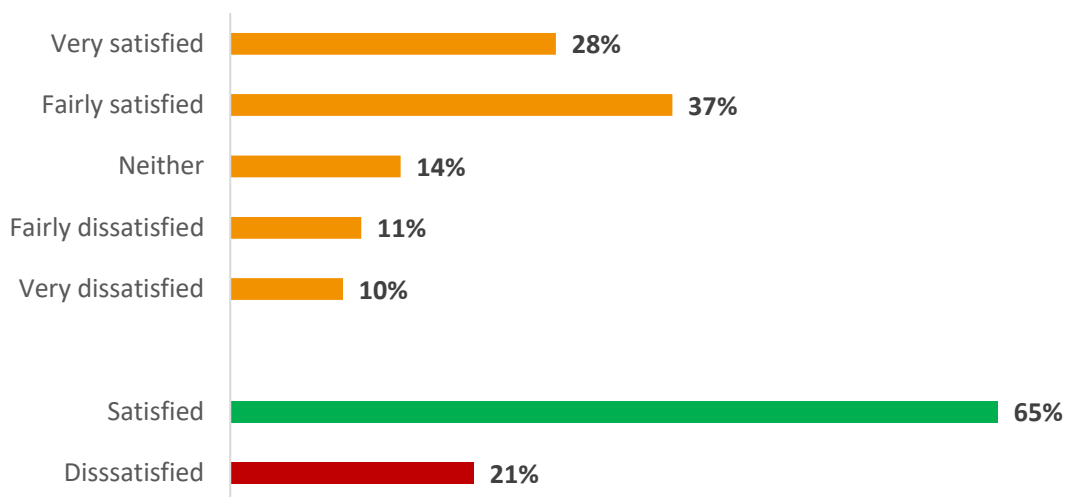


Safety and Security

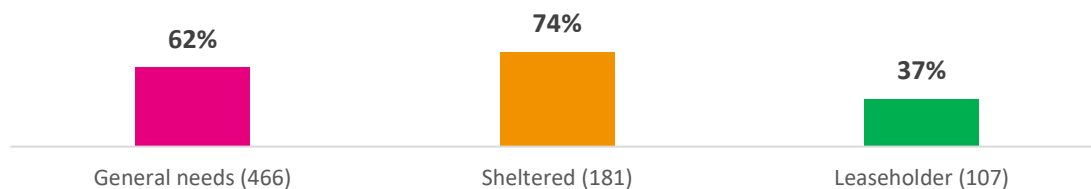
The majority (65%) of tenants are satisfied that Brentwood Borough Council provides a home that is safe and secure, with 28% very satisfied. Just a fifth (21%) of tenants expressed dissatisfaction towards this measure, with 10% very dissatisfied. This is a new core measure for Housemark.

Nearly three quarters of sheltered tenants (74%) are satisfied that their home is safe and secure. Around six in ten (62%) general needs tenants are satisfied with this measure. Both general needs and sheltered tenants have higher satisfaction levels than leaseholders (37%).

Q7. Thinking specifically about the building you live in, how satisfied or dissatisfied are you that Brentwood Borough Council provides a home that is safe and secure? (All tenants)



Unweighted sample base: 648



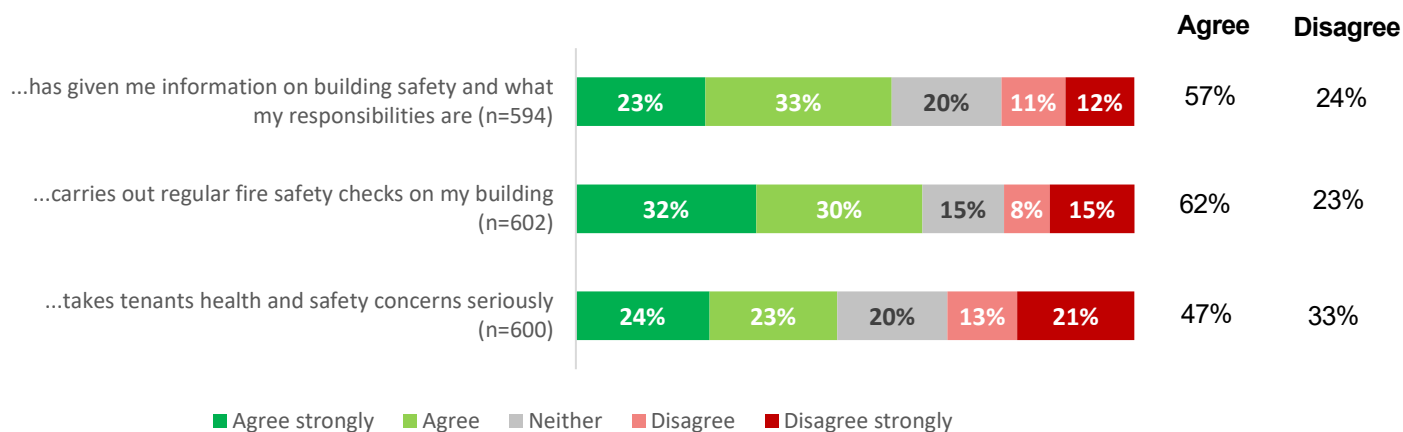
Those who have lived in their property for 21+ years are more satisfied that Brentwood Borough Council provides a home that is safe and secure compared to those who have lived in their property for 6-10 years and less than one year (76% cf. 52% and 54%).

Q8. To what extent do you agree or disagree that Brentwood Borough Council...? (All tenants)

Respondents were asked how strongly they agree or disagree with various statements regarding how Brentwood Borough Council communicates and actions health and safety measures. Nearly six in ten (57%) of tenants agree that Brentwood Borough Council has given them information on building safety and detailed what their responsibilities are.

In terms of fire safety, 62% of tenants agree that Brentwood Borough Council conduct regular fire safety checks in their building, with three in ten (32%) strongly agreeing. Around a quarter (23%) of tenants are in disagreement with this measure.

In terms of health and safety, just under half (47%) agreed that Brentwood Borough Council takes resident’s health and safety concerns seriously, with a quarter (24%) strongly agreeing. Just over three in ten (33%) expressed a negative perception towards this measure.



The table below shows agreement with the following statements broken down by tenure. Across all three statements, sheltered tenants showed the highest level of agreement and leaseholders showed the highest levels of disagreement.

Regarding being given information on building safety and being told what their responsibilities are, sheltered tenants reported the highest level of agreement (61%), followed by general needs tenants (55%). Only 37% of leaseholders agreed with this measure.

When asked the extent they agree or disagree that Brentwood Borough Council carries out regular fire safety checks on their building, nearly three quarters of sheltered tenants (72%) and around six in ten general needs tenants (59%) agree. Within leaseholders, only 22% agree that this is the case and 47% disagree.

Finally, 57% of sheltered tenants and 44% of general needs tenants agree that Brentwood Borough Council takes their health and safety concerns seriously. However, only a quarter (24%) of leaseholders agree with this measure.

Q8. To what extent do you agree or disagree that Brentwood Borough Council...? (By tenure)

		General needs	Sheltered	Leaseholders
...has given me information on building safety and what my responsibilities are	Agree	55%	61%	37%
	Disagree	24%	21%	31%
...carries out regular fire safety checks on my building	Agree	59%	72%	22%
	Disagree	25%	17%	47%
... takes tenants/leaseholder/shared owner health and safety concerns seriously	Agree	44%	57%	24%
	Disagree	36%	26%	46%

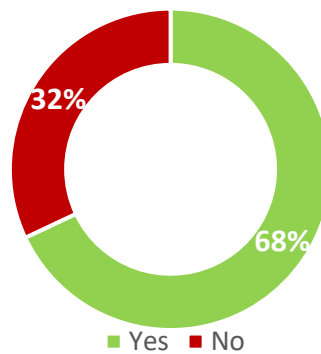
Section Three: Repairs and Maintenance

This section explores customer perceptions with the repairs and maintenance services provided by Brentwood Borough Council, looking at overall perceptions as well as the customer journey when booking a repair to be completed.

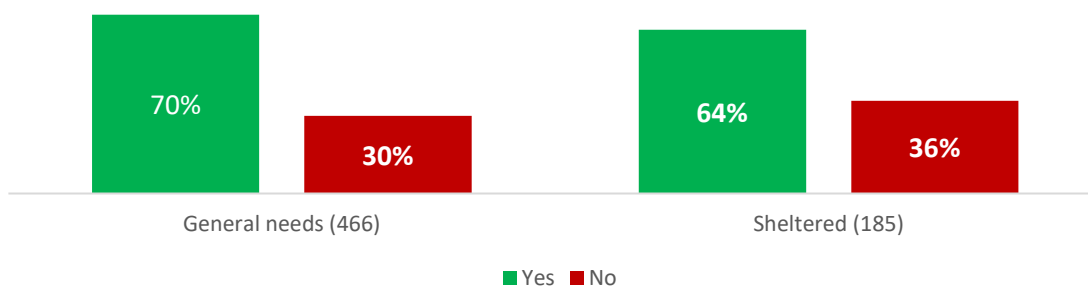
Repairs and maintenance

When asked whether they had any repairs carried out in their home in the last 12 months, nearly seven in ten (68%) tenants stated that they had. Slightly more general needs tenants reported having had more repairs carried out in the last year than sheltered tenants (70% cf. 64%).

Q9. Have you had any repairs carried out in your home in the last 12 months? (All tenants)



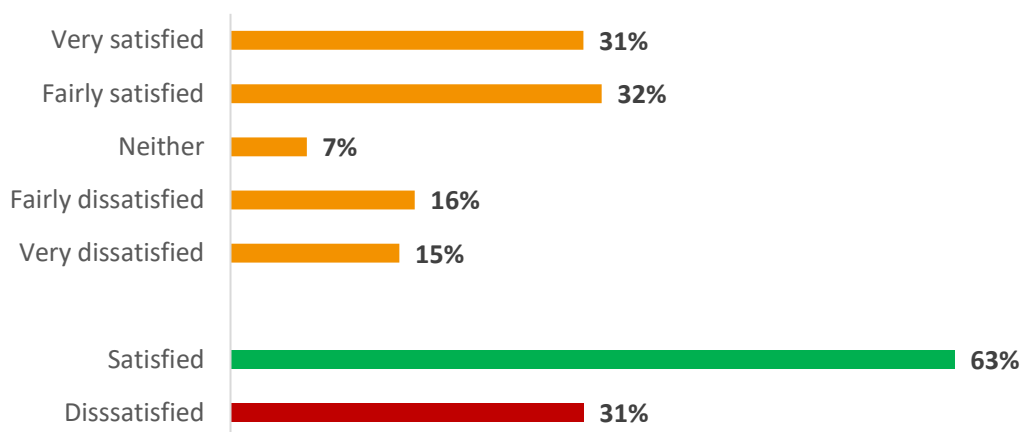
Unweighted sample base: 652



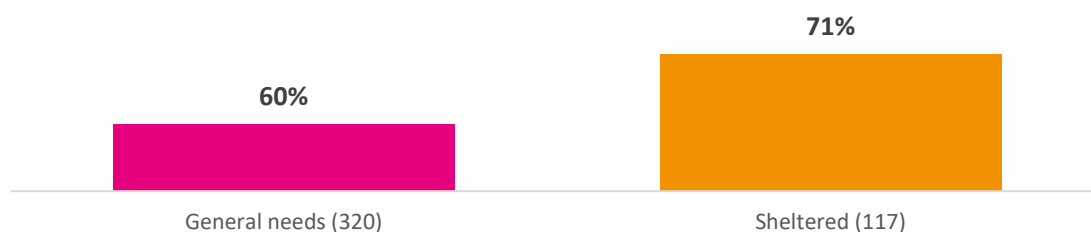
All tenants were asked for their satisfaction with the repairs and maintenance service when they last had a repair, regardless of whether it was in the last 12 months. 63% of tenants are satisfied with the repairs and maintenance services provided by Brentwood Borough Council, with 31% very satisfied. Around three in ten (31%) of tenants are dissatisfied, with 15% very dissatisfied. This service is considered the biggest priority amongst tenants, so we know that improvements to this measure would see perceptions increase on an overall level going forwards.

When broken down by tenure, sheltered residents reported higher levels of satisfaction with their last repair than general needs tenants (71% cf. 60%).

**Q10. Thinking about the last repair you had, how satisfied or dissatisfied were you on this occasion?
(All tenants)**



Unweighted sample base: 438



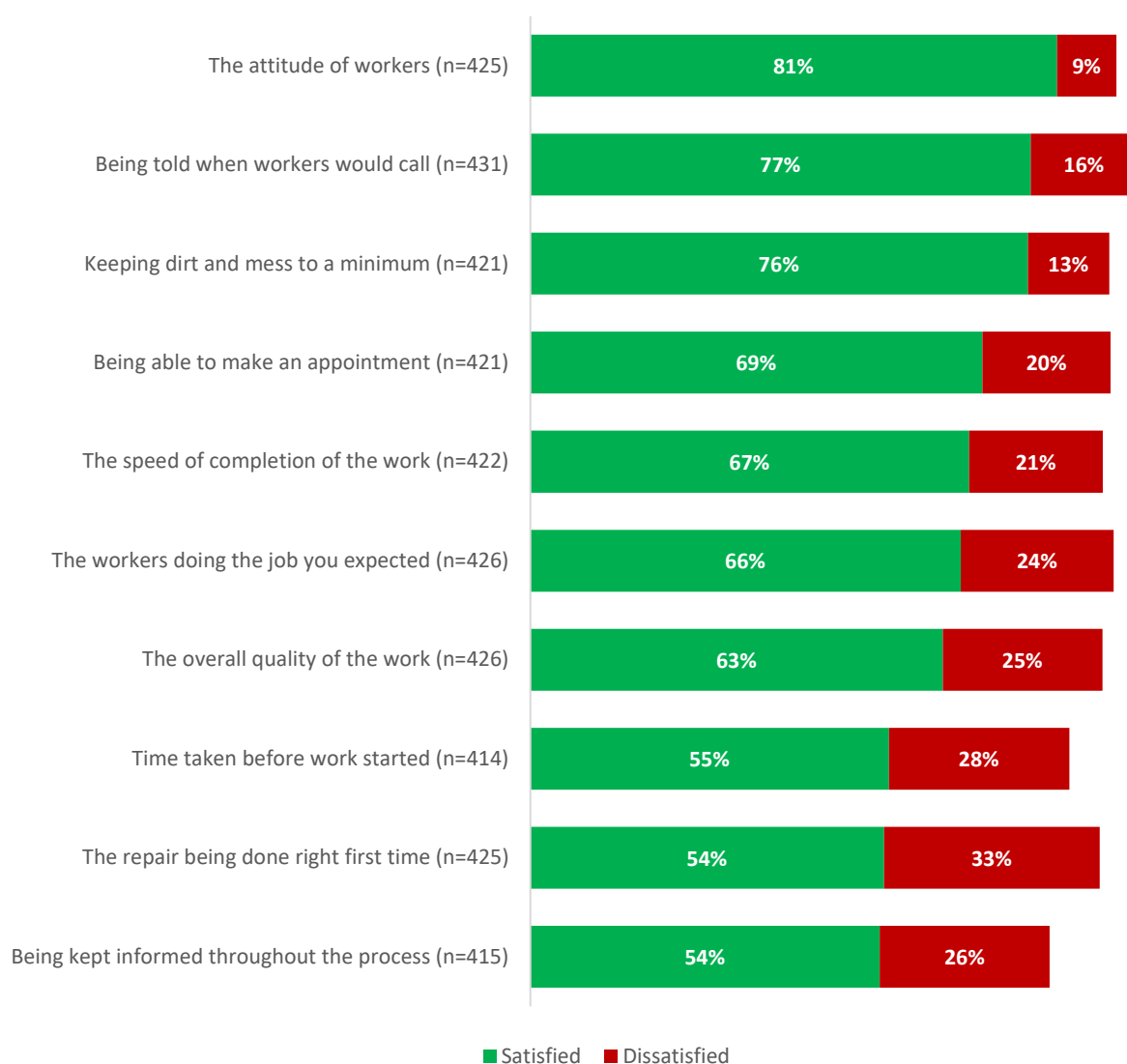
Those in bungalows (74%) are more satisfied with their repairs compared to those in flats (65%) or houses (58%). Those with properties with 3 or more bedrooms are also least satisfied with the repairs service (54%) when compared to those with 1-2 bedrooms (65%) or 0 to 1 (68%).

Repairs customer Journey

When asked about the repair, tenants were also asked about the various parts of the job itself, from booking the repair all the way to its completion.

Tenants were also happy with the attitude of the workers (81%), being told when workers would call (77%) and keeping dirt and mess to a minimum (76%). Satisfaction is lowest amongst the repair being done right first time (33%) and the time taken before work started (28%), highlighting that perhaps the biggest issue for tenants when getting a repair complete isn't so much the repair itself but the process and organisation of doing the job.

Q11. Thinking about the last repair, how satisfied or dissatisfied were you with the following? (All tenants)



Q11. Thinking about the last repair, how satisfied or dissatisfied were you with the following? – by subgroup

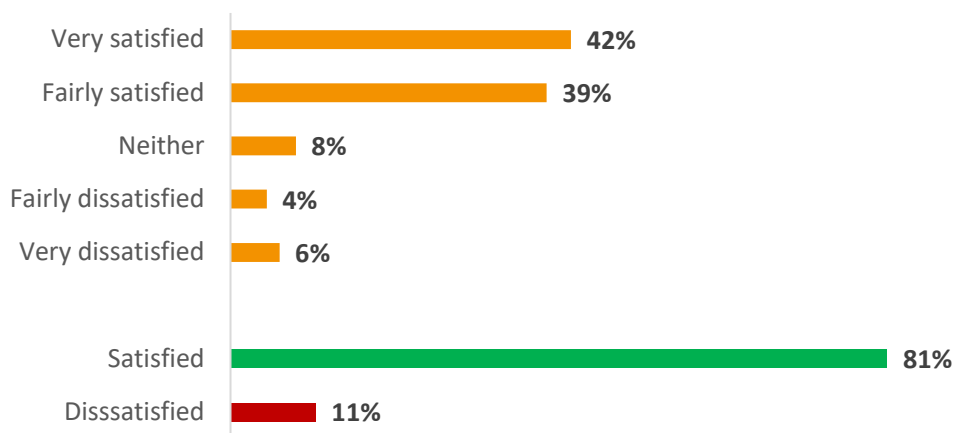
		General needs	Sheltered
Being told when workers would call	Satisfied	75%	84%
	Dissatisfied	17%	12%
Being able to make an appointment	Satisfied	67%	78%
	Dissatisfied	21%	13%
Being kept informed throughout the process	Satisfied	51%	63%
	Dissatisfied	29%	14%
Time taken before work started	Satisfied	53%	64%
	Dissatisfied	30%	20%
The speed of completion of the work	Satisfied	65%	78%
	Dissatisfied	24%	8%
The attitude of workers	Satisfied	78%	91%
	Dissatisfied	11%	2%
The overall quality of the work	Satisfied	60%	76%
	Dissatisfied	28%	13%
Keeping dirt and mess to a minimum	Satisfied	74%	86%
	Dissatisfied	15%	2%
The repair being done right first time	Satisfied	53%	58%
	Dissatisfied	34%	29%
The workers doing the job you expected	Satisfied	65%	72%
	Dissatisfied	26%	13%

Gas servicing

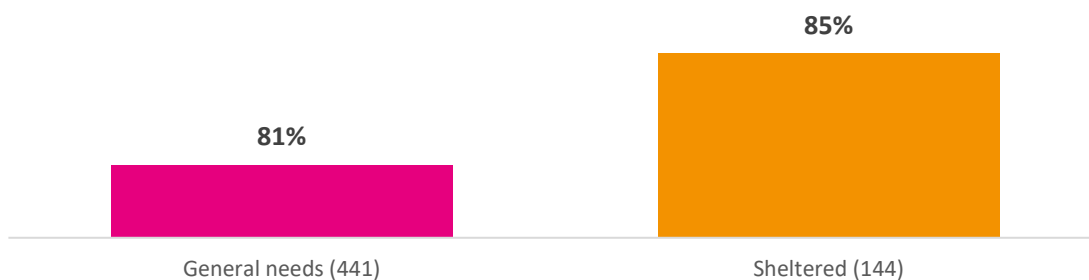
Respondents were asked how satisfied they were with the gas servicing arrangements provided by Brentwood Borough Council. It should be noted that 9% of tenants responded that this was not applicable to them, and so the analysis has been run with these cases removed. Four fifths (81%) of tenants were satisfied with their gas servicing arrangements, with just over four in ten (42%) very satisfied. Only one in ten (11%) of tenants were dissatisfied with this measure.

Satisfaction by tenure was fairly high and similar between general needs tenants (81%) and sheltered tenants (85%).

Q12. How satisfied or dissatisfied are you with the gas servicing arrangements? (All tenants)



Unweighted sample base: 586



Section Four: Estates and Neighbourhood Services

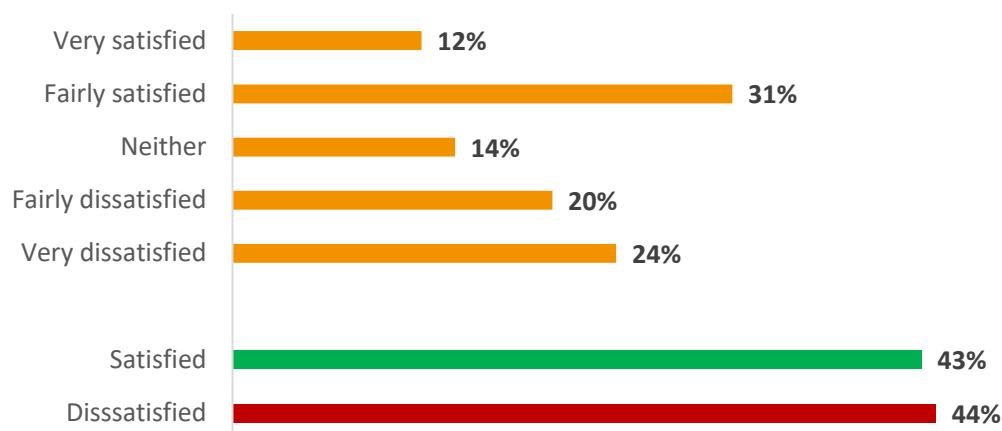
This section explores how tenants and leaseholders feel about their local neighbourhood, as well as both the estates and communal services they receive from Brentwood Borough Council.

Communal service perceptions

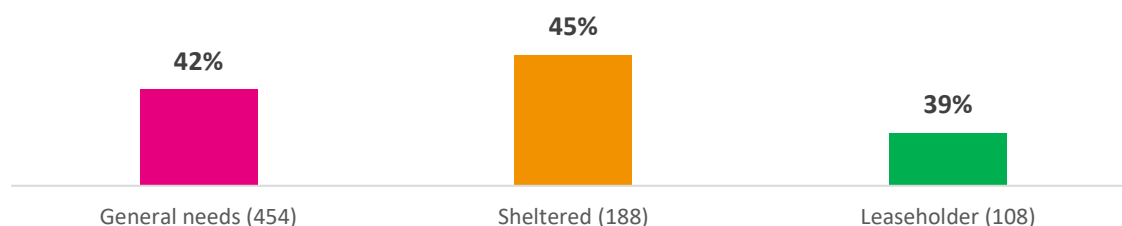
Opinions were split between tenants regarding grounds maintenance in their area, with 43% satisfied and 44% dissatisfied. Amongst those who were dissatisfied, around a quarter (24%) were very dissatisfied.

By tenure, there is not much variation in satisfaction with grounds maintenance. Leaseholders show the lowest level of satisfaction at 39%, whilst 42% of general needs and 45% of sheltered tenants had positive perceptions.

Q13. How satisfied or dissatisfied are you with the ground's maintenance, such as grass cutting, in your area? (All tenants)

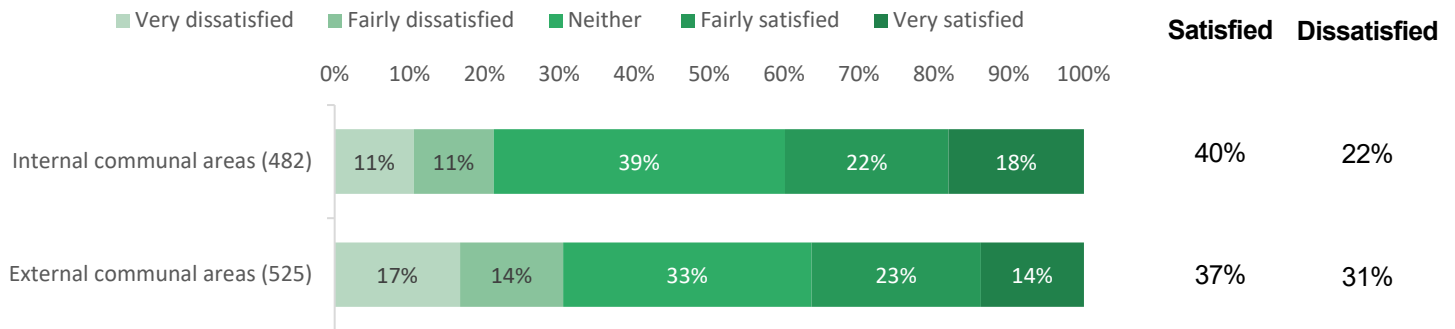


Unweighted base size: 643



Q14. How satisfied or dissatisfied are you with the cleaning of the following? (All tenants)

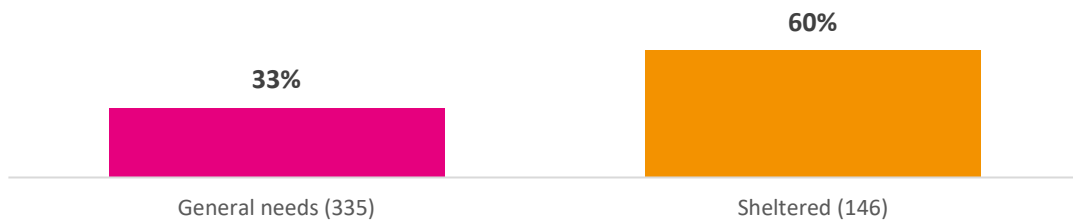
Respondents were asked for the perceptions of the cleaning services. Four in ten (40%) of tenants are satisfied with the internal cleaning of communal areas. In terms of cleaning of the external communal areas, 37% are satisfied.



Unweighted sample base in parenthesis

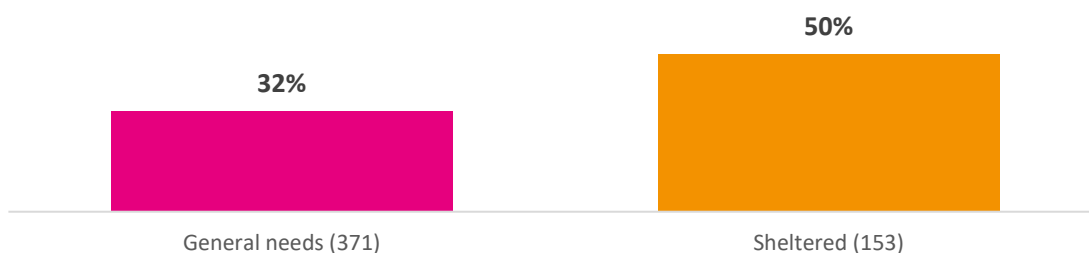
Satisfaction with the cleaning of internal communal areas was higher amongst sheltered tenants than general needs tenants (60% cf. 33%).

Q14. How satisfied or dissatisfied are you with the cleaning of the internal communal areas? – by tenure



In terms of the external cleaning services, half (50%) of sheltered tenants were satisfied. Satisfaction was lower amongst general needs tenants, with only three in ten (32%) being satisfied.

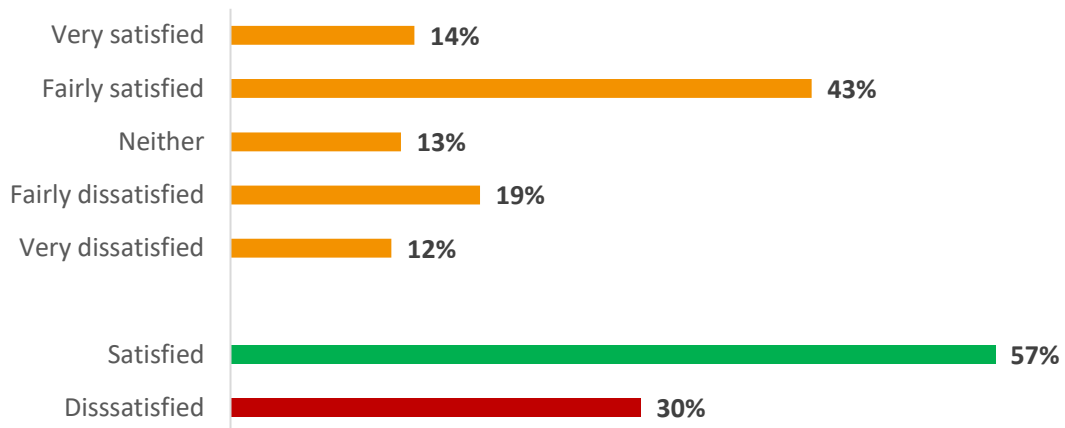
Q14. How satisfied or dissatisfied are you with the cleaning of the external communal areas? – by tenure



Appearance of Neighbourhood

Respondents were given the chance to report how satisfied they are with the overall appearance of their neighbourhood. The majority of tenants were satisfied (57%), with 14% very satisfied. Three in ten were (30%) were dissatisfied with this measure.

Q15. How satisfied or dissatisfied are you with the overall appearance of your neighbourhood? (All tenants)

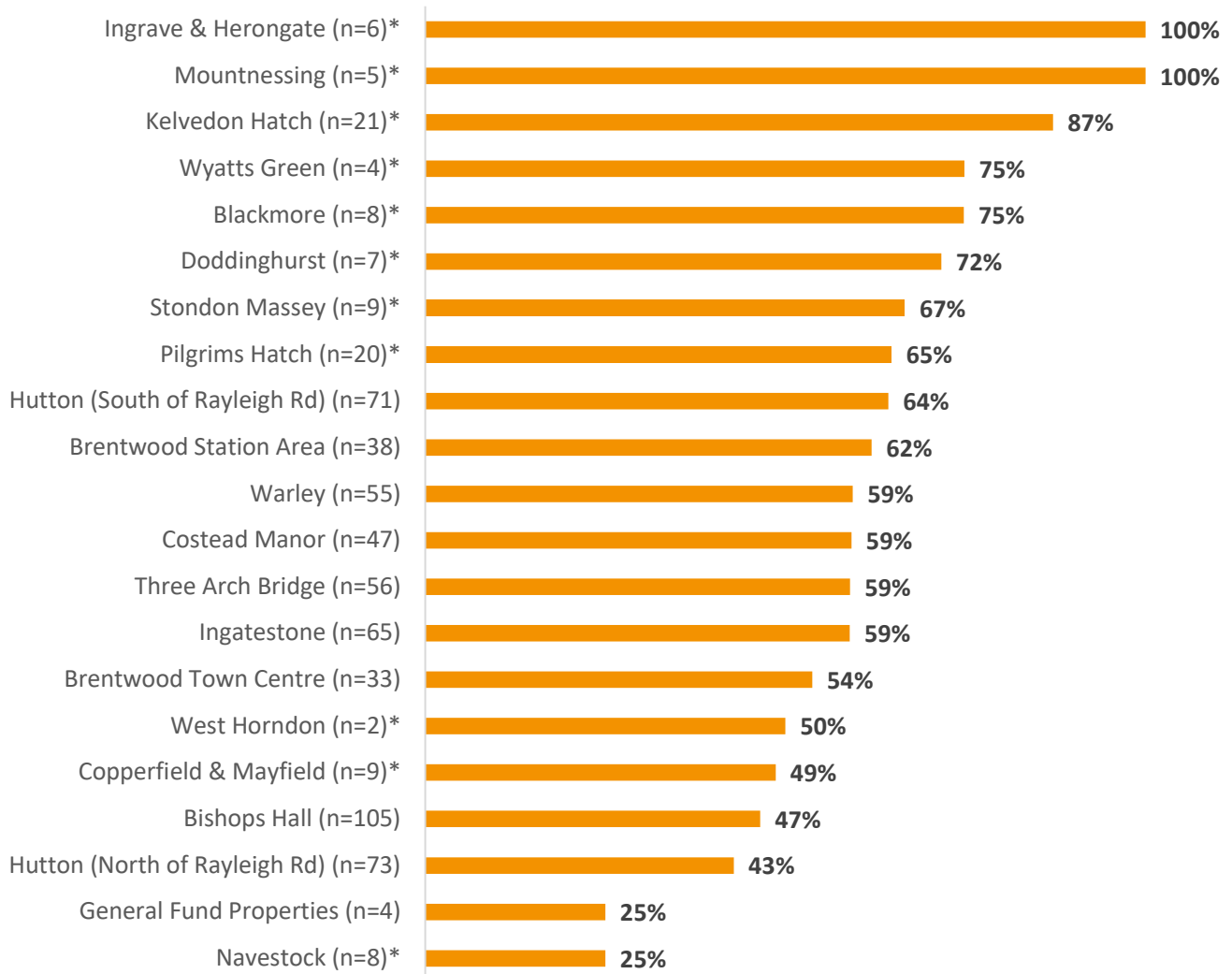


Unweighted sample base: 647

Satisfaction with the appearance of neighbourhood was broken down by area. As can be seen in the figure below, 100% of tenants in Ingrave & Herongate and in Mountnessing were satisfied. However, it should be noted that these two areas and several others had a relatively small sample base (< 30) and have been marked with an asterisk to show caution. From those areas with a sample base higher than 30, satisfaction with their neighbourhood appearance was highest amongst tenants in Hutton (South of Rayleigh Road) (64%) and Brentwood Station Area (62%).

Q15. How satisfied or dissatisfied are you with the overall appearance of your neighbourhood? –

By area



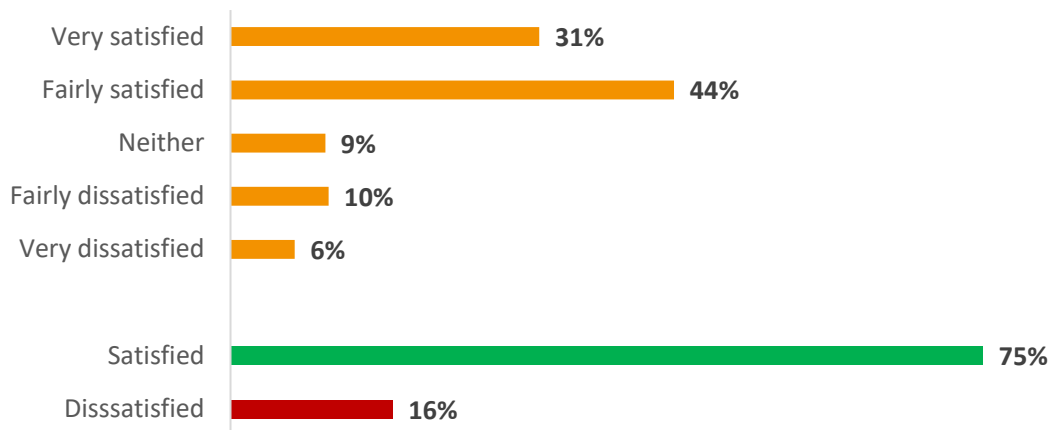
Unweighted sample bases in parentheses

*Small sample base (< 30), therefore review with caution

Neighbourhood as a place to live

Perceptions of the neighbourhood as a place to live are generally strong. 75% of tenants were satisfied, with around three in ten (31%) very satisfied. Just 16% are dissatisfied with 6% very dissatisfied.

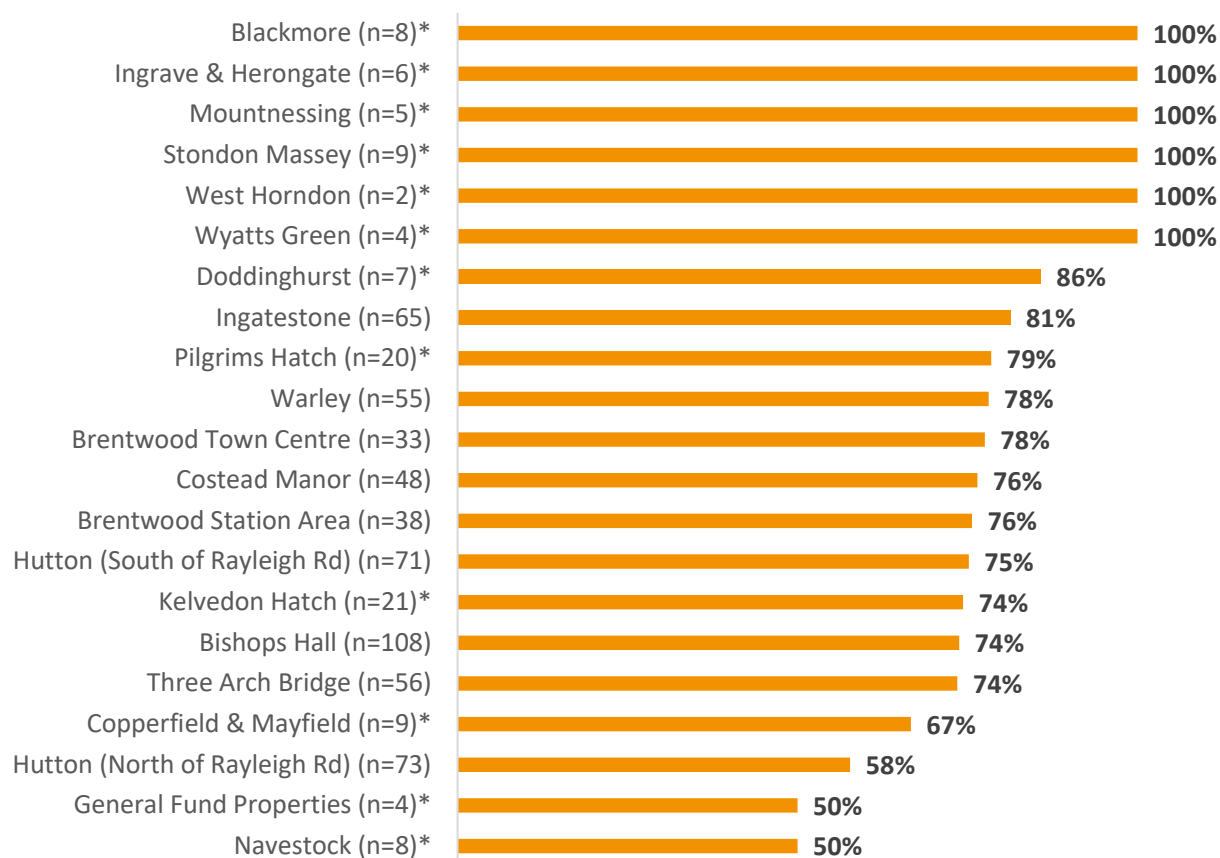
Q16. How satisfied or dissatisfied are you with your neighbourhood as a place to live? (All tenants)



Unweighted sample base: 651

Neighbourhood as a place to live has also been broken down by area and is presented in the figure below. From those areas where the sample base was higher than 30, satisfaction was highest amongst tenants in Ingatestone (81%), Warley (78%) and Brentwood Town Centre (78%).

Q16. How satisfied or dissatisfied are you with your neighbourhood as a place to live? – By area



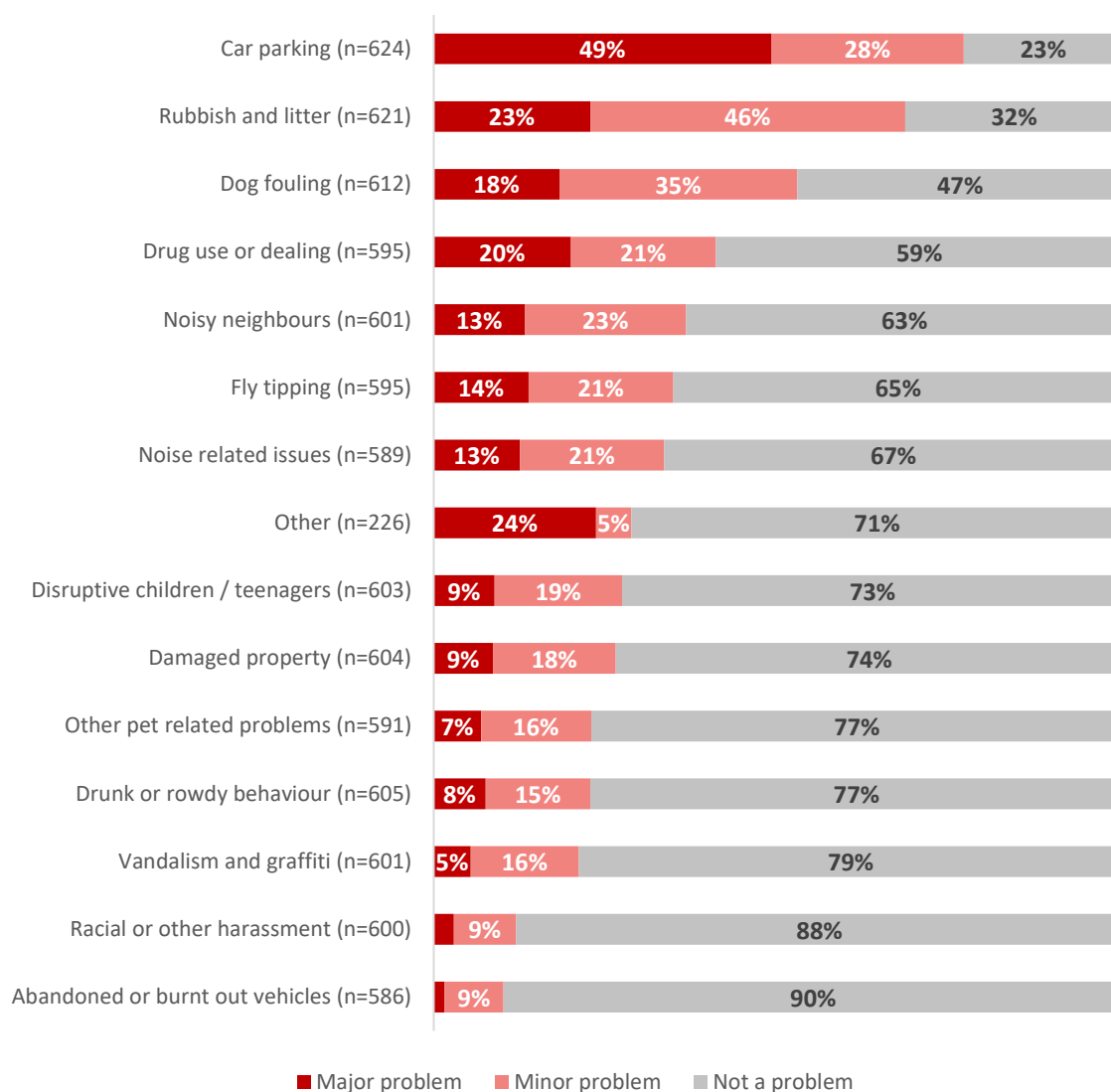
Unweighted sample bases in parentheses

*Small sample base (< 30), therefore review with caution

Neighbourhood perceptions

From a pre-coded list of issues, tenants were asked to indicate the extent to which they are a problem in their neighbourhood. The majority of statements provided were not considered a problem. However, the top three problems were: car parking (77%), rubbish and litter (69%), and dog fouling (53%).

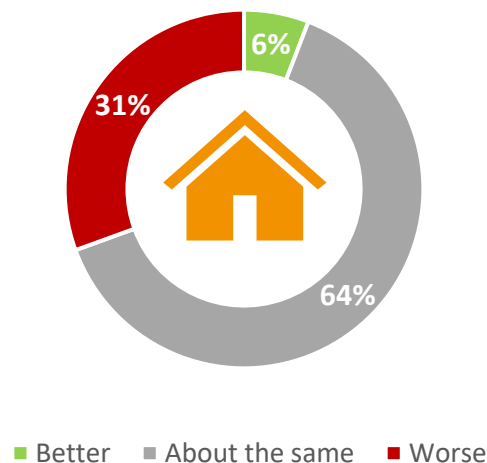
Q17. To what extent are any of the following a problem in your neighbourhood? (All tenants)



Unweighted sample bases in parentheses

Tenants were also asked whether they felt their neighbourhood has gotten better or worse over the last three years. Nearly two thirds (64%) of tenants feel that their neighbourhood has stayed the same over the last three years. A higher proportion however felt that their neighbourhood has gotten worse (31%) compared to gotten better (6%).

Q18. In the last three years, would you say your neighbourhood has got better or worse? (All tenants)



Unweighted sample base: 639

As can be seen in the table below, most areas believe that their neighbourhood has stayed the same over the past three years. However, there are more residents in Brentwood Town Centre (54%), Copperfield & Mayfield* (51%), and General Fund Properties* (50%) who think that their neighbourhood has gotten worse. It is important to note that those areas marked with an asterisk have a sample base < 30 and should therefore be treated as indicative only.

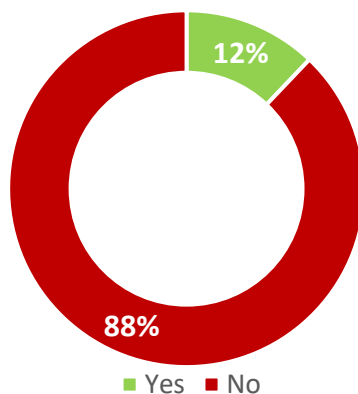
Q18. In the last three years, would you say your neighbourhood has got better or worse? – By area

Area	Better	Stayed the same	Worse
Bishops Hall (n=107)	8%	61%	31%
Blackmore (n=8) *	0%	75%	25%
Brentwood Station Area (n=38)	11%	59%	30%
Brentwood Town Centre (n=33)	6%	40%	54%
Copperfield & Mayfield (n=9) *	0%	49%	51%
Costead Manor (n=45)	11%	64%	25%
Doddinghurst (n=7) *	0%	57%	43%
General Fund Properties (n=4)	25%	25%	50%
Hutton (North of Rayleigh)	3%	60%	37%
Hutton (South of Rayleigh)	2%	69%	29%
Ingatstone (64)	9%	59%	32%
Ingrave & Herongate (n=6) *	0%	100%	0%
Kelvedon Hatch (n=22) *	9%	83%	8%
Mountnessing (n=5) *	0%	100%	0%
Navestock (n=8) *	0%	75%	25%
Pilgrims Hatch (n=19*)	8%	69%	22%
Stondon Massey (n=9) *	0%	67%	33%
Three Arch Bridge (n=55)	7%	65%	28%
Warley (n=52)	2%	64%	34%
West Horndon (n=2) *	0%	100%	0%
Wyatts Green (n=4)*	0%	75%	25%

Section Five: Anti-Social Behaviour

Just 12% of all tenants have made an anti-social behaviour complaint in the last 12 months to Brentwood Borough Council.

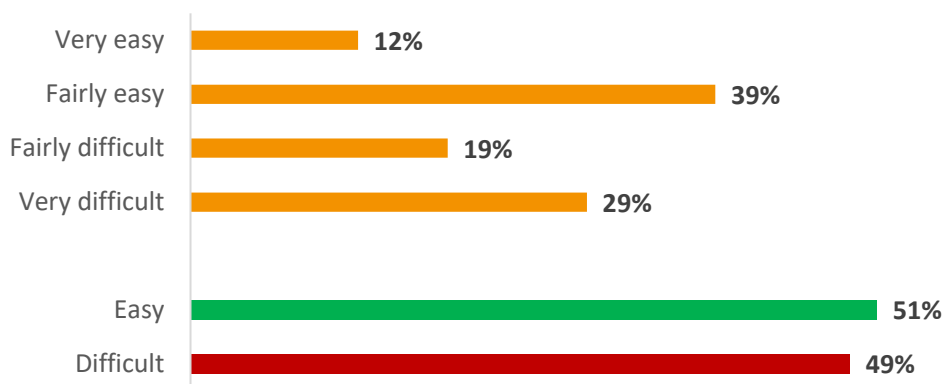
Q20. Have you reported anti-social behaviour to Brentwood Borough Council in the last 12 months? (All tenants)



Unweighted sample base: 648

Of those who have made an anti-social behaviour complaint in the last 12 months, 51% said that they found it easy to make their complaints, with 12% saying it was very easy. However, a similar number of tenants expressed difficulty with this measure (49%).

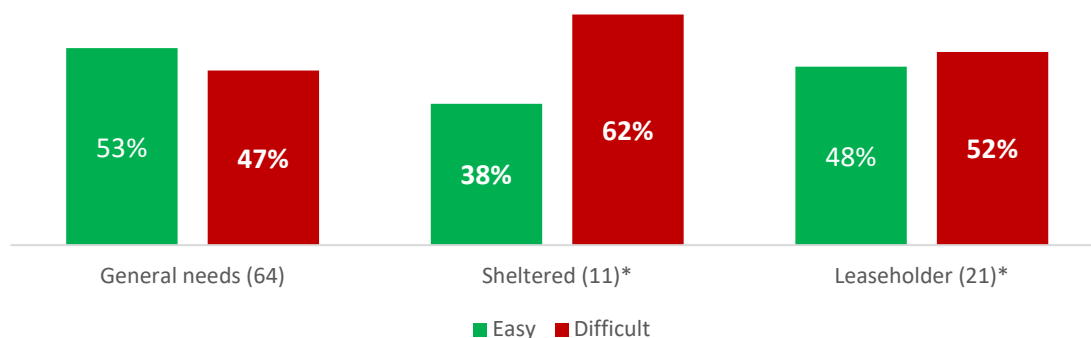
Q21. At the beginning, how easy or difficult was it to contact a member of staff to report your anti-social behaviour complaint? (All tenants)



Unweighted sample base: 75

When broken down by tenure type, opinions on contacting a member of staff about an ASB complaint were fairly split for general needs tenants (53% easy; 47% difficult) and leaseholders (48% easy; 52% difficult). Sheltered tenants were more likely to find reporting an ASB complaint difficult than easy (62% cf. 38%).

Q21. At the beginning, how easy or difficult was it to contact a member of staff to report your anti-social behaviour complaint? (By tenure)

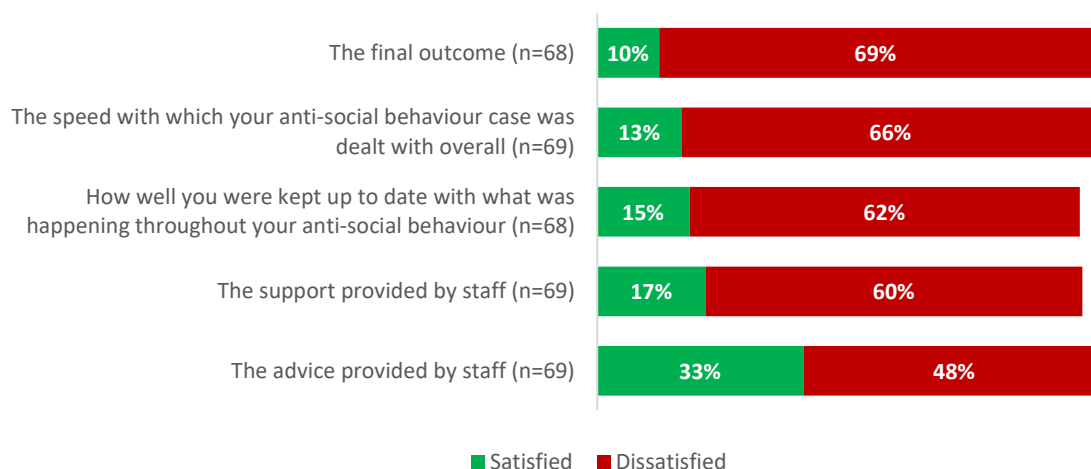


Sample bases in parentheses

*Small sample base (<30), therefore review with caution

On the whole, tenants were dissatisfied with the various aspects of their ASB complaints. Dissatisfaction was highest regarding the final outcome (69%), and the speed with which the ASB behaviour case was dealt with (66%).

Q22. How satisfied or dissatisfied are you with the following? (All tenants)



Sample bases in parentheses

Section Six: Communications

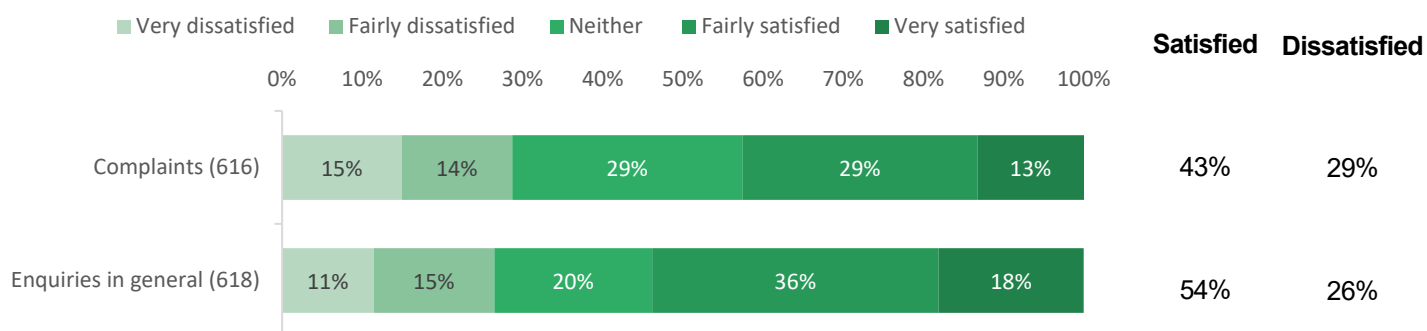
This section explores how satisfied customers are when contacting Brentwood Borough Council for various issues and queries, and their preferred methods of communicating with the Council.

Satisfaction of how the Council deals with things

All tenants were asked for their perceptions of the way Brentwood Borough Council deals with complaints. Just over four in ten (43%) are satisfied with this measure, with 29% dissatisfied.

Perceptions were also asked regarding how Brentwood Borough Council deals with tenant enquiries in general. Over half (54%) of tenants are satisfied with this measure, with nearly a fifth (18%) very satisfied. Around a quarter (26%) were dissatisfied.

Q23. How satisfied or dissatisfied are you with the way Brentwood Borough Council deals with the following? (All tenants)

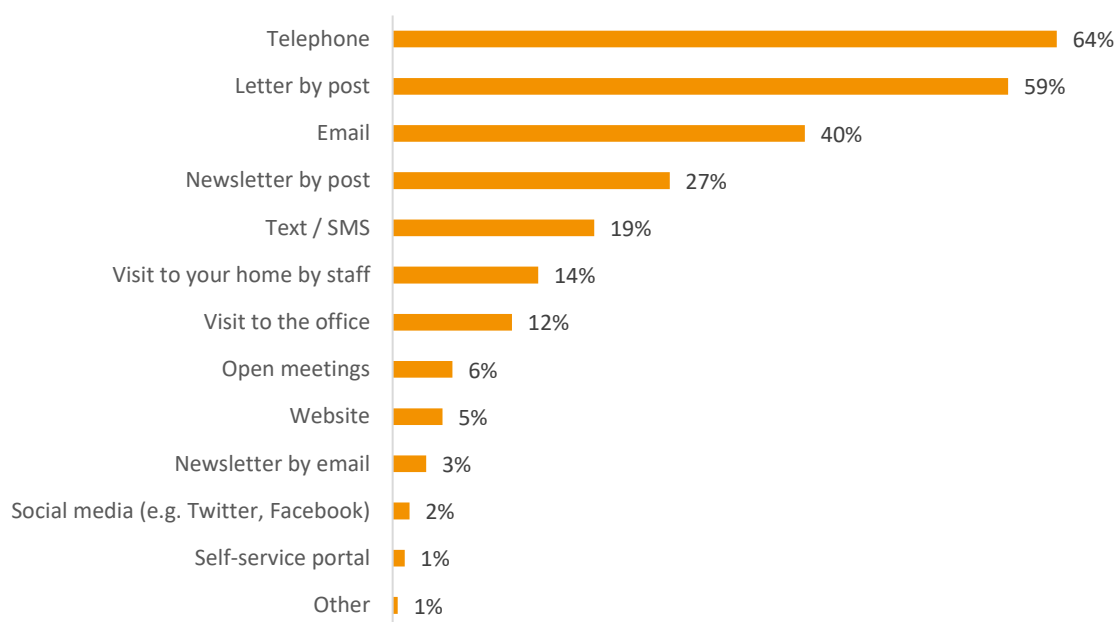


Unweighted sample bases in parentheses

Method of getting in touch

Tenants were asked about their preferred method of being kept informed by Brentwood Borough Council. Via telephone (64%) and letter (59%) were the most common ways tenants would be happy to use, followed by email (40%). Self-service portal (1%) and social media (2%) were the smallest proportions in terms of being kept informed and getting in touch with Brentwood Borough Council.

Q24. Which of the following methods of being kept informed and getting in touch with Brentwood Borough Council do you prefer to use?



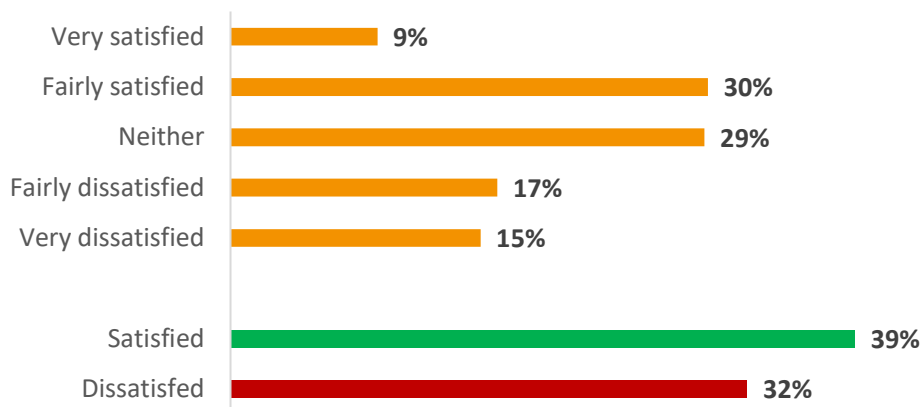
Unweighted sample base: 653

Listening to views and acting upon them and the opportunity to make views known.

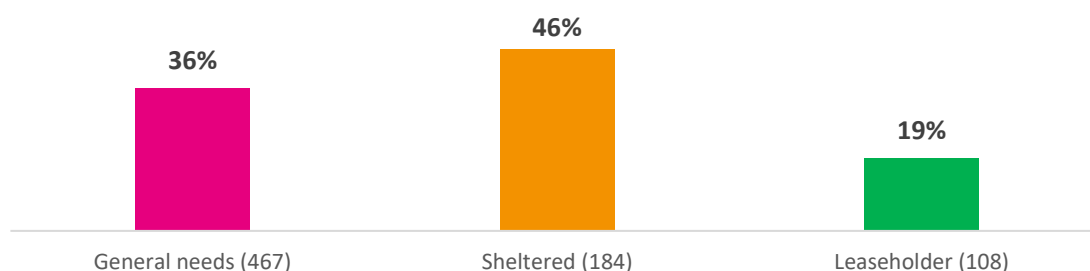
Around four in ten (39%) of tenants are satisfied that Brentwood Borough Council listens to their views and acts upon them. However, 32% of tenants expressed dissatisfaction with this measure, with 15% being very dissatisfied.

By tenure, satisfaction that the Council listens to and acts on views is higher amongst sheltered tenants than general needs tenants (46% cf. 36%). This is even lower amongst leaseholders in which only a fifth (19%) were satisfied.

Q25. How satisfied or dissatisfied are you that Brentwood Borough Council listens to your views and acts upon them? (All tenants)



Unweighted sample base: 652



Q25. How satisfied or dissatisfied are you that Brentwood Borough Council listens to your views and acts upon them? – By subgroup



Tenants living in maisonettes were the least likely to be satisfied that the Council listens and acts upon their views (29%), although it should be noted that this is from a relatively small sample base. From property types with an adequate base size, those in bungalows were more satisfied than those in flats and houses (47% cf. 38% and 37%).

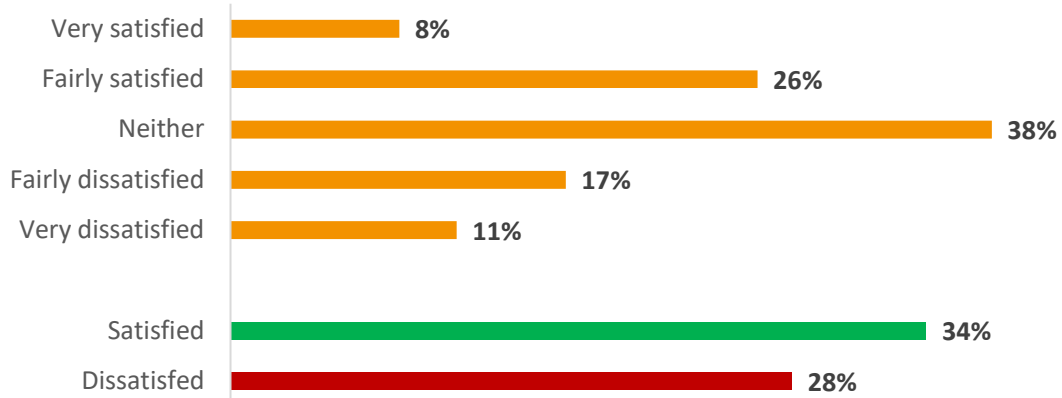


By length of tenancy, those who had lived in their property for 21+ years were the most likely to be satisfied that their views were listened to and acted upon (44%), whilst those who had lived in their property for 6-10 years were the least satisfied (32%).

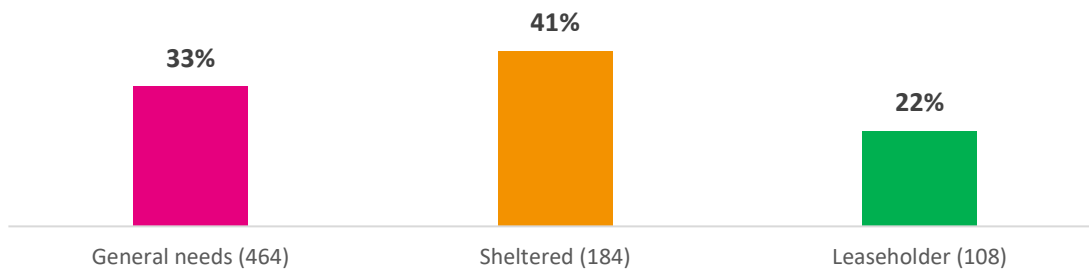
Respondents were also given the opportunity to express how satisfied they are that Brentwood Borough Council gives them the opportunity to make their views known in the first instance. Around a third (34%) of tenants were satisfied with this measure, and 28% expressed dissatisfaction. Nearly four in ten (38%) tenants felt neither satisfied nor dissatisfied with this statement.

By tenure, four in ten (41%) sheltered tenants and a third (34%) of general needs tenants were satisfied that Brentwood Borough Council gives them the opportunity to make their views known. This is lower amongst leaseholders, with only 22% feeling satisfied with this measure.

Q26. How satisfied or dissatisfied are you that Brentwood Borough Council gives you the opportunity to make your views known? (All tenants)



Unweighted sample base: 649

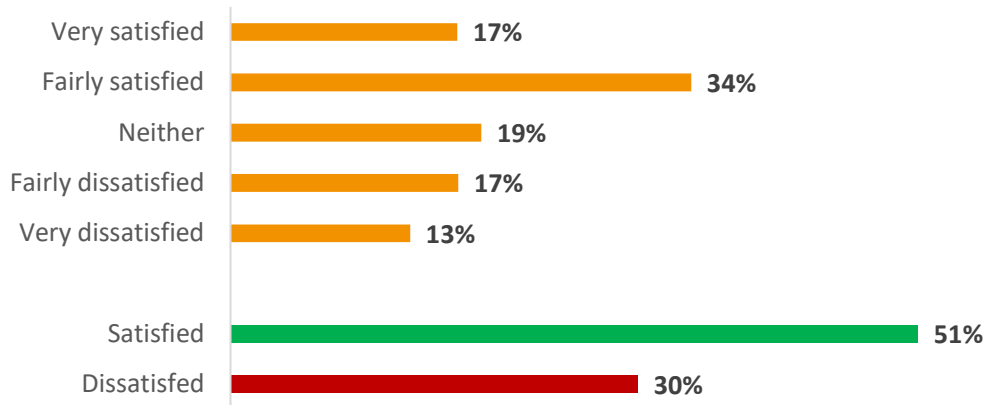


Brentwood Borough Council being easy to deal with

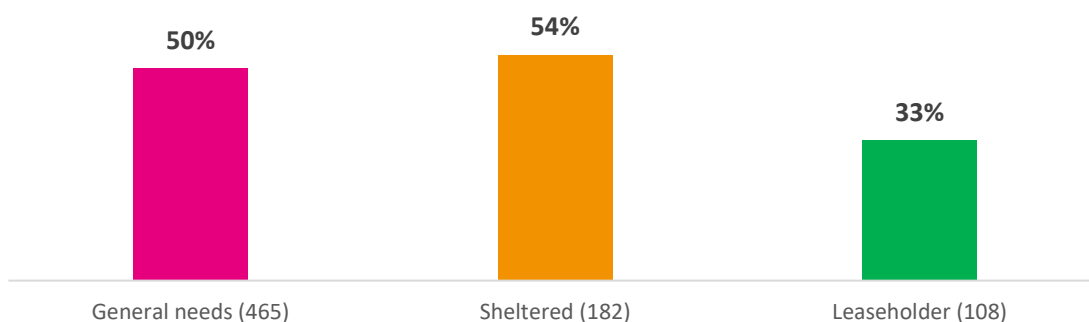
Around a half (51%) of tenants are satisfied that Brentwood Borough Council are easy to deal with, with 17% very satisfied. However, three in ten (30%) are dissatisfied with this measure, with 13% very dissatisfied.

When broken down by tenure, around a half of general needs and sheltered tenants (50% and 54% respectively) are satisfied that Brentwood Borough Council is easy to deal with. However, this figure is lower amongst leaseholders, with only a third (33%) reporting positive perceptions.

Q27. How satisfied or dissatisfied are you that Brentwood Borough Council is easy to deal with? (All tenants)



Unweighted sample base: 648

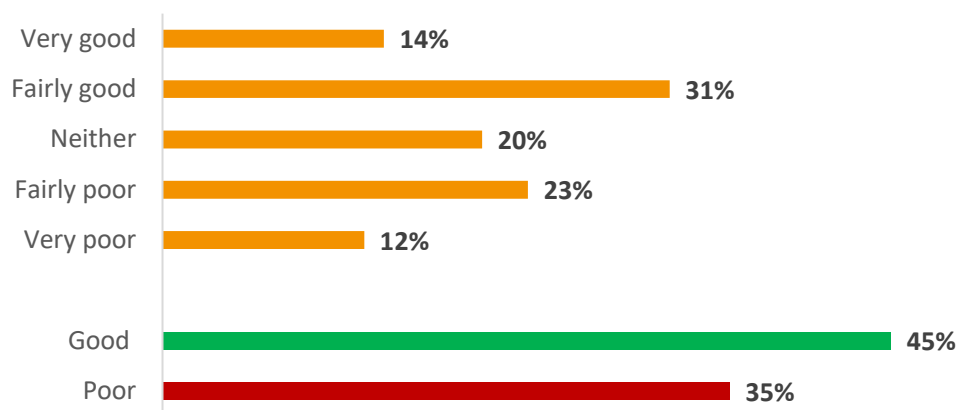


Keeping tenants informed

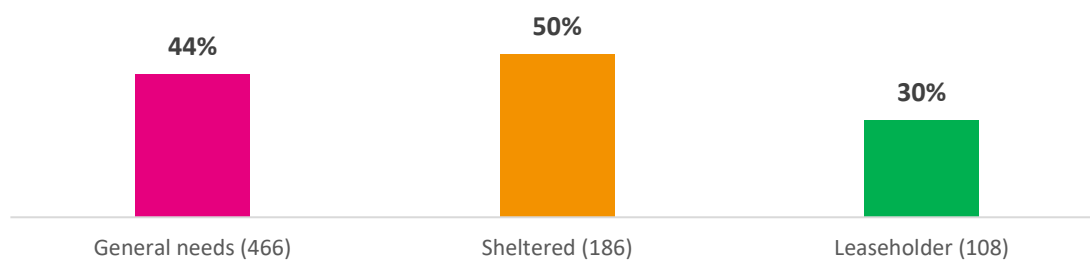
Regarding keeping tenants informed about services and decisions, 45% feel that this is something Brentwood Borough Council is good at. However, 35% of tenants express a poor perception of this measure, with 12% saying they are very poor.

By tenure, 44% of general needs tenants say that the Council is good in regards to keeping them informed. This is slightly lower than that of sheltered tenants, in which half (50%) are positive towards being kept informed about things that may affect them. Only three in ten leaseholders (30%) feel that Brentwood Borough Council is good at keeping them informed about services and decisions.

Q28. How good or poor do you feel Brentwood Borough Council is at keeping you informed about their services and decisions? (All tenants)



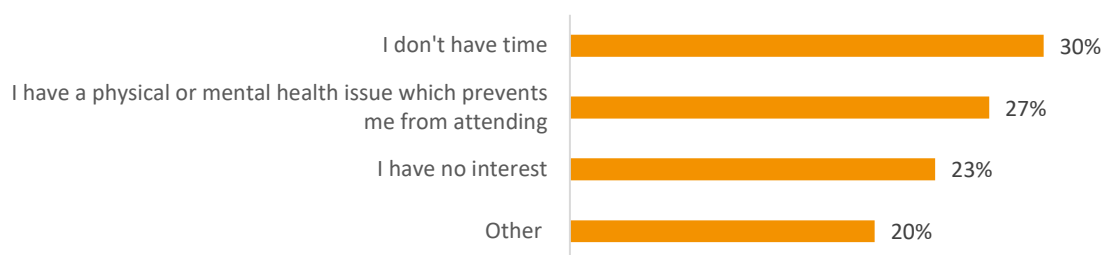
Unweighted sample base: 653



Getting involved with the Council

Tenants were asked what factors have prevented them from getting involved with Brentwood Borough Council. Three in ten (30%) state not having the time, whilst 27% report having a physical or mental health issue that prevents attendance, and 23% report no interest.

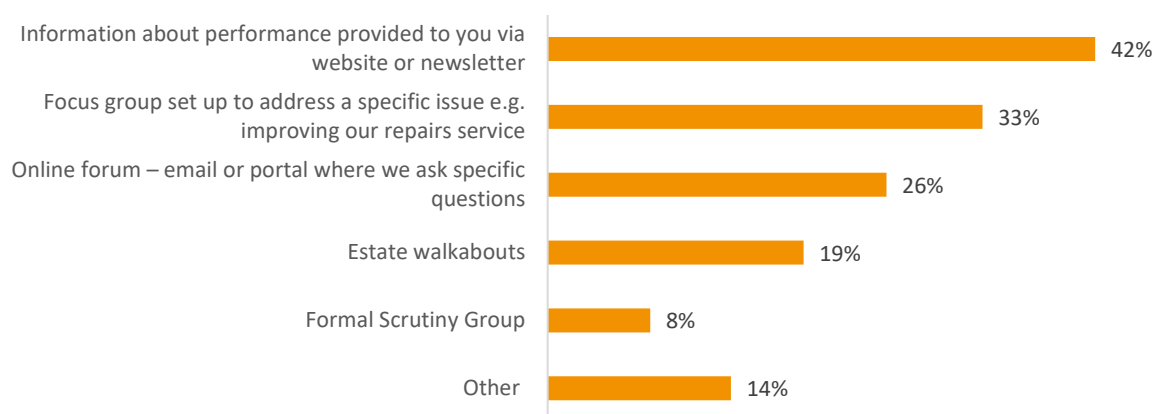
Q29. What has prevented you in the past in getting involved with Brentwood Borough Council? (All tenants)



Unweighted sample base: 593

Tenants were further provided with a pre-coded list of ways they could get involved in developing and monitoring the services offered by Brentwood Borough Council. The top way in which residents would be happy to get involved is through being provided with information about performance via a website or newsletter (42%). A third of tenants (33%) would also be interested in a focus group that addresses specific issues, and around a quarter (25%) state they would participate in an online forum where specific questions could be asked. Tenants were less likely to say that they would participate in estate walkabouts or formal scrutiny groups.

Q30. We want you to be involved in developing and monitoring these services, which of the following would you be interested in participating in? (All tenants)



Unweighted sample base: 412

Section Seven: Value for Money

This section will look at tenant perceptions of the value for money their rent provides and also perceptions of the service charge value for money amongst both tenants and leaseholders.

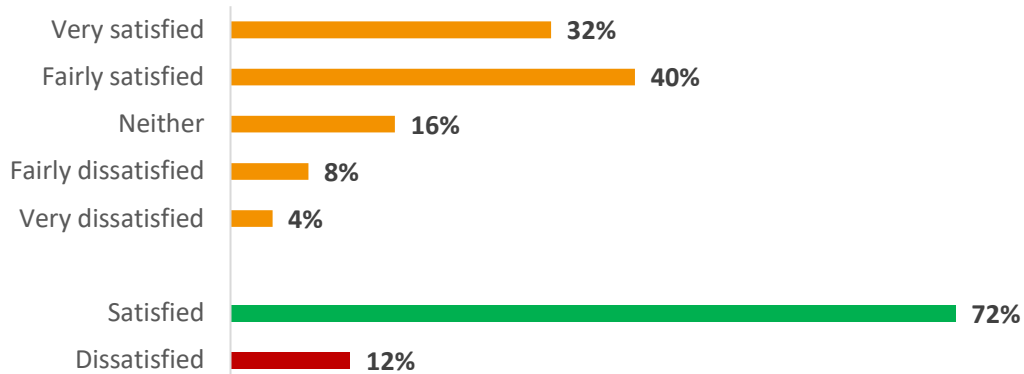
Rent value for money

A high proportion of tenants are satisfied with their rent providing value for money, with 72% satisfied. Nearly a third (32%) are very satisfied with this measure. Just 12% of tenants are dissatisfied with their rent, with 4% saying they are very dissatisfied with the value for money it provides.

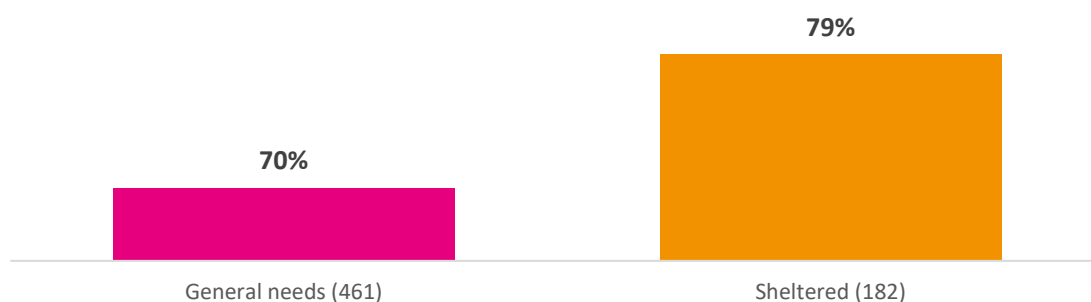
Sheltered tenants are more likely to be satisfied with the value for money of rent they pay compared to general needs tenants (79% cf. 70%).

Across all property types, satisfaction that rent provides value for money was fairly high (68-75%). When broken down by tenancy length, those who had lived in their property for 6-10 years were the least satisfied (59%) and those who had lived in their property for less than one year were the most satisfied with the value of their rent (82%).

Q31. How satisfied or dissatisfied are you that your rent provides value for money? (All tenants)



Unweighted sample base: 644

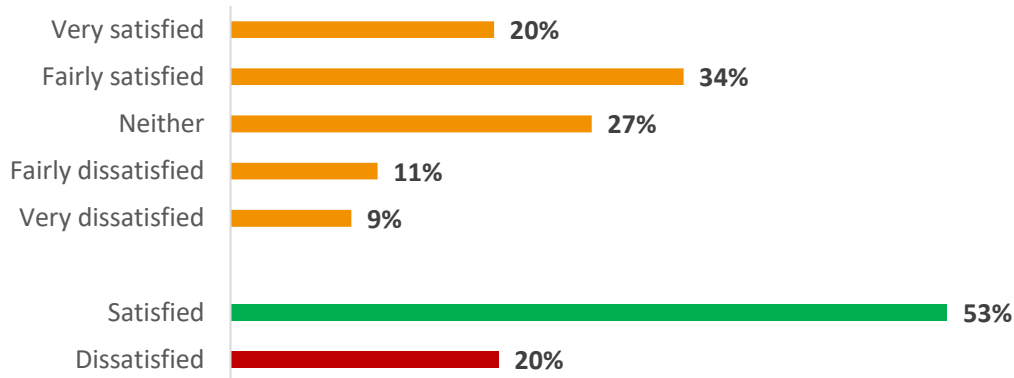


Service charge value for money

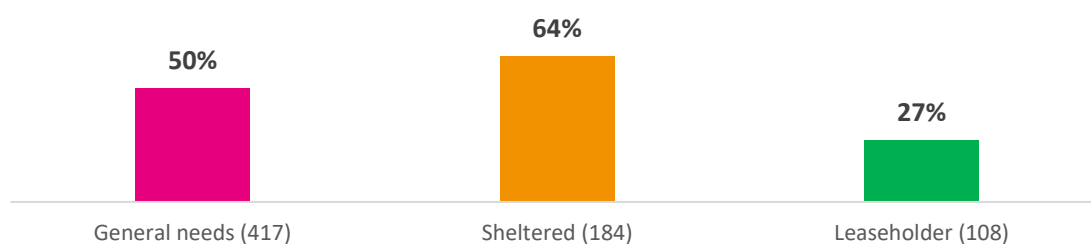
In regards to the service charges tenants pay for, 53% are satisfied with the value for money they provide, with a fifth (20%) very satisfied with this measure. Another fifth (20%) express dissatisfaction towards this measure, with 9% very dissatisfied.

When broken down to tenure level, it can be seen that sheltered tenants reported the highest level of satisfaction with their service charge (64%). This is followed by half of general needs tenants (50%) being satisfied. Leaseholders reported the lowest level of satisfaction at 27%.

Q32. How satisfied or dissatisfied are you that your service charges provides value for money? (All tenants)



Unweighted sample base: 602



Q32. How satisfied or dissatisfied are you that your service charges provides value for money? – By subgroup

Regarding service charge providing value for money, those living in maisonettes are the least satisfied (28%), although this is from a relatively small sample base. Within property types of an adequate base size, those in flats and bungalows (both 57%) are more satisfied than those in houses (49%).

Satisfaction with service charge is highest amongst tenants who have lived in their property for less than a year (60%) or 21+ years (58%) and is lowest amongst those who have lived in their property for 6-10 years (45%).

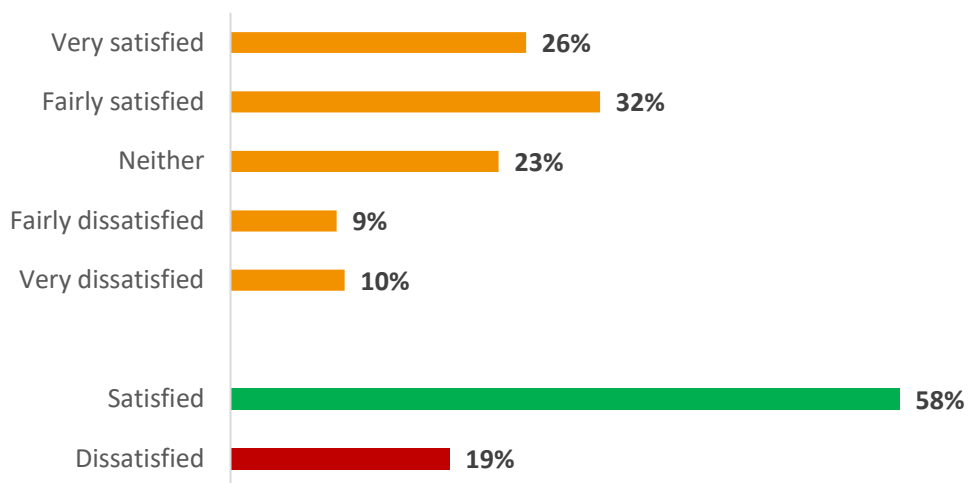
Tenants living in properties with 0-1 bedrooms are more satisfied that their service charge provides value for money than those living in 1-2 bed properties (61% cf. 43%).

Section Eight: Coronavirus

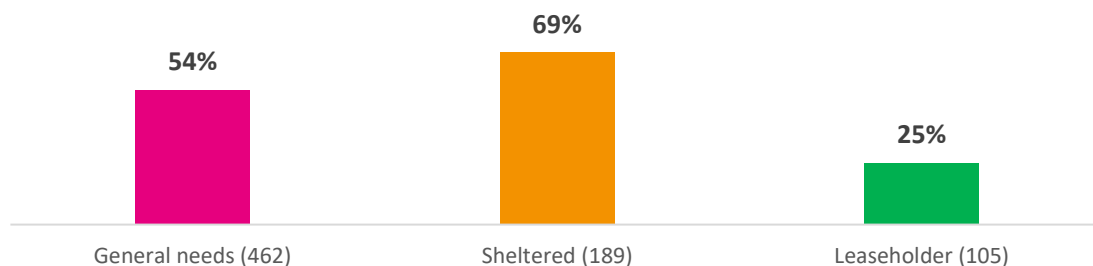
When asked how well the Council has supported tenants during the coronavirus pandemic, around six in ten (58%) felt satisfied, with a quarter (26%) feeling very satisfied. Nearly a fifth (19%) felt dissatisfied with the measure, and 23% felt neither satisfied nor dissatisfied.

By tenure, sheltered tenants felt more satisfied with the support they received during the coronavirus pandemic than general needs tenants (69% cf. 54%). Only a quarter of leaseholder (25%) were satisfied with the support they received from Brentwood Borough Council.

Q33. How satisfied or dissatisfied are you with the way Brentwood Borough Council have supported you during the coronavirus pandemic? (All tenants)



Unweighted sample base: 652

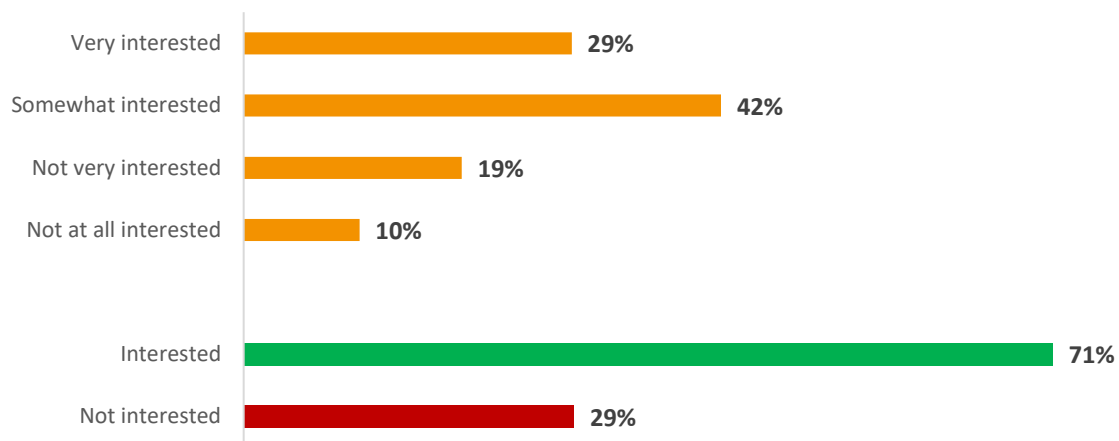


Section Nine: Tenant Support Services

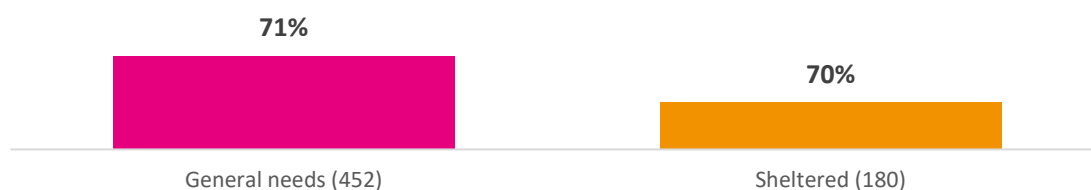
This section explores aspects of tenant support services, such as interest in potential new services and satisfaction with existing schemes.

Brentwood Borough Council are considering extending their support to general needs tenants, as well as sheltered tenants. When asked how interested they would be in this proposal, seven in ten (71%) tenants stated that they would be interested, with 30% very interested. 29% were not interested in this change in service, with 10% not at all interested.

Q34. We are thinking of changing our services to provide support not only to our tenants in sheltered schemes, but also for general needs tenants who may require support. How interested would you be in this proposal? (All tenants)

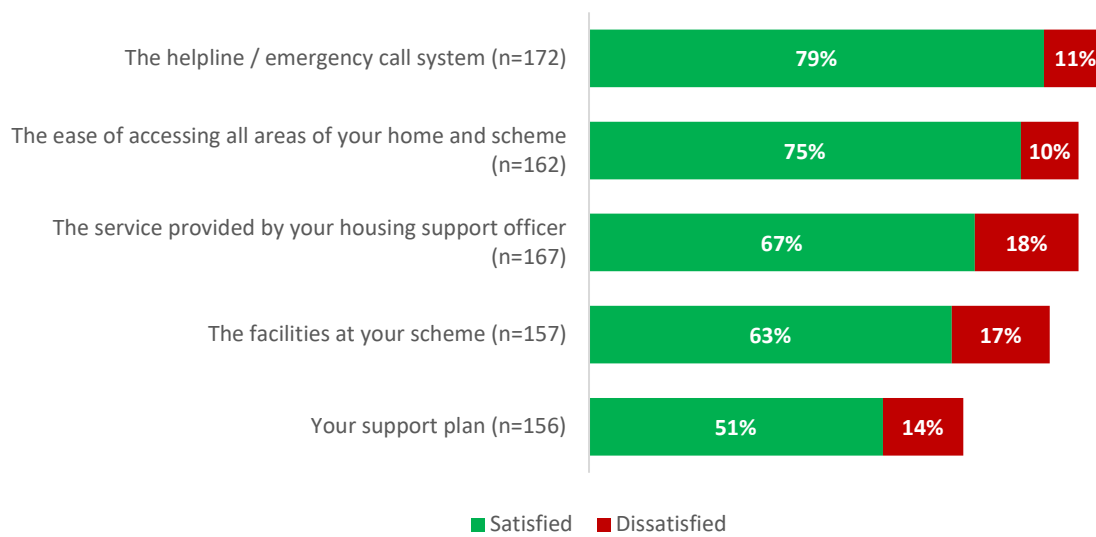


Unweighted sample base: 633



Sheltered tenants were asked to express their perceptions of their sheltered home and scheme. Tenants had highest levels of satisfaction towards the helpline/emergency call system (79%), and the ease of accessing all areas of their home and scheme (75%). The aspect with the lowest level of satisfaction was the support plan, however satisfaction still outweighed dissatisfaction (51% cf. 14%). 44% of sheltered tenants said that they were neither satisfied nor dissatisfied with their support plan, indicating a large proportion were not really sure if they had one or not.

Q35. Thinking about your sheltered home and scheme, how satisfied or dissatisfied are you with the following? (Sheltered only)



Conclusion

Taking everything into account, 59% of tenants are satisfied with the overall service provided by their landlord. The HouseMark 2021/22 benchmark median for this indicator is 85%. When comparing the views of Brentwood Council tenants to the benchmarking data, this does fall into the lower quartile, with a minimum threshold of 81. The Covid-19 situation needs to be taken into context when viewing these results. Service delivery has had to change dramatically as well as direct contact with tenants, meaning respondents have not been getting the services they were receiving prior to 2020. General needs tenants are less satisfied than Sheltered tenants in this regard, a common finding throughout the report.

In terms of Council perceptions, satisfaction is lowest in terms of feeling valued (32%), promises being kept (33%), having a good reputation in the area (36%) and understanding needs (39%). This indicated an issue amongst tenants about their connection with the Council as a landlord, which ties into measures of communication and contact between the tenants and landlord.

Like many social housing providers over the last 18 months, the data shows that there is an appetite for Brentwood Borough Council to focus on their responsiveness to tenants and to listen to tenants to a greater extent. Around half (51%) of tenants are satisfied that the Council are easy to deal with, whilst 30% show a dissatisfaction towards this measure. A further 19% feel neither positive nor negative, which shows a varied degree in perceptions as to how happy tenants are when speaking with the Council. This measure does again fall into the lower quartile against the latest HouseMark benchmark, highlighting that Brentwood Borough Council tenants are typically less satisfied than most when compared to other local councils and ALMO's.

Strengthening tenant voice will be important given the wider policy context for social landlords. The government's Social Housing White Paper titled 'The Charter for Social Housing Residents' sets out what every social housing resident should be able to expect. Perceptions amongst tenants were also low in terms of satisfaction with the opportunity to make views known (34% satisfied) and being kept informed about things that may affect them as a resident (45% good). These highlight issues with communication that if improved would see Council perceptions improve. Ensuring tenants feel that the Council is easy to deal with, and keeping tenants informed and giving ample opportunity to making views known will go a long way to improving perceptions of how valued they feel as a tenant, improving reputations and making tenants feel like their needs are being valued and listened to.

In terms of improving overall perceptions, understanding service priorities and where to put focus into is important. 80% of tenants say that the repairs and maintenance is a priority to them. The

repairs and maintenance service perceptions is in the lower quartile when compared to the HouseMark benchmark. The repairs service was the hardest service to operate for many organisations through the pandemic, so it's understandable that any impact to this service will have impact tenants' overall satisfaction. Improving satisfaction with the repairs and maintenance services will help to improve overall satisfaction going forwards. The second biggest priority is the quality of home – improvements to the repairs service will also help to improve perceptions of quality, which all add up to increase overall perceptions as these are tenants' biggest priorities.

Appendix A: Profile

Tenure		
General needs	507	77%
Sheltered	151	23%
Property type		
Flat	253	38%
House	267	41%
Bungalow	96	15%
Maisonette	20	3%
Bedsit	21	3%
Length of tenancy		
Less than one year	36	6%
1 – 5 years	136	21%
6 – 10 years	105	16%
11 – 20 years	141	21%
21+ years	239	36%
Bedrooms		
0 to 1	267	41%
1 to 2	205	31%
3+	186	28%
Area		
Bishops Hall	111	17%
Blackmore	8	1%
Brentwood Station Area	38	6%
Brentwood Town Centre	41	6%
Copperfield & Mayfield	11	2%
Costead Manor	32	5%
Doddinghurst	7	1%
General Fund Properties	4	1%
Hutton (North of Rayleigh Rd)	79	12%
Hutton (South of Rayleigh Rd)	75	11%
Ingatestone	59	9%
Ingrave & Herongate	7	1%
Kelvedon Hatch	22	3%
Mountnessing	5	1%
Navestock	8	1%
Pilgrims Hatch	15	2%
Stondon Massey	9	1%
Three Arch Bridge	68	10%
Warley	56	9%
West Horndon	2	0%
Wyatts Green	4	1%

Appendix B: Survey



WIN ONE OF TEN **£50!** PRIZES

if you tick the relevant box in the survey you will be entered into a prize draw with the chance to win one of ten £50 CLICK IT LOCAL vouchers.

Please read these instructions carefully before completing the survey.

- It should be completed by the tenant at this address, their partner/spouse or carer, on their behalf.
- Please carefully read the instructions for each question.
- Please check that you have answered all questions that apply to you.
- All responses will be confidential.
- Please return the completed questionnaire to M·E·L Research in the FREEPOST envelope provided, or complete it online at melresearch.co.uk/Brentwood. When prompted, type in your ID number found at the top right corner of the letter.

The survey will take about 10 minutes to complete and all of the answers you give will be treated in the strictest confidence. By taking part in this survey you will be providing information that Brentwood Borough Council can use to improve the services they provide to you.

Section One: General Service Perceptions

Q1 How satisfied or dissatisfied are you with the service provided by Brentwood Borough Council?
PLEASE TICK ONE BOX ONLY

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q2 How likely would you be to recommend Brentwood Borough Council to family or friends on a scale of 0 to 10, where 0 is not at all likely and 10 is extremely likely? **PLEASE TICK ONE BOX ONLY**

0 - Not at all likely	<input type="checkbox"/>	6	<input type="checkbox"/>
1	<input type="checkbox"/>	7	<input type="checkbox"/>
2	<input type="checkbox"/>	8	<input type="checkbox"/>
3	<input type="checkbox"/>	9	<input type="checkbox"/>
4	<input type="checkbox"/>	10 - Extremely likely	<input type="checkbox"/>
5	<input type="checkbox"/>		

Q3 To what extent do you agree or disagree with the following statements about Brentwood Borough Council? **PLEASE TICK ONE BOX FOR EACH ROW**

	Agree strongly	Agree	Neither	Disagree	Disagree strongly
Provides efficient and effective services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provides the service I expect from my landlord	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Understands my needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Treats residents fairly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is open and transparent	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cares about their customers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Has a good reputation in my area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Has friendly and approachable staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Keeps its promises	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I feel valued by Brentwood Borough Council	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Treats me with respect	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I trust Brentwood Borough Council	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q4 Which of the following services would you consider to be your top three priorities? **PLEASE TICK UP TO THREE BOXES**

Keeping residents informed	<input type="checkbox"/>	Your neighbourhood as a place to live	<input type="checkbox"/>
The overall quality of your home	<input type="checkbox"/>	Value for money for your rent (and service charges).....	<input type="checkbox"/>
Listening to residents' views and acting upon them.....	<input type="checkbox"/>	Support and advice on claiming welfare benefits and paying rent.....	<input type="checkbox"/>
Repairs and maintenance	<input type="checkbox"/>	Heating and energy efficiency of your home ..	<input type="checkbox"/>
Dealing with anti-social behaviour	<input type="checkbox"/>	Other (please specify below).....	<input type="checkbox"/>

Section Two: Housing Perceptions

Q5 How satisfied or dissatisfied are you with the overall quality of your home? **PLEASE TICK ONE BOX ONLY**

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q6 How satisfied or dissatisfied are you with the heating and energy efficiency of your home? **PLEASE TICK ONE BOX ONLY**

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q7 Thinking specifically about the building you live in, how satisfied or dissatisfied are you that Brentwood Borough Council provides a home that is safe and secure? **PLEASE TICK ONE BOX ONLY**

Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied

Q8 To what extent do you agree or disagree that Brentwood Borough Council...? **PLEASE TICK ONE BOX FOR EACH ROW**

	Strongly agree	Slightly agree	Neither	Slightly disagree	Strongly disagree	Not applicable
...has given me information on building safety and what my responsibilities are	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...carries out regular fire safety checks on my building	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
... takes tenants health and safety concerns seriously	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section Three: Repairs and Maintenance

Q9 Have you had any repairs carried out in your home in the last 12 months?

Yes Go to Q10 No..... Go to Q12

Q10 Thinking about the last time you had repairs carried out, how satisfied or dissatisfied were you with the overall repairs service provided by Brentwood Borough Council on this occasion? **PLEASE TICK ONE BOX ONLY**

Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied

Q11 Thinking about the last repair, how satisfied or dissatisfied were you with the following? **PLEASE TICK ONE BOX FOR EACH ROW**

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Being told when workers would call	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being able to make an appointment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being kept informed throughout the process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Time taken before work started	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The speed of completion of the work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The attitude of workers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The overall quality of the work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Keeping dirt and mess to a minimum	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The repair being done right first time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The workers doing the job you expected	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q12 How satisfied or dissatisfied are you with the gas servicing arrangements? **PLEASE TICK ONE BOX ONLY**

Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied Not applicable

Section Four: Estates and Neighbourhood Services

Q13 How satisfied or dissatisfied are you with the grounds maintenance, such as grass cutting, in your area? **PLEASE TICK ONE BOX ONLY**

Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied

Q14 How satisfied or dissatisfied are you with the cleaning of the following? **PLEASE TICK ONE BOX FOR EACH ROW**

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Internal communal areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
External communal areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q15 How satisfied or dissatisfied are you with the overall appearance of your neighbourhood? **PLEASE TICK ONE BOX ONLY**

Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied

Q16 How satisfied or dissatisfied are you with your neighbourhood as a place to live? **PLEASE TICK ONE BOX ONLY**

Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied

Q17 To what extent are any of the following a problem in your neighbourhood? **PLEASE TICK ONE BOX FOR EACH ROW**

	Major problem	Minor problem	Not a problem
Car parking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rubbish and litter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Noisy neighbours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dog fouling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other pet related problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disruptive children / teenagers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Racial or other harassment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Drunk or rowdy behaviour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vandalism and graffiti	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Damaged property	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section Six: Communications

Q23 How satisfied or dissatisfied are you with the way Brentwood Borough Council deals with the following? **PLEASE TICK ONE BOX FOR EACH ROW**

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
Complaints	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your enquiries in general	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q24 Which of the following methods of being kept informed and getting in touch with Brentwood Borough Council do you prefer to use? **PLEASE SELECT YOUR TOP THREE PREFERENCES**

Email.....	<input type="checkbox"/>	Newsletter by post	<input type="checkbox"/>
Telephone	<input type="checkbox"/>	Newsletter by email.....	<input type="checkbox"/>
Text / SMS	<input type="checkbox"/>	Website.....	<input type="checkbox"/>
Letter by post	<input type="checkbox"/>	Self-service portal	<input type="checkbox"/>
Visit to the office.....	<input type="checkbox"/>	Social media (e.g. Twitter, Facebook)	<input type="checkbox"/>
Visit to your home by staff.....	<input type="checkbox"/>	Other (please specify below).....	<input type="checkbox"/>
Open meetings	<input type="checkbox"/>		

Q25 How satisfied or dissatisfied are you that Brentwood Borough Council listens to your views and acts upon them? **PLEASE TICK ONE BOX ONLY**

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q26 How satisfied or dissatisfied are you that Brentwood Borough Council gives you the opportunity to make your views known? **PLEASE TICK ONE BOX ONLY**

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q27 How satisfied or dissatisfied are you that Brentwood Borough Council is easy to deal with? **PLEASE TICK ONE BOX ONLY**

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q28 How good or poor do you feel Brentwood Borough Council is at keeping you informed about their services and decisions? **PLEASE TICK ONE BOX ONLY**

Very good	Fairly good	Neither	Fairly poor	Very poor
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q29 What has prevented you in the past in getting involved with Brentwood Borough Council? **PLEASE TICK ONE BOX ONLY**

I don't have time..... I have no interest

I have a physical or mental health issue which prevents me from attending Other (please specify below).....

Q30 We want you to be involved in developing and monitoring these services, which of the following would you be interested in participating in? **PLEASE TICK ALL THAT APPLY**

Estate walkabouts Online forum – email or portal where we ask specific questions

Formal Scrutiny Group Information about performance provided to you via website or newsletter

Focus group set up to address a specific issue e.g. improving our repairs service Other (please specify below).....

Section Seven: Value for Money

Q31 How satisfied or dissatisfied are you that your rent provides value for money? **PLEASE TICK ONE BOX ONLY**

Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied

Q32 How satisfied or dissatisfied are you that your service charges provide value for money? **PLEASE TICK ONE BOX ONLY**

Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied

Section Eight: Coronavirus

Q33 How satisfied or dissatisfied are you with the way Brentwood Borough Council have supported you during the coronavirus pandemic? **PLEASE TICK ONE BOX ONLY**

Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied

Section Nine: Tenant Support Services

Q34 We are thinking of changing our services to provide support not only to our tenants in sheltered schemes, but also for general needs tenants who may require support. How interested would you be in this proposal? **PLEASE TICK ONE BOX ONLY**

Very interested Not very interested

Somewhat interested Not at all interested

Please only answer question 35 if you live in a sheltered scheme.

Q35	Thinking about your sheltered home and scheme, how satisfied or dissatisfied are you with the following? PLEASE TICK ONE BOX FOR EACH ROW	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
	The service provided by your housing support officer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	The helpline / emergency call system	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	The ease of accessing all areas of your home and scheme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	The facilities at your scheme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Your support plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section Ten: Any Other Comments

Q36 With exception of a reduction in rent or service charges, what one thing could Brentwood Borough Council do to improve the service they provide to you? **PLEASE WRITE IN THE BOX BELOW**

Q37 Please can you tell us what you think Brentwood Council do well? **PLEASE WRITE IN THE BOX BELOW**

Brentwood Borough Council may wish to contact you again to invite you to take part in further research about the subjects covered in this survey. If you would like to be re-contacted by the Council we need your permission to pass on your contact details to them for this purpose.

If you give permission, we would only pass on your contact details; your answers to this survey remain confidential. The Council will only use your contact details to talk to you about further research and will not pass these on to anyone else.

Q38 Are you happy to be re-contacted?

Yes - I am happy to be re-contacted No - I do not want to be re-contacted

Finally, Brentwood Borough Council is offering a prize draw for completing this survey! You could **win one of ten £50 CLICK IT LOCAL vouchers**.

Q39 Are you happy to take part in the prize draw?

Yes No

Thank you for completing this survey. Please return this questionnaire to M·E·L Research in the FREEPOST envelope provided by 22 September 2021.



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research



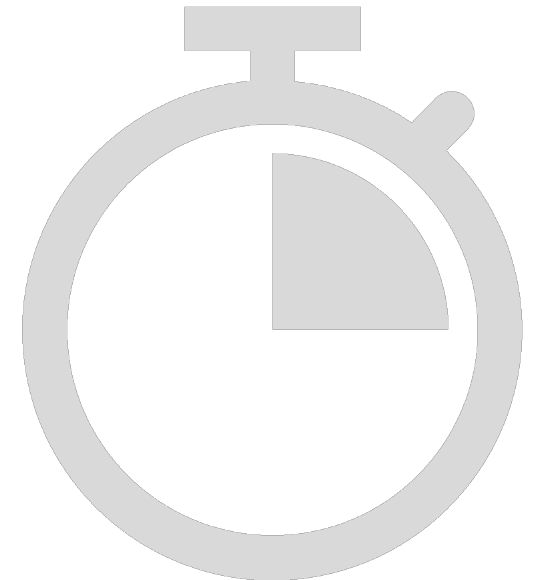
2021 STAR results

Brentwood Borough Council

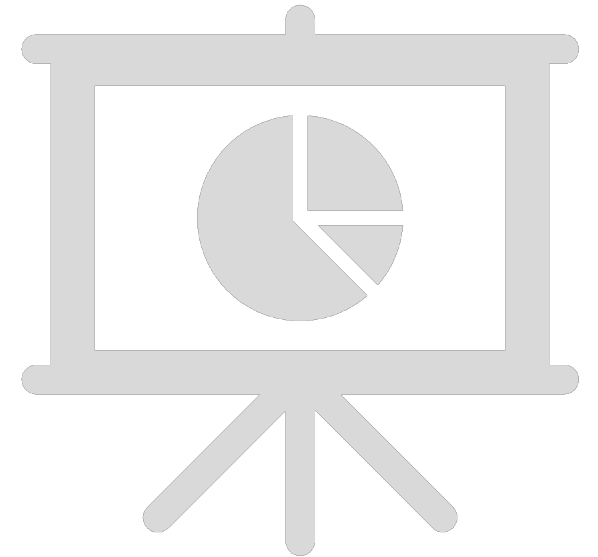
Agenda

1. 2021 STAR Results
2. Key messages
3. Questions and next steps

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1. 2021 STAR results



Methodology



The fieldwork began in September 2021 and finished in October 2021. A sample of 2382 tenants and leaseholders (433) were invited.



Respondents were sent a postal survey including a cover letter and free postage envelope. The cover letter also included details on how to complete the survey online.



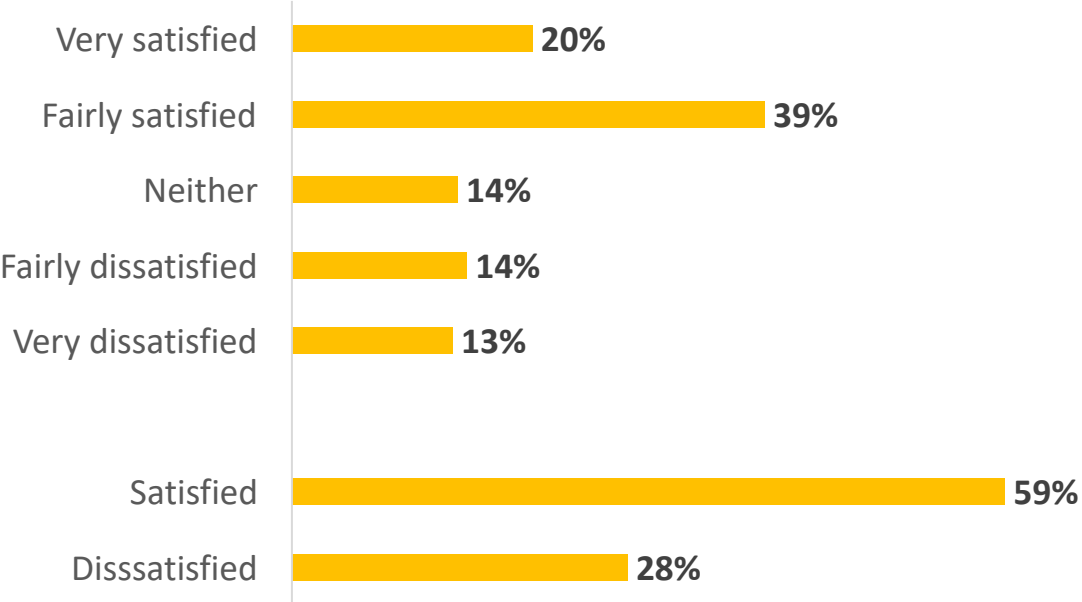
In total, we heard from 661 tenants, comprising of 471 General Needs tenants and 190 Sheltered tenants. We achieved 109 surveys amongst leaseholders. Together this meant we spoke to 770 residents, achieving a confidence level of +/-3.03%.



The tenants' results presented in this report are weighted by area, tenure and property type to ensure they are representative of the wider stock. The leaseholder results are unweighted.

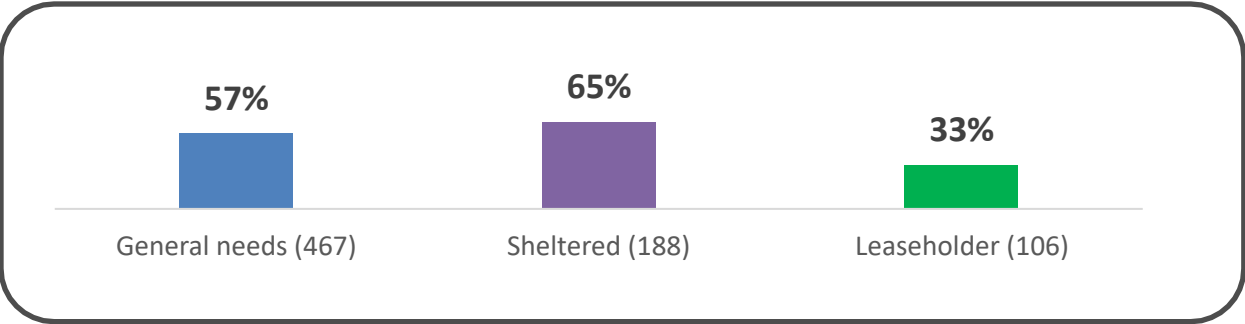
Overall satisfaction

Housemark benchmark
Lower Quartile



Those living in maisonettes are least likely to be satisfied with the overall services provided compared to all other property types (46%) with those living in bungalows being most satisfied (66%).

Page 173



Tenants who have been living in their property for 21+ years (67%) or less than one year (63%) are most satisfied with the overall services provided. Tenants who have lived in their property for 6-10 years had the lowest satisfaction (47%).



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Base size: 656

Net Promoter Score

Housemark benchmark

Lower Quartile

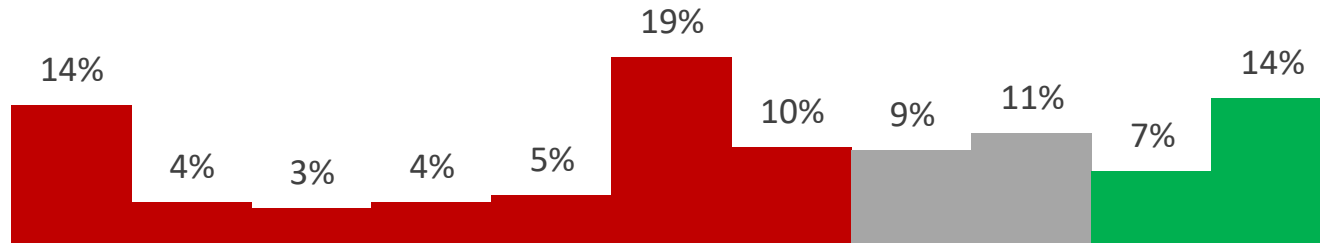
-37
NPS

58%
Detractors

20%
Passives

22%
Promoters

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Those in bungalows (-30) are the most positive in terms of Net Promoter Score. Those in houses are least likely to be positive (-41)

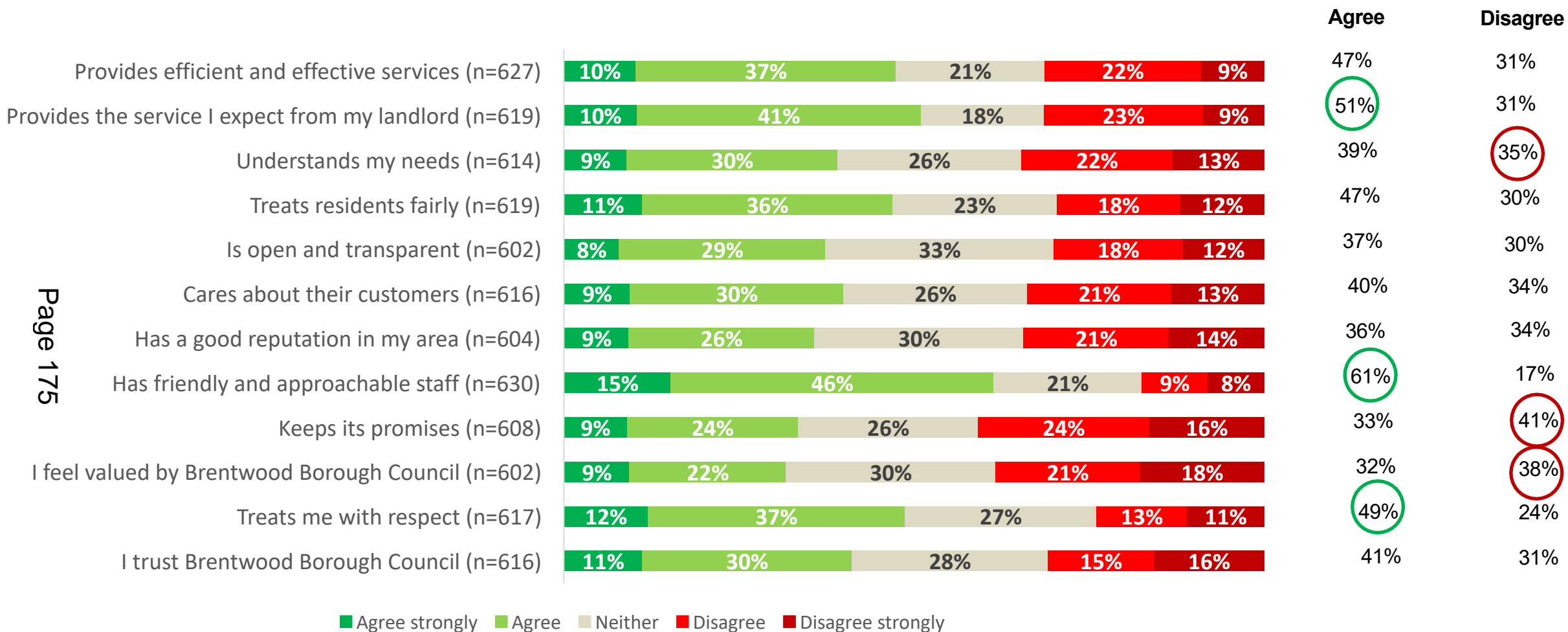
0 - Not at all likely 1 2 3 4 5 6 7 8 9 10 - Extremely likely

	Detractors	Passives	Promoters	NPS
General needs (464)	59%	20%	21%	-38
Sheltered (188)	56%	20%	24%	-32
Leaseholders (105)	79%	15%	6%	-73

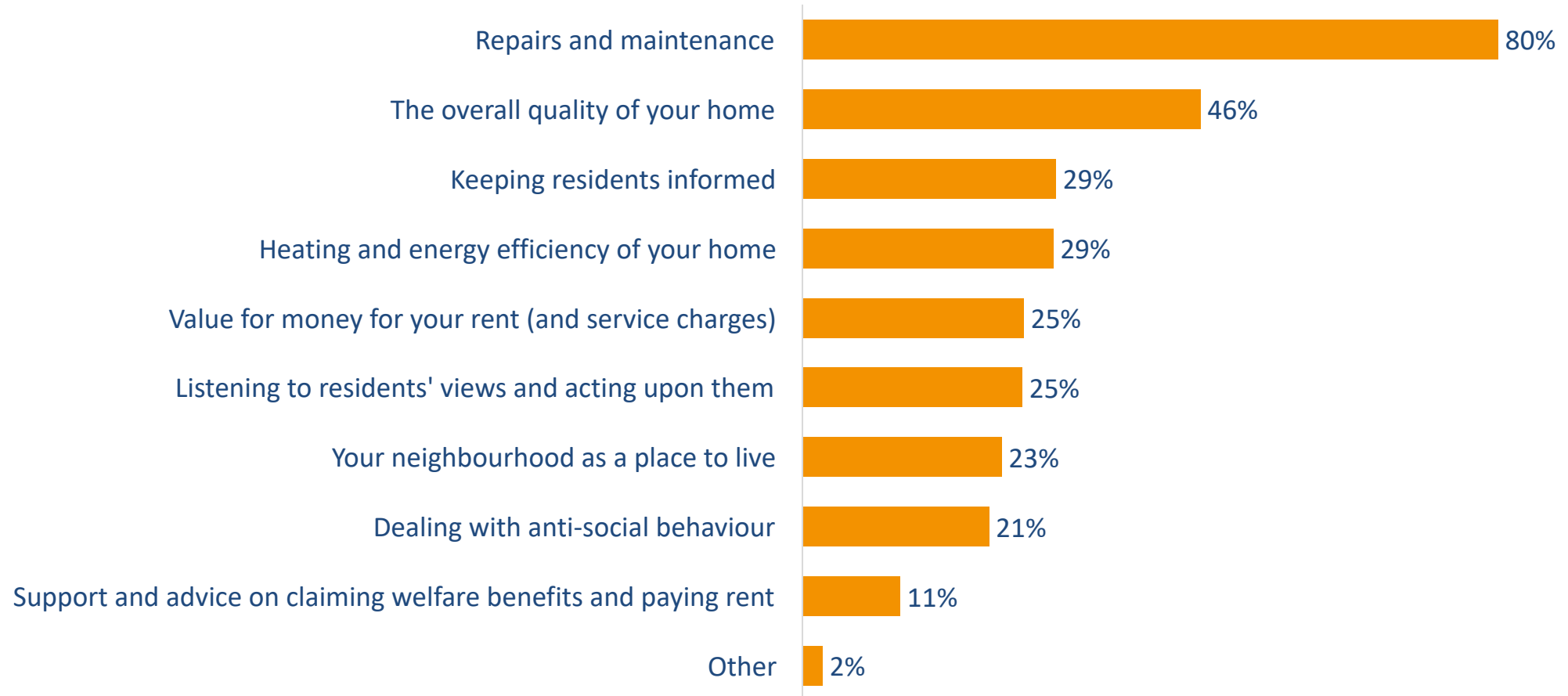


Those who have been a tenant at Brentwood for less than a year (-26) or 21+ years (-32) are most positive.

Council Perceptions

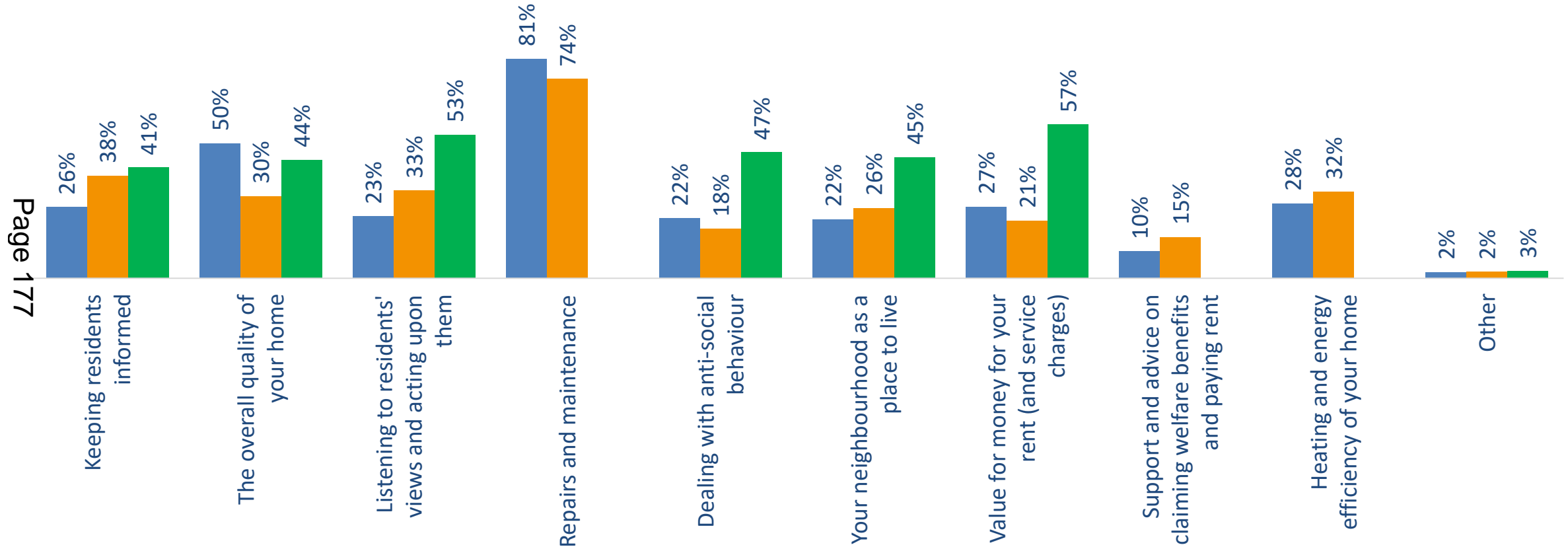


Service priorities



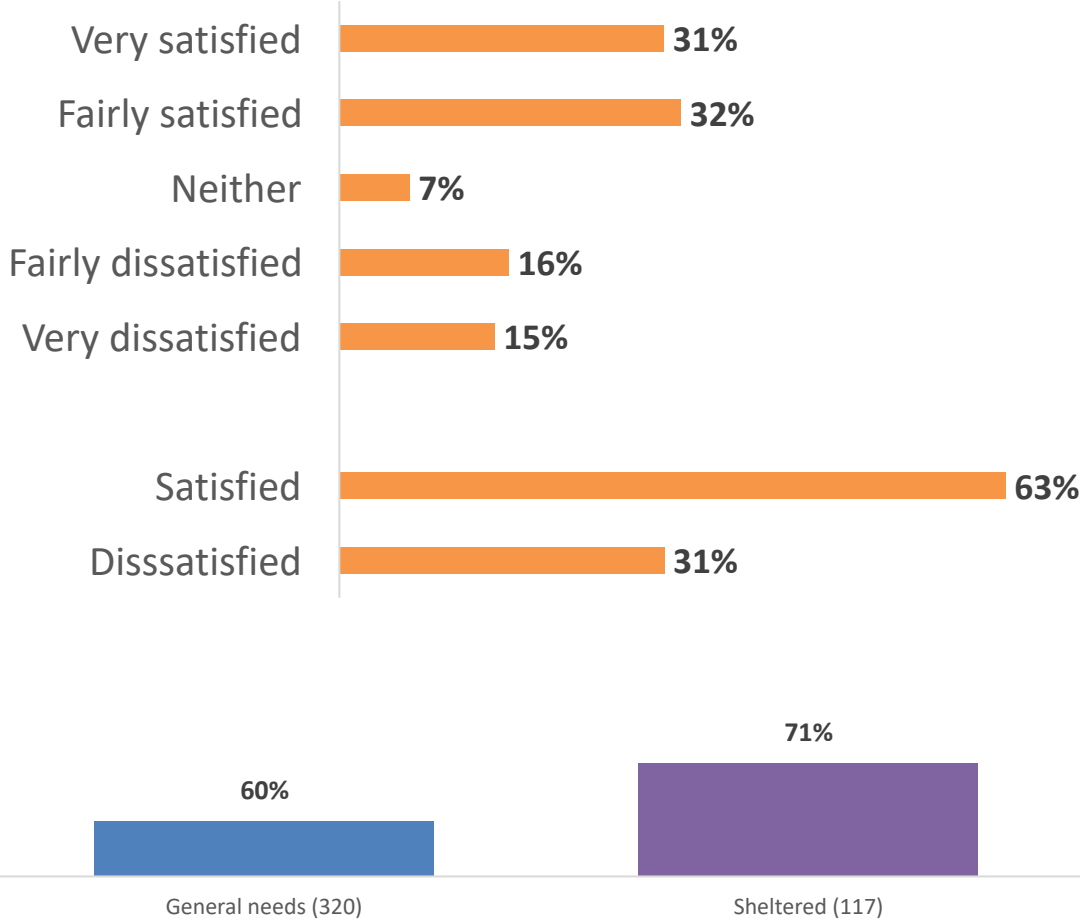
Service priorities by tenure

■ General needs (466) ■ Sheltered (185) ■ Leaseholders (107)



Satisfaction with recent repair

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Have you had any repairs to your home in the last 12 months?
68% - Yes

Housemark benchmark
Lower Quartile

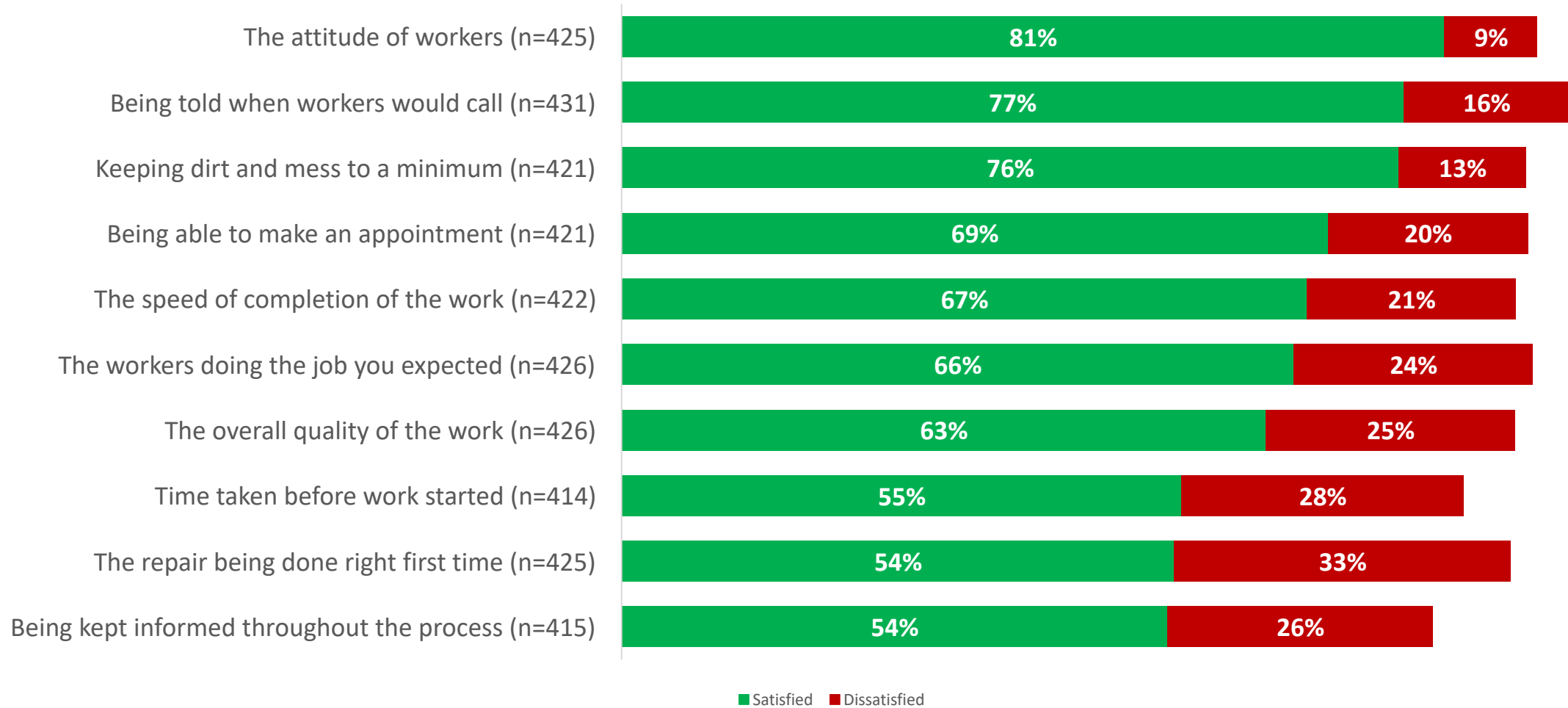


Those in bungalows (74%) are more satisfied with their repairs compared to those in flats (65%) or houses (58%).



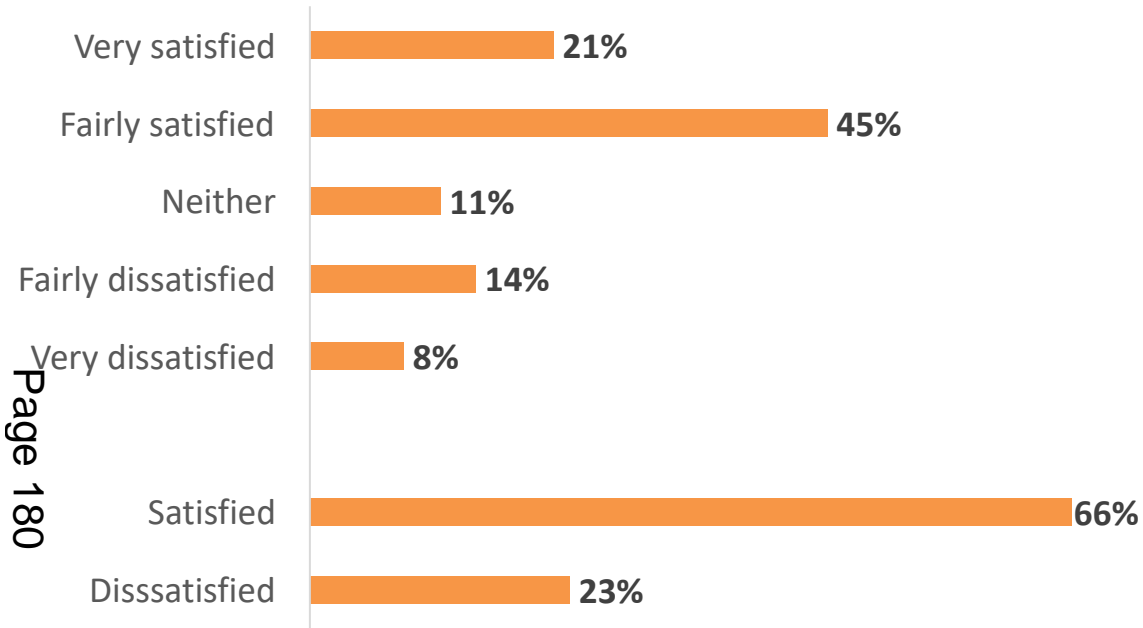
Those with properties with 3 or more bedrooms are also least satisfied with the repairs service (54%) when compared to those with 1-2 bedrooms (65%) or 0 to 1 (68%).

Repairs Customer Journey

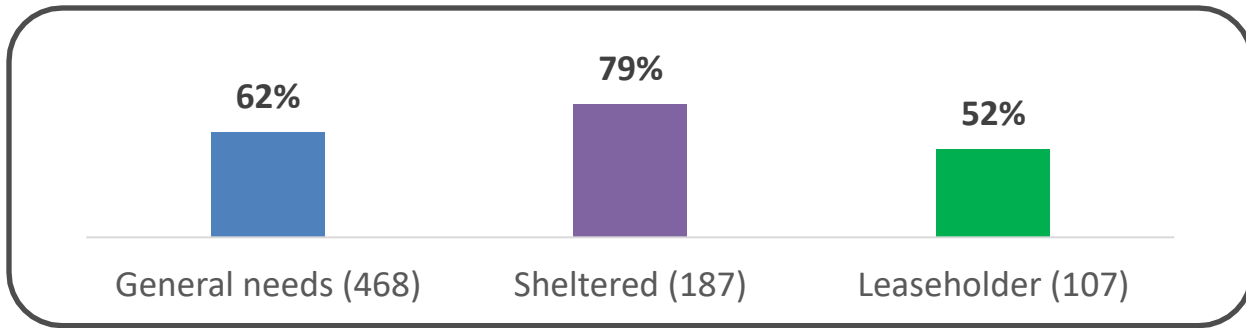
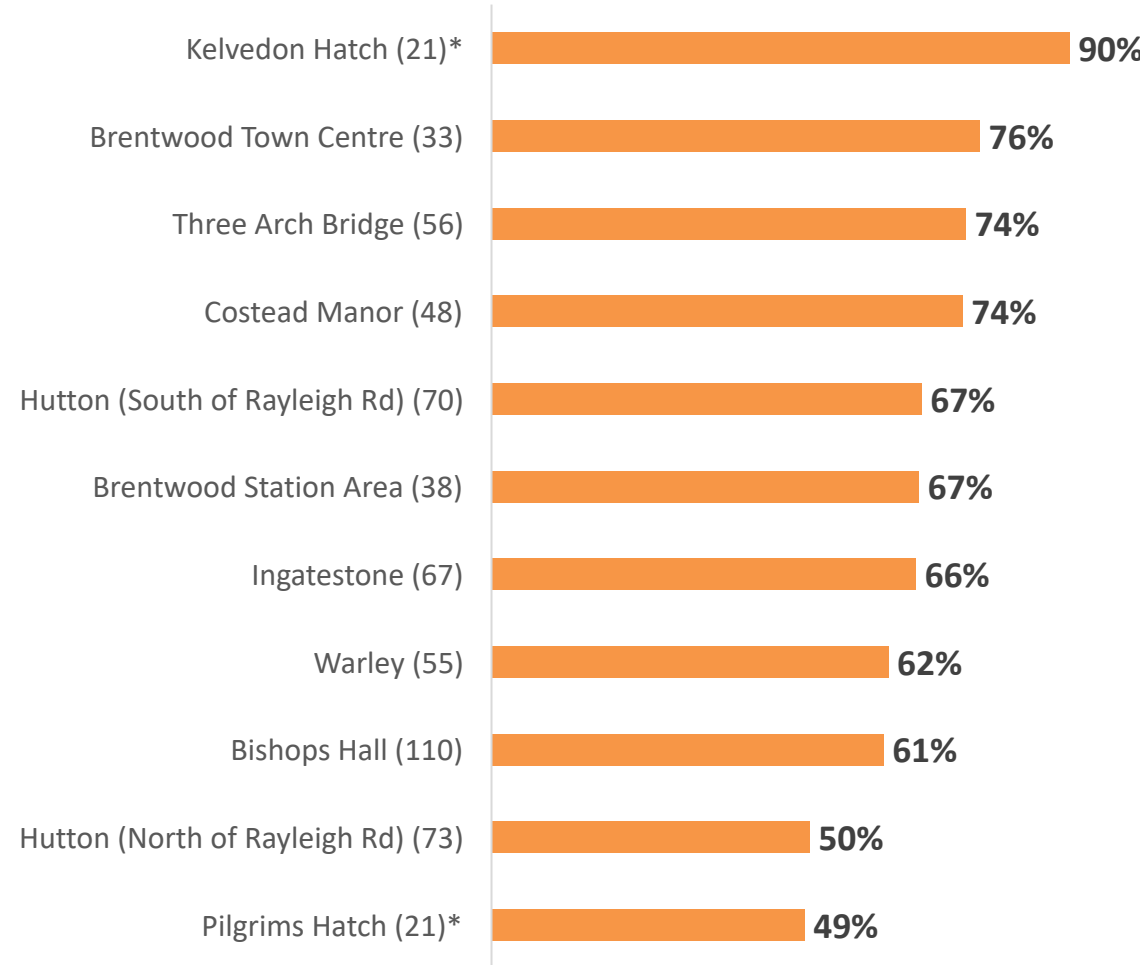


Quality of home

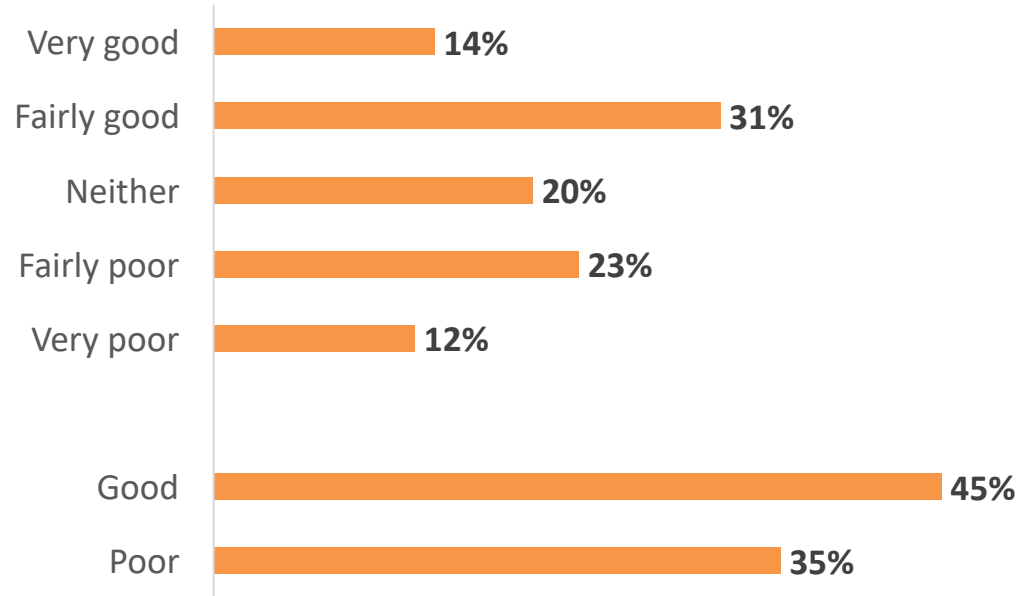
Housemark benchmark
Lower Quartile



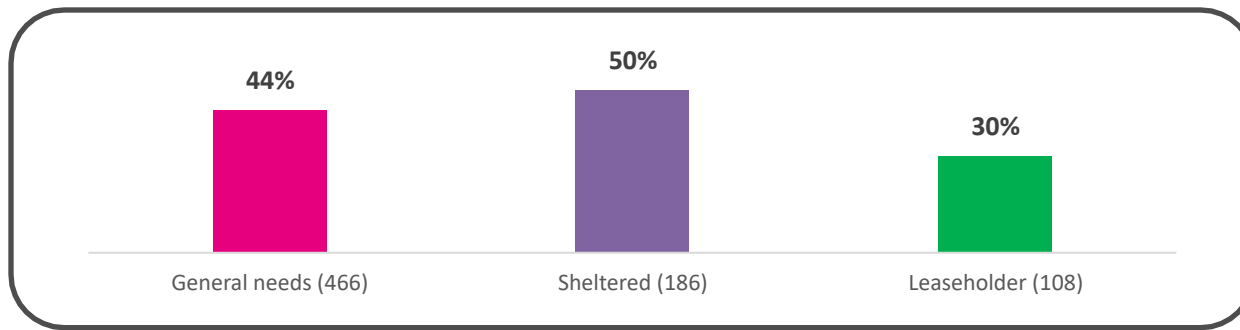
Page 180



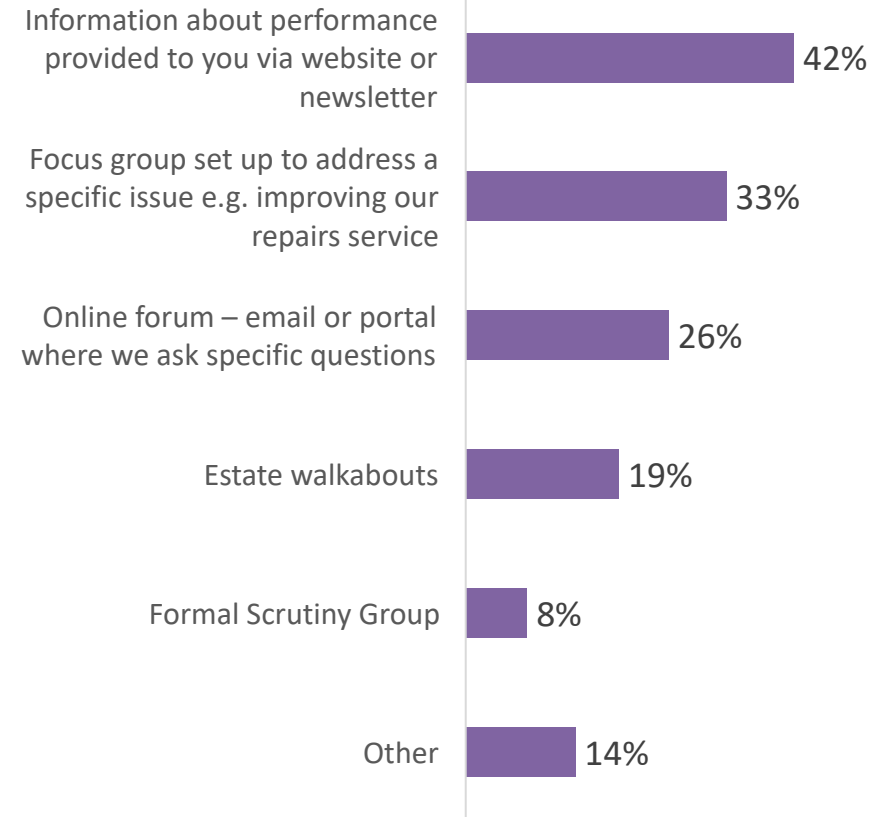
Keeping tenants informed



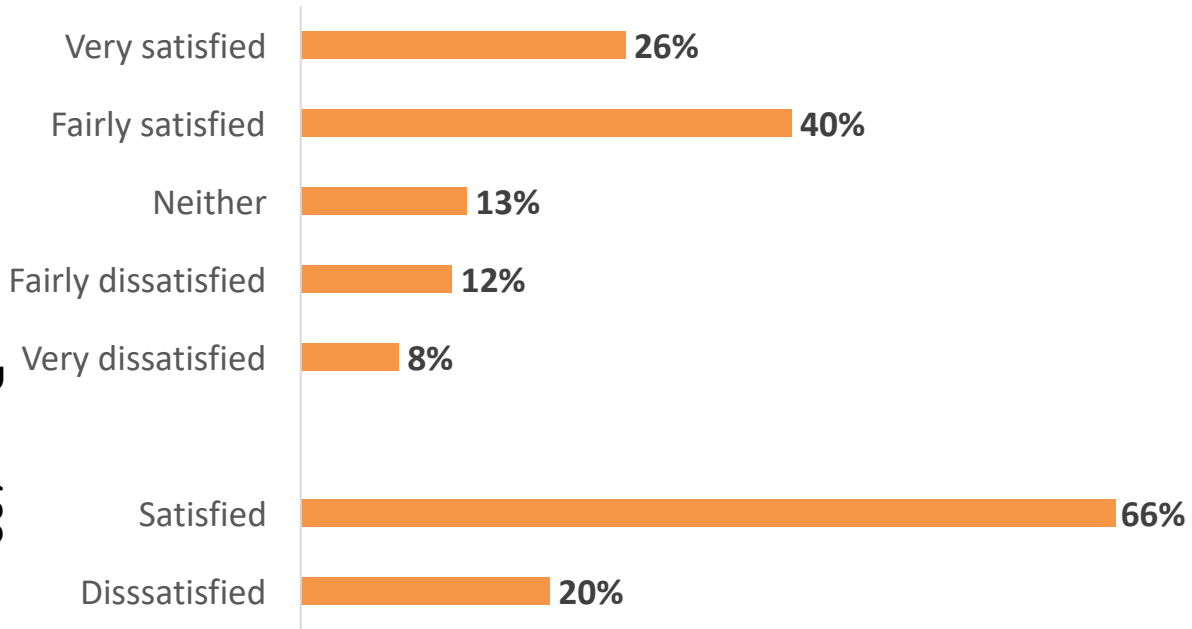
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How tenants would like to get involved



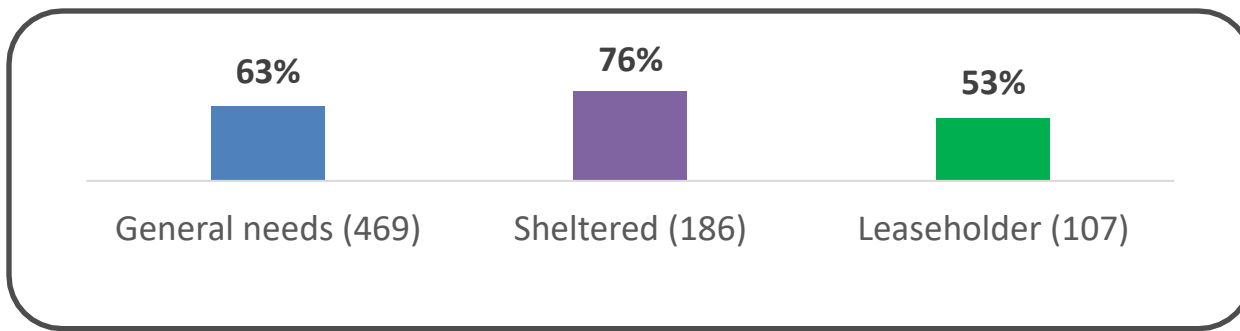
Heating and energy efficiency of the home



Those in bungalows are most likely to be satisfied with this measure (81%). Those in houses (62%) are least likely.



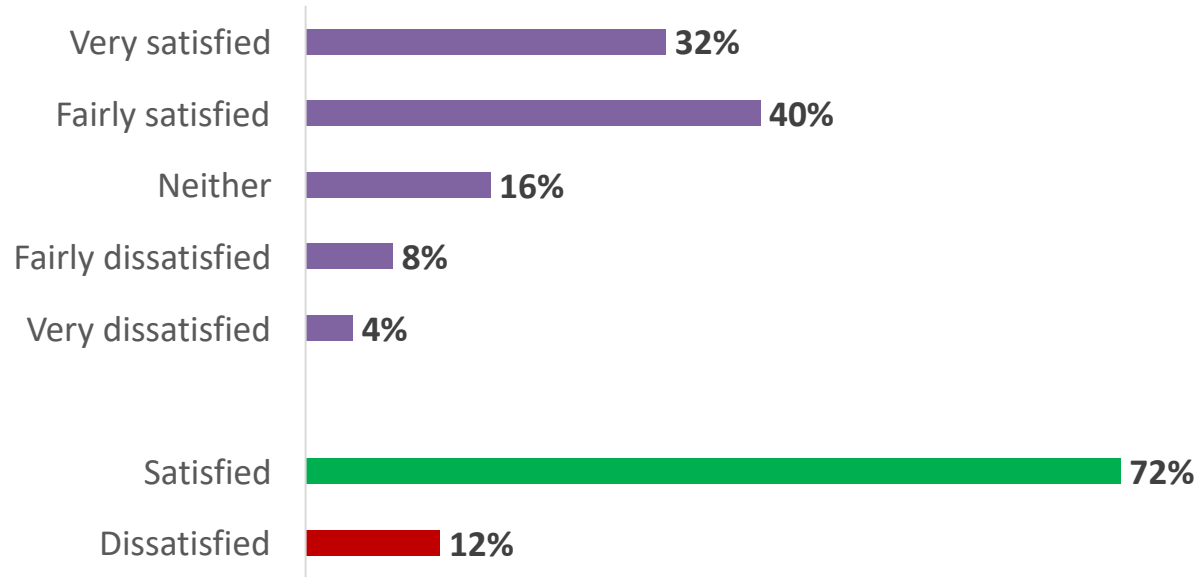
Those with 0-1 bedrooms are more satisfied (72%) compared to those with 1-2 (63%) or 3+ (63%).



Rent value for money

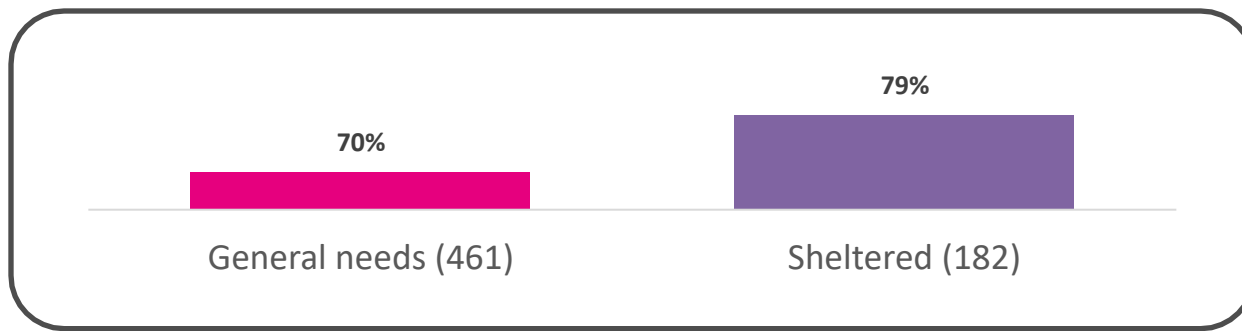
Housemark benchmark

Lower Quartile



Those who had lived in their property for 6-10 years were the least satisfied (59%) and those who had lived in their property for less than one year were the most satisfied with the value of their rent (82%).

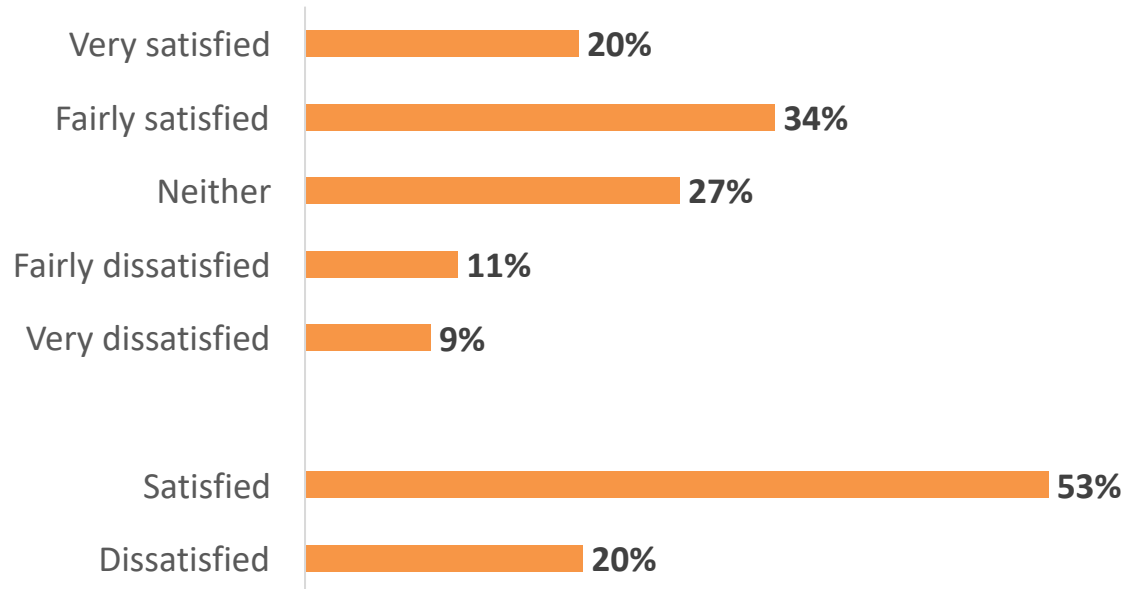
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Those in flats (75%) or bungalows (73%) are more satisfied with this measure compared to those in houses.

Service charge value for money

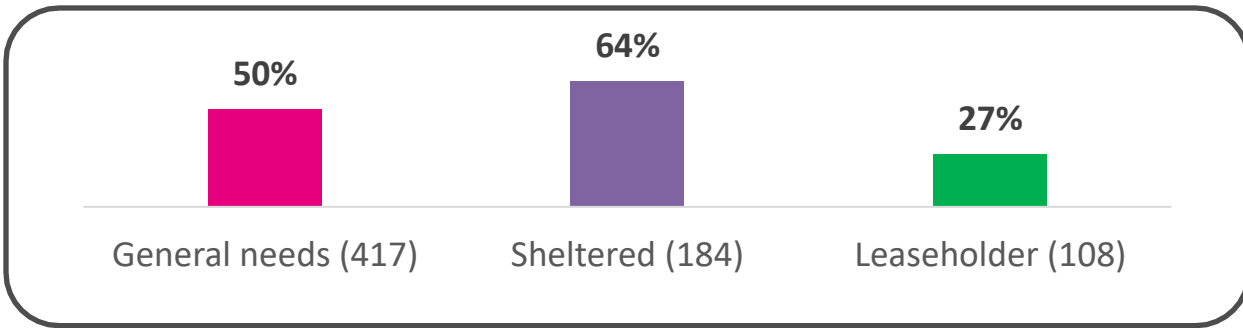
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Housemark benchmark
Lower Quartile



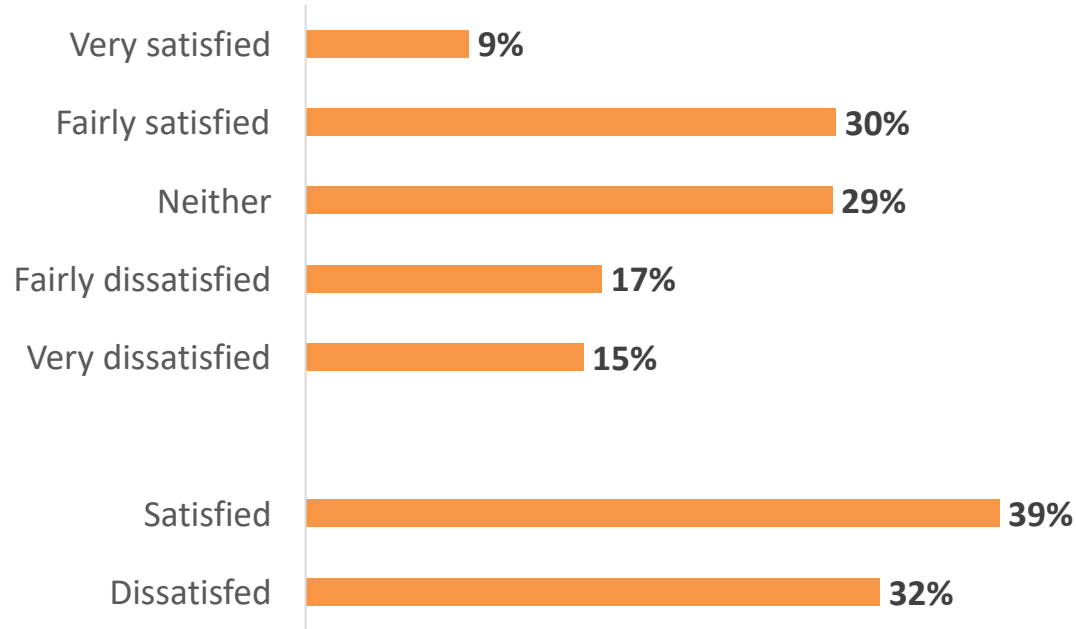
Those in flats and bungalows (both 57%) are more satisfied than those in houses (49%).



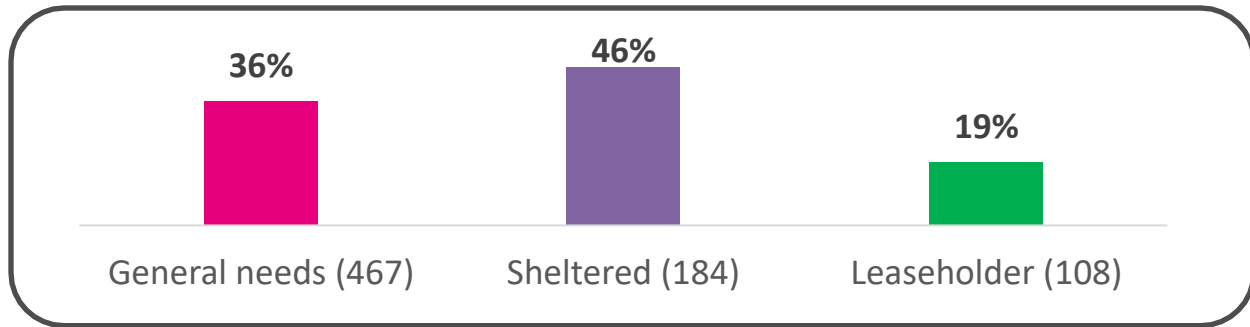
Satisfaction with service charge is highest amongst tenants who have lived in their property for less than a year (60%) or 21+ years (58%) and is lowest amongst those who have lived in their property for 6-10 years (45%).

Listening to views and acting upon them

Housemark benchmark
Lower Quartile



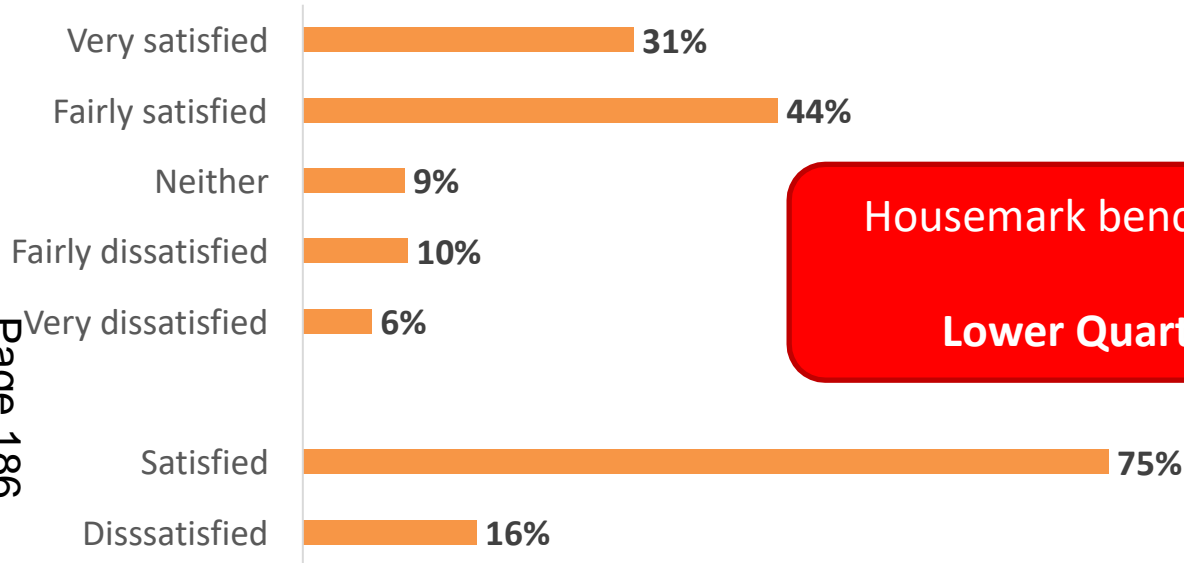
Those in bungalows were more satisfied than those in flats and houses (47% cf. 38% and 37%).



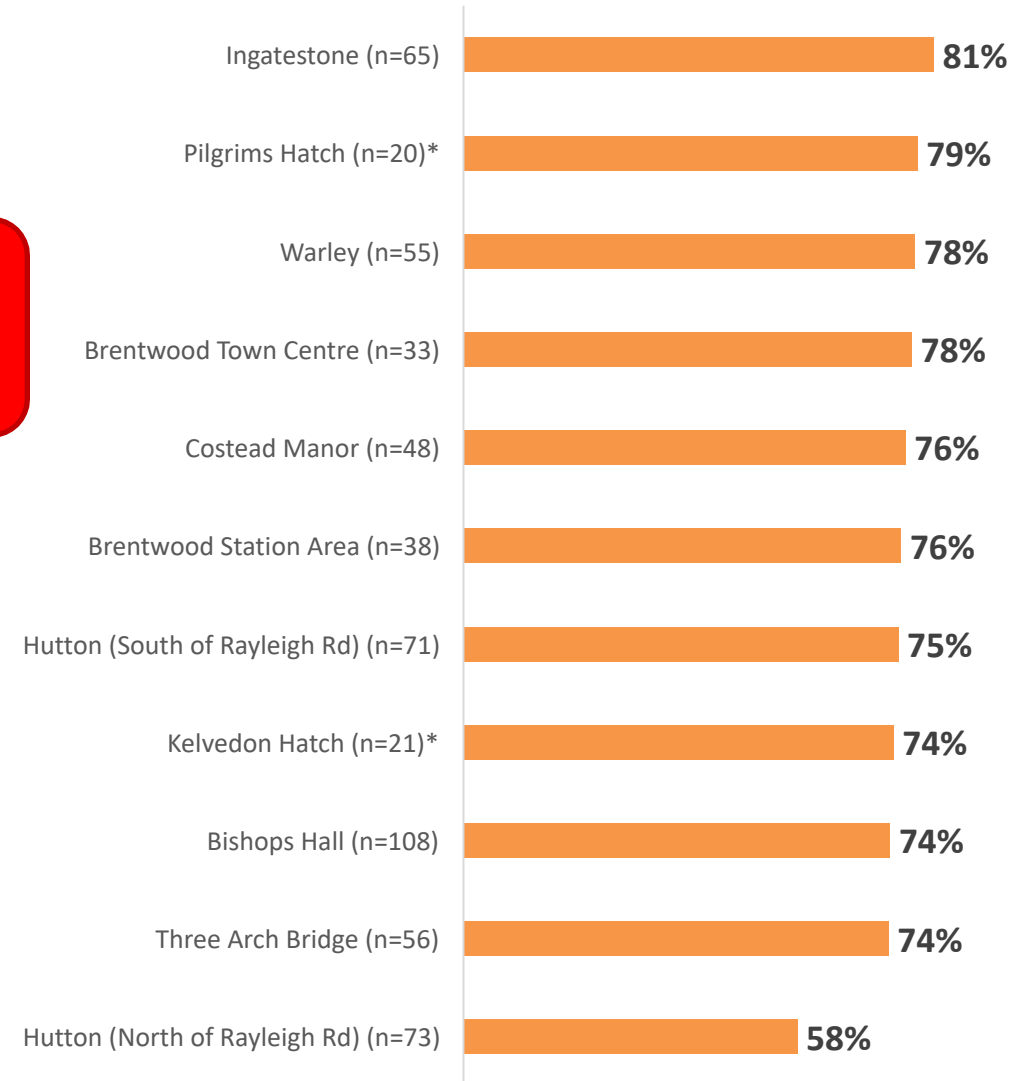
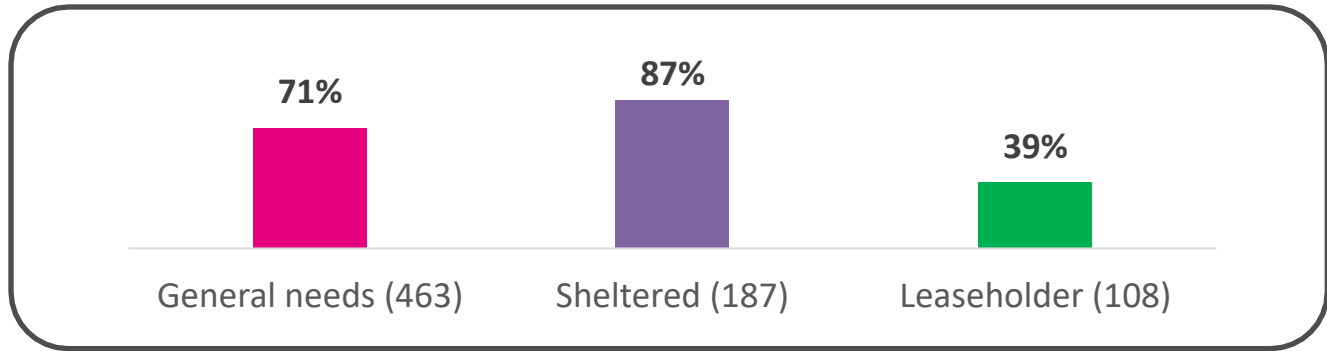
Those who had lived in their property for 21+ years were the most likely to be satisfied that their views were listened to and acted upon (44%), whilst those who had lived in their property for 6-10 years were the least satisfied (32%).

Neighbourhood as a place to live

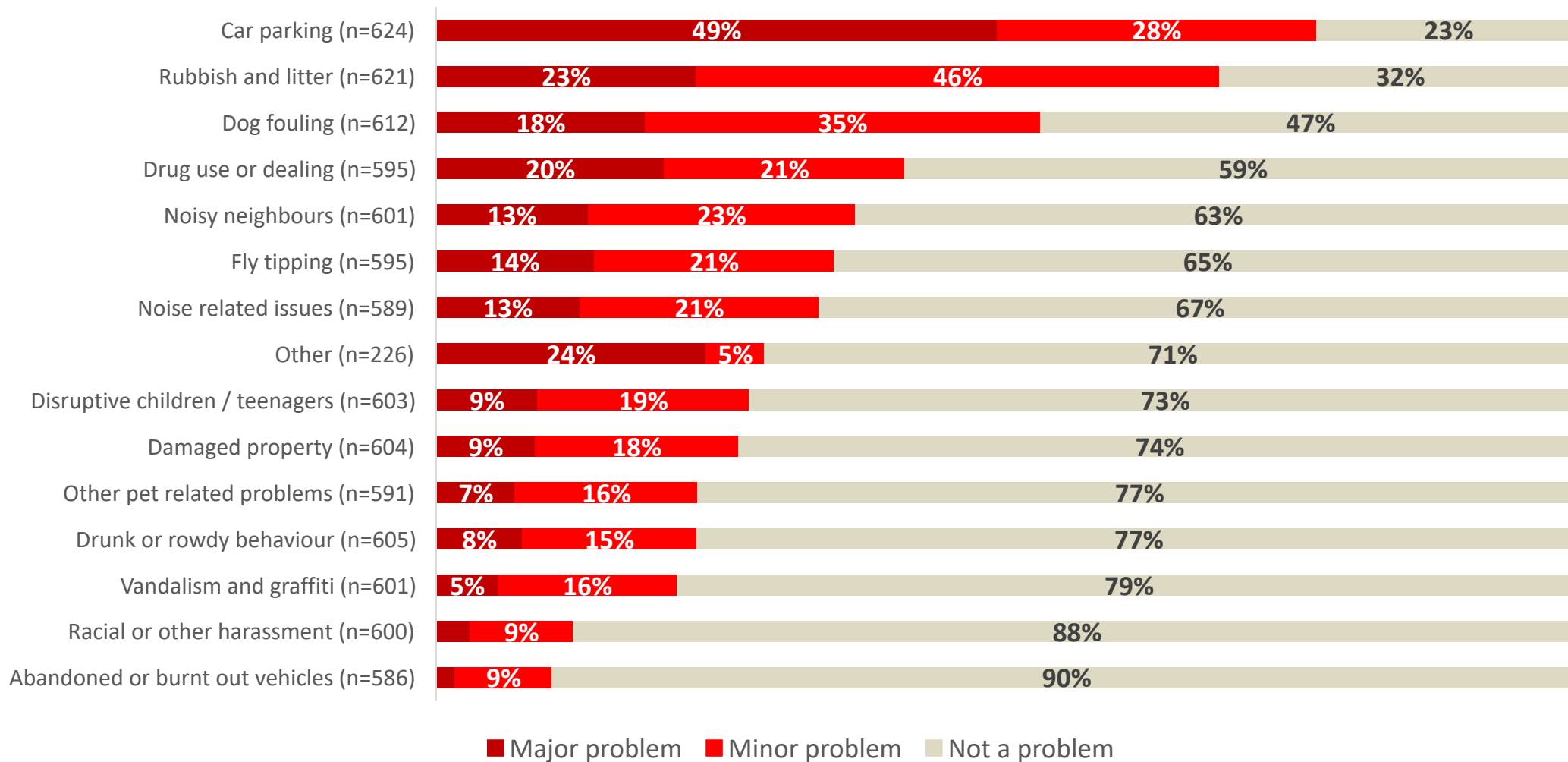
Page 186



**Housemark benchmark
Lower Quartile**

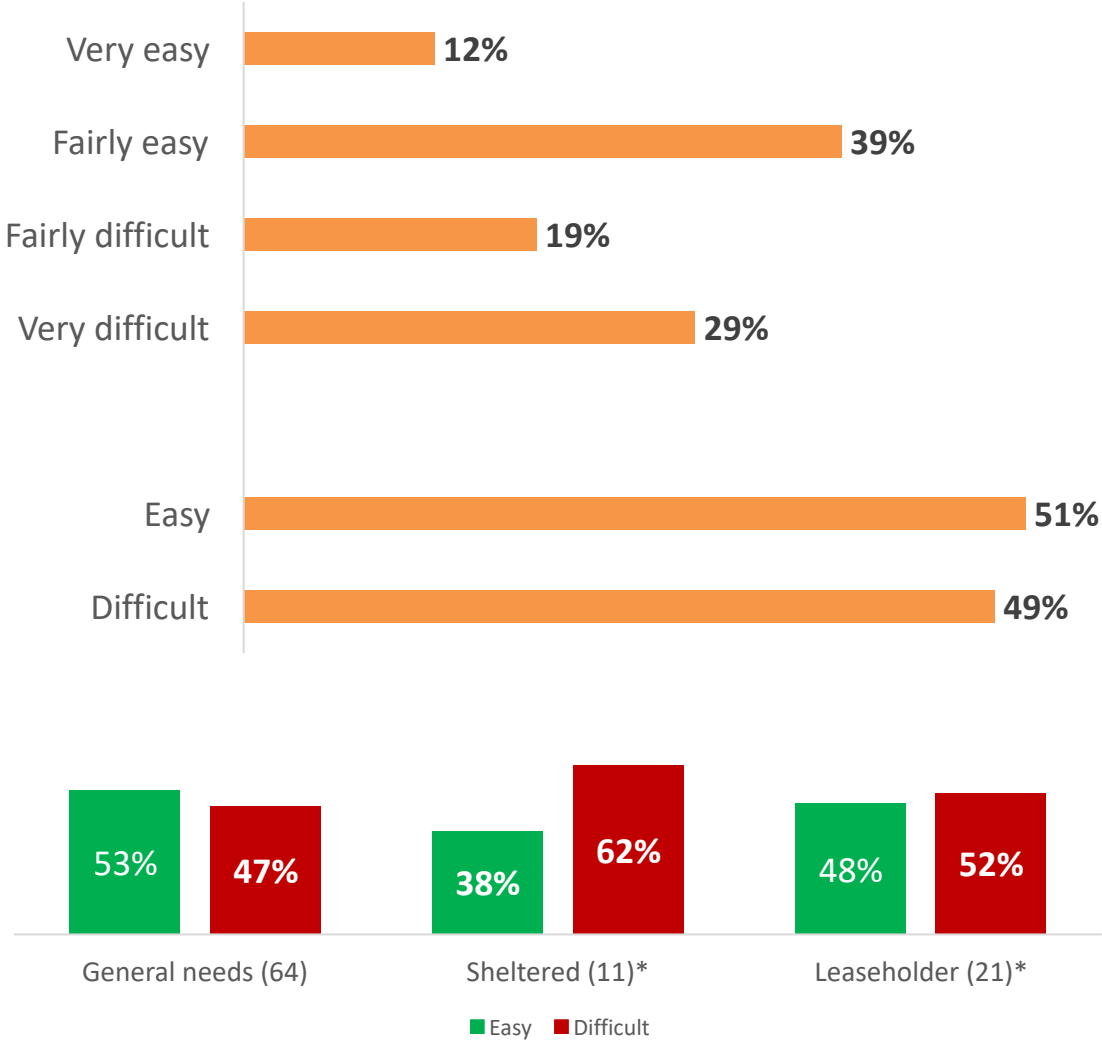


Neighbourhood Issues



Anti-Social behaviour

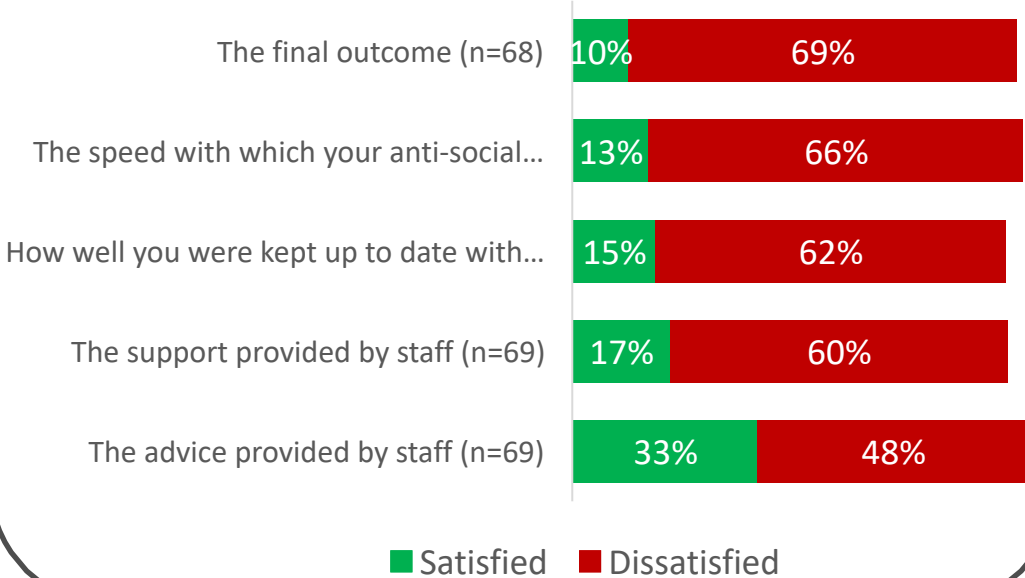
Page 188



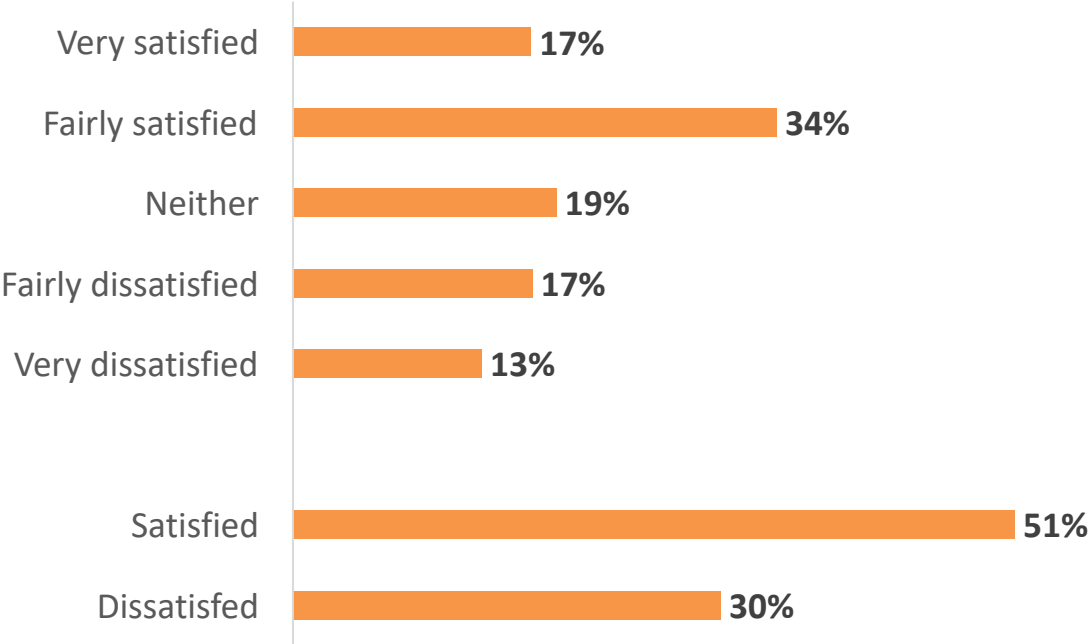
Have you made an ASB complaint in the last 12 months?

12% - Yes

Satisfaction when reporting ASB

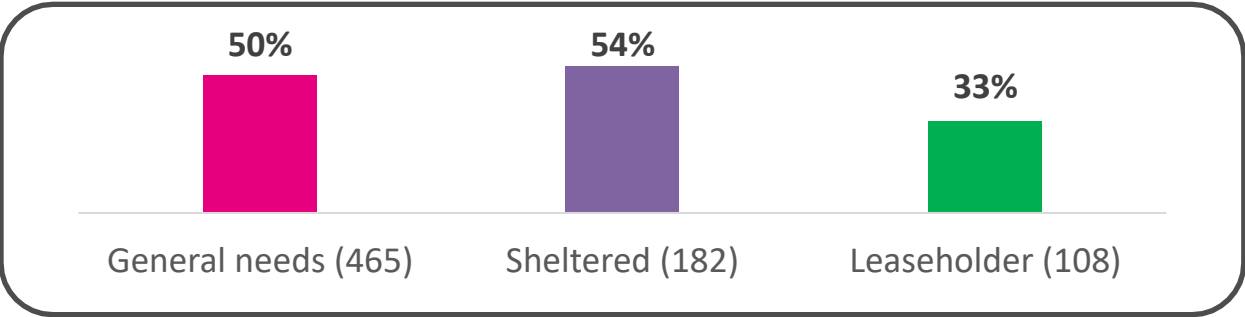


Brentwood Borough Council being easy to deal with



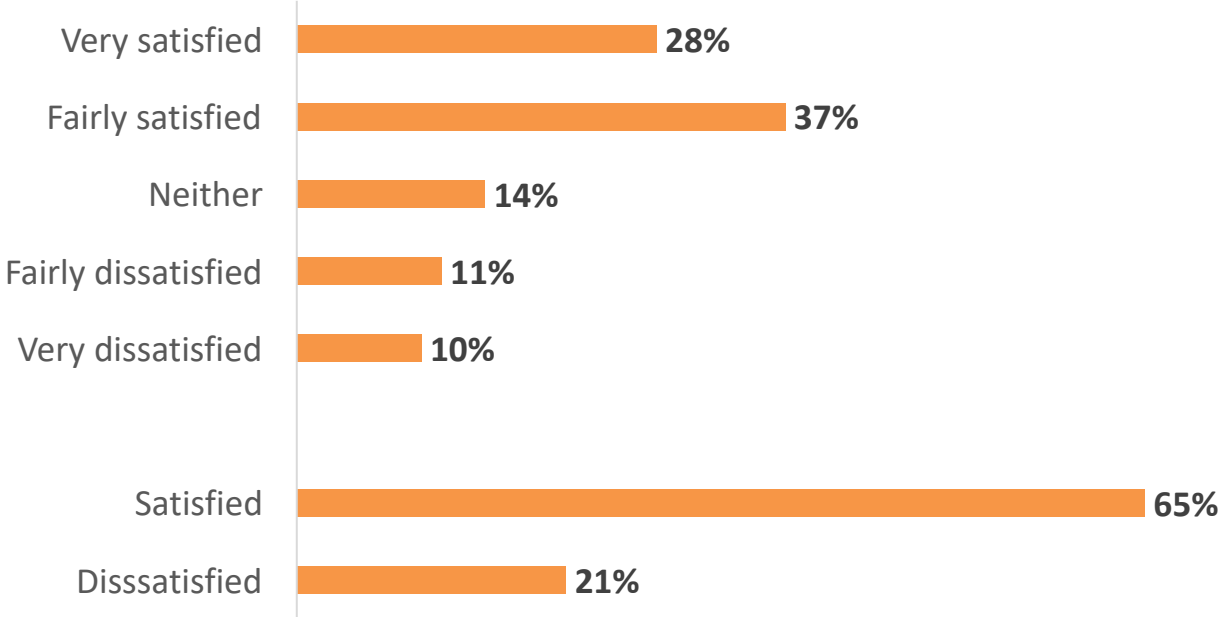
Housemark benchmark
Lower Quartile

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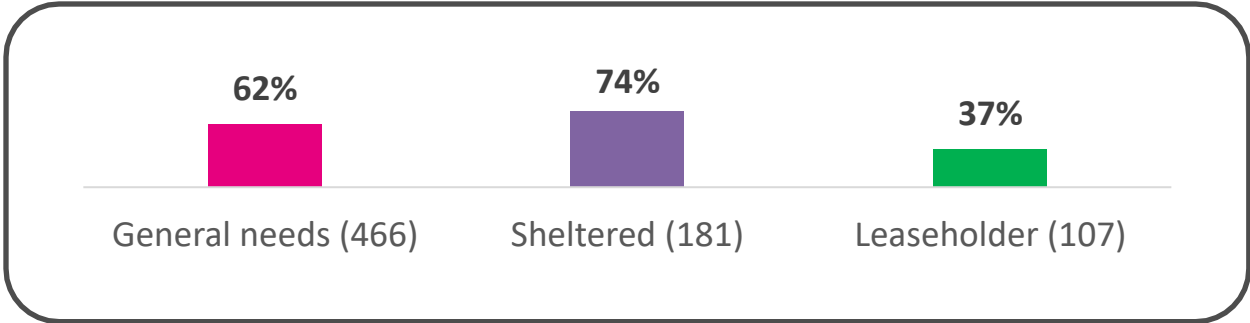


Safety and security

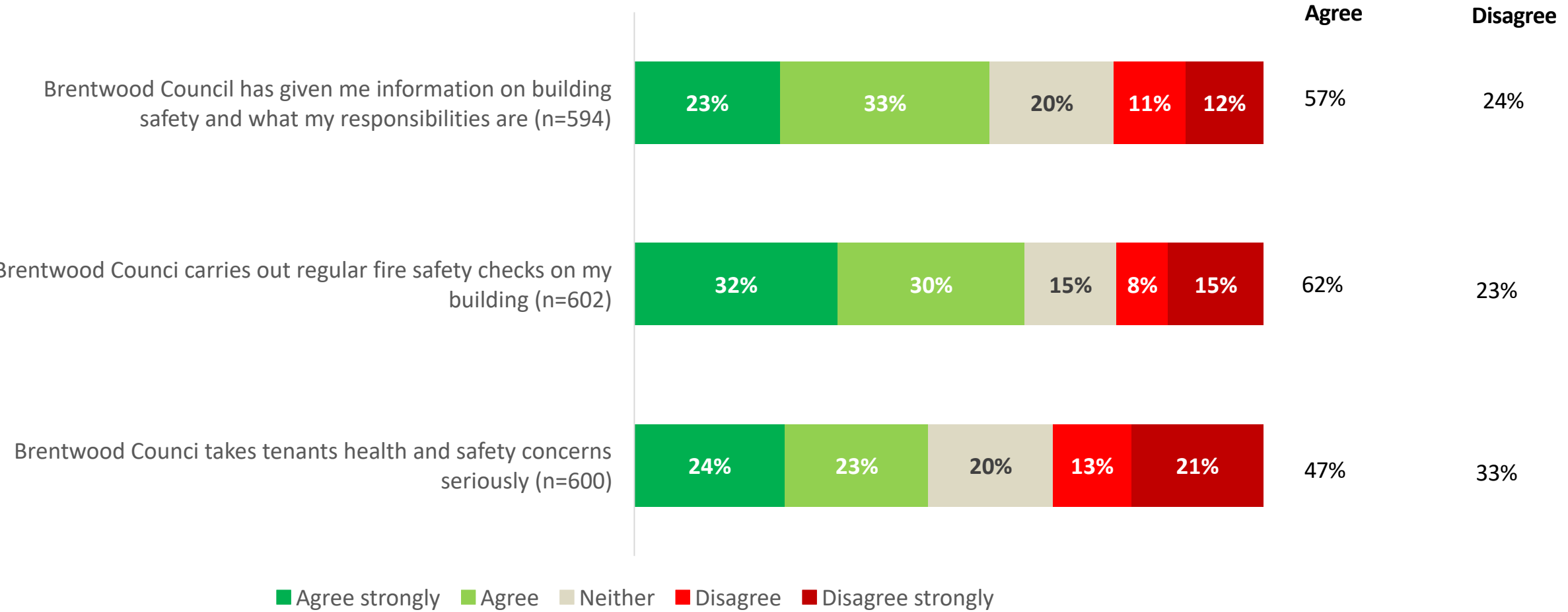
Housemark benchmark
Lower Quartile



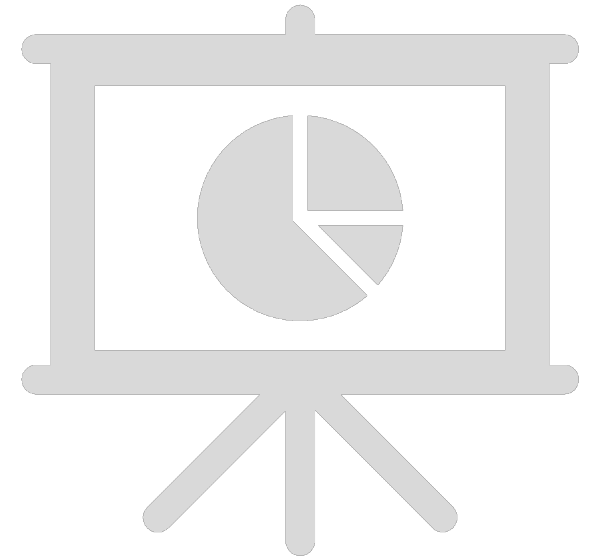
Those who have lived in their property for 21+ years are more satisfied that Brentwood Borough Council provides a home that is safe and secure compared to those who have lived in their property for 6-10 years and less than one year (76% cf. 52% and 54%).



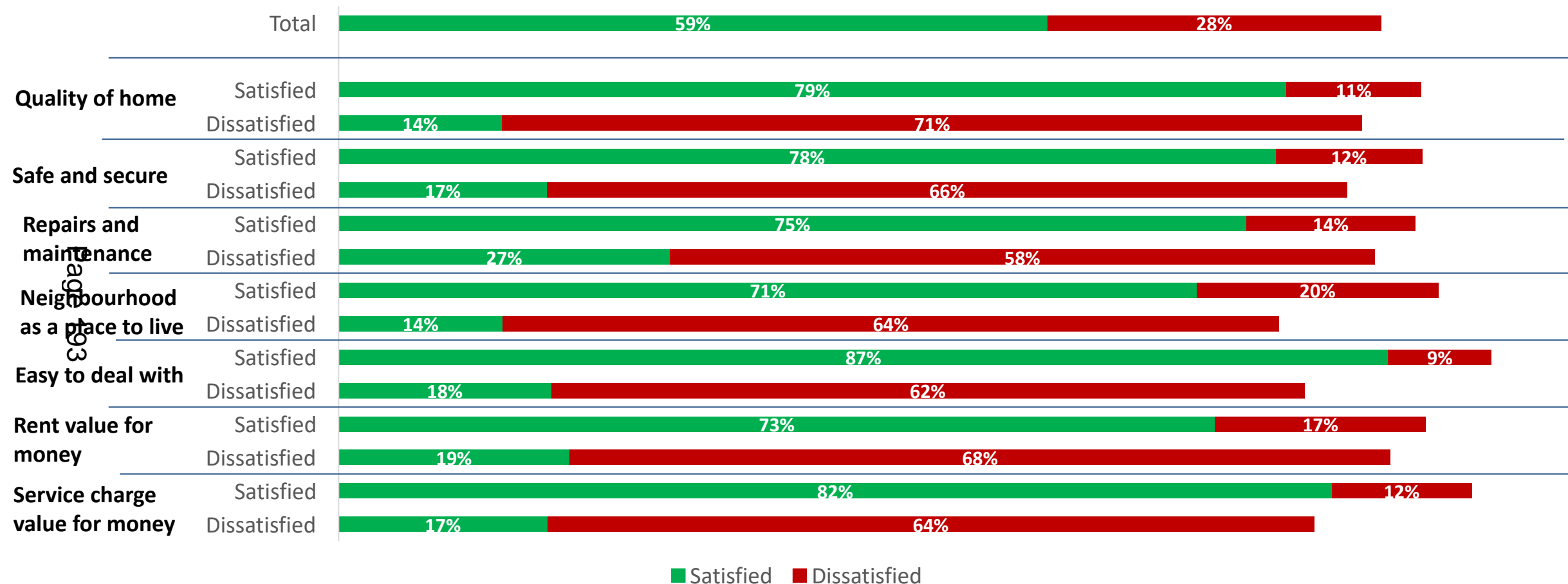
Health and Safety



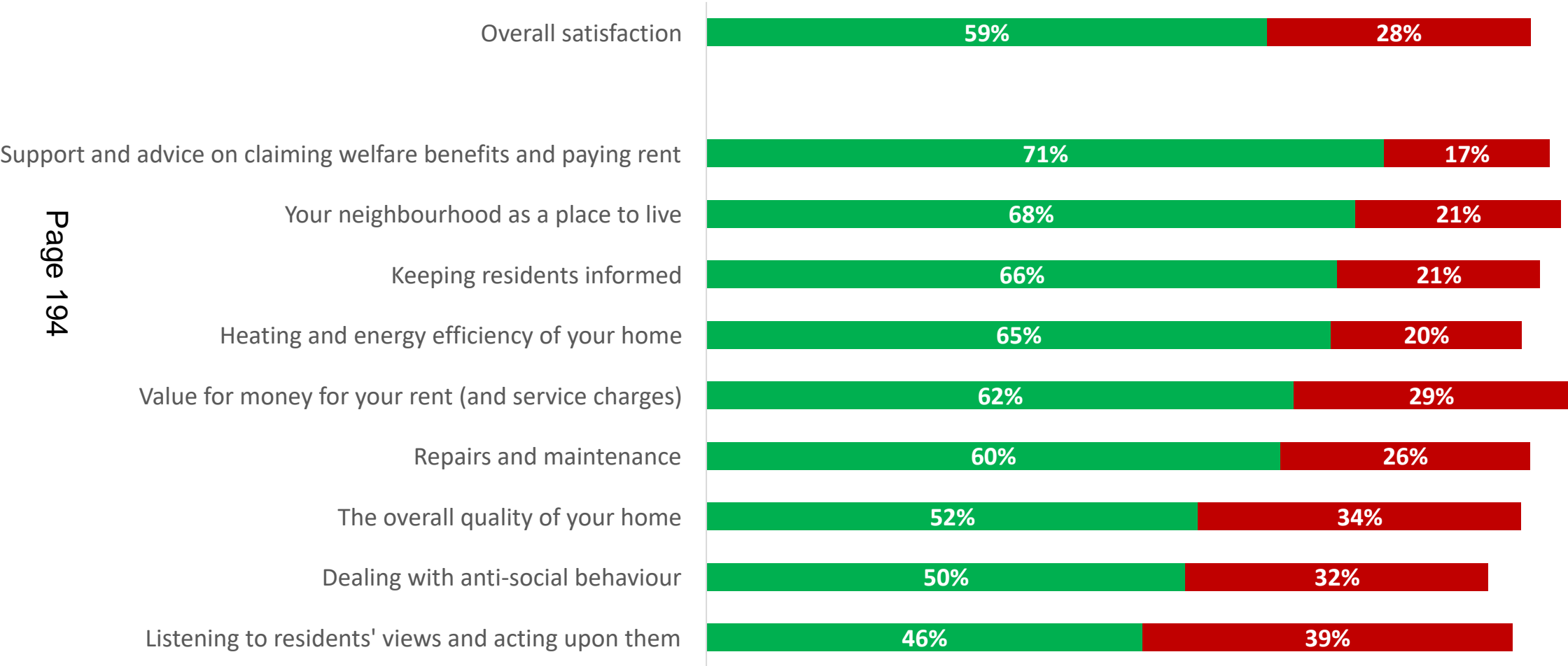
Key messages



Relationship to overall satisfaction



Priorities relationship to overall satisfaction



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Benchmarking

Measure	Lower quartile	Median	Upper quartile	2021 Brentwood
Overall satisfaction	81%	85%	88%	59%
Quality of home	78%	80%	86%	66%
Safety and security	83%	85%	90%	65%
Ease of dealing with Brentwood Borough Council	77%	83%	87%	51%
Satisfaction with repair received on this occasion	79%	82%	87%	63%
Neighbourhood as a place to live	82%	85%	87%	75%
Rent value for money	85%	88%	91%	72%
Service charge value for money	70%	77%	79%	53%
Listening to views and acting upon them	60%	68%	76%	39%
Opportunity to make views known	67%	71%	88%	34%
Net promoter score	21	31	43	-37

Key messages



- Taking everything into account, 59% of tenants are satisfied with the overall service provided by their landlord. In terms of Council perceptions, satisfaction is lowest in terms of feeling valued (32%), promises being kept (33%), having a good reputation in the area (36%) and understanding needs (39%). Those who are satisfied that Brentwood are easy to deal with are most likely to be satisfied with the overall service provided compared to other core measures (87%), suggesting that improvements to this measure will see overall perceptions increase.



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- The repairs and maintenance and quality of home are considered the biggest priorities amongst tenants, meaning improvements here should see gains in overall perceptions in the future. In terms of the repairs service, the lowest perceptions affecting overall repairs satisfaction is around the time taken before work started (55%), the repair being done right first time (54%) and being kept informed throughout the process (54%). These measures are largely communication based.



- On the topic of communications, keeping residents informed is also a high priority amongst tenants and leaseholders. This also ties in to issues with the repairs service, where tenants feel they may not be updated as frequent as they would like regarding their repair. Less than half (45%) of tenants are satisfied with being kept informed, meaning there is room for improve which should lead to improved perceptions on a total level.



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APPENDIX ONE

BRENTWOOD BOROUGH COUNCIL

STAR SURVEY ACTION PLAN – YEAR ONE 2022/23

Area of Feedback	Proposed new actions	Lead	Implementation Date
Maintenance of properties	<ul style="list-style-type: none"> Introduce a published five year maintenance plan on the Council's website. 	Contracts Manager	March 2023
	<ul style="list-style-type: none"> Consider introducing a decorating programme for tenants who are vulnerable. 	Contracts Manager	September 2022
Repairs	<ul style="list-style-type: none"> Review how residents are kept updated regarding their repairs, including those repairs that more complicated or involved repairs. 	Contracts Manager/Axis	March 2023
	<ul style="list-style-type: none"> Consider introduce a direct contact for emergency repairs by Axis. 	Contracts Manager/Axis	March 2023
	<ul style="list-style-type: none"> Investigate introducing an MOT approach to property surveys following the update of stock condition surveys. 	Contracts Manager/Axis	March 2023
Front-line housing team	<ul style="list-style-type: none"> Introduce service standards for calls and emails and staff training to support this. 	Housing Manager	May 2022
Maintenance of Estates	<ul style="list-style-type: none"> Introduce a programme of estate inspections that residents can access through "Photobook". 	Housing Manager	March 2023
Customers being kept informed	<ul style="list-style-type: none"> Introduce a resident engagement strategy giving opportunities for residents to be involved. 	Nicola Marsh	April 2022

Area of Feedback	Proposed new actions	Lead	Implementation Date
	<ul style="list-style-type: none"> • Within the Annual Report to tenants and leaseholders use a “you said, we did” approach and report on the services changed as a result of complaints. 	Nicola Marsh	May 2022
	<ul style="list-style-type: none"> • Develop bespoke focus groups for repairs, planned maintenance and leasehold. 	Nicola Marsh	September 2022

Committee(s): Enforcement, Environment and Housing	Date: 7 March 2022
Subject: Leasehold Payment Options Policy	Wards Affected: All
Report of: Tracey Lilley, Corporate Director – Housing and Community Safety	Public
Report Author/s: Name: Nicola Marsh, Corporate Manager – Housing Estates Telephone: 01277 312500 E-mail: nicola.marsh@brentwood.gov.uk	For Decision

Summary

To assist leaseholders with making payments on the major repair works that the Council undertakes in its role as a freeholder and landlord, the Council needs to formally set out what the options are. The policy at Appendix One sets out the options for how the Council will implement these.

Recommendation(s)

Members are asked to:

R1. To approve the Leasehold Payment Options Policy in Appendix A.

Main Report

Introduction and Background

1. In its role as a freeholder, the Council charges leaseholders the costs of managing and maintaining properties. Some of these charges cover the regular activities of cleaning and repairing the communal areas, and other charges cover the major repair of buildings. This can include fire safety works and replacing components, such as roofs and windows.
2. The cost of major repairs and replacements can be expensive and the cost of this is covered by tenants and leaseholders, either through their rents or services charges.

3. The Council's is responsible for maintaining its properties in a good condition and recovering the cost of the works from leaseholders is based on the lease that exists between the Council and the leaseholder.
4. To support the maintenance of the buildings a range of payment options is proposed for leaseholders, to help make the larger costs easier to meet. This will help the Council meet its obligations and ease the burden on leaseholders who reside in the property. The payment options also assists the Council with recovering the cost it incurs within a shorter time period and without having to take legal action to do so.

Issue, Options and Analysis of Options

5. The policy sets out the payment options that are available.

Reasons for Recommendation

6. To ensure that the Housing Department has documentation to support the approach to seeking payment for major repairs, including offering options for those resident leaseholders that are not able to make payment upon receiving the invoice.

Consultation

7. Consultations have taken place with the Tenant Talkback group and minor amendments were incorporated into the policy.

References to Corporate Plan

8. Drive continuous improvement of our housing services and continue a service improvement programme to ensure our services are delivered efficiently.

Implications

Financial Implications

Name/Title: Phoebe Barnes Corporate Manager – Finance (Deputy S151)

Tel/Email: 01277 312500/phoebe.barnes@brentwood.gov.uk

9. There will be financial implications arising from the implementation of this policy and the take-up of the different payment options in place. The policy's implementation will need to be planned based upon the level and type of major repair works to be completed and the monetary impact of this for leaseholders where this is a significant amount for the household. The delivery of the planned works will need to be organised and be referred to in the HRA budget setting process to enable the policy to be implemented.

10. In addition, the Council will have to account for the options available in separate ways as follows:

- Option 1&2 would recognise the contribution from the leaseholder as a capital contribution and would be used to finance the capital works.
- Option 3, Continues to be a capital contribution but would also recognize that the leaseholder is a debtor to the Council.
- Option 4 would create a deferred capital receipt which would be realised in the future when the property is sold
- Option 5 & 6 would require the Council to purchase the properties and incur additional capital expenditure in purchasing these properties which would need financing.

Revenue costs incurred would be around the administration of the policy.

Legal Implications

Name & Title: Amanda Julian, Corporate Director (Law & Governance) and Monitoring Officer

Tel & Email: 01277 312500 / amanda.julian@brentwood.gov.uk

11. Leaseholders will need to seek their own legal and financial advice based on their circumstances, and the Council should encourage leaseholders to seek the advice from organisations, such as the Leasehold Advisory Service.

Economic Implications

Name/Title: Phil Drane, Corporate Director Planning & Economy

Tel/Email: 01277 312610/philip.drane@brentwood.gov.uk

12. There are no direct economic implications. It is important that the Council manages and maintains its housing stock for the benefit of residents. Provision of good homes can bring an indirect benefit to the local economy.

Background Papers

There are no background papers to this report.

Appendices to this report

Appendix A: Leasehold Payment Options Policy

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Brentwood Borough Council

Leasehold Payment Options Policy

Draft September 2021

Introduction

Where the Council owns the freehold of the building that the flat or maisonette is in, and is responsible for the upkeep of it. Leaseholders are required to contribute towards the cost of maintaining the structure of the building and common areas under the terms of their lease.

Leaseholders pay for the smaller works (e.g. cleaning and general day-to-day repairs) as a part of their annual service charges.

Where the service charge is payable for larger scale works, these charges are commonly referred to as 'major works' charges. These kinds of work can include (but are not limited to):

- Decoration of the block.
- Window and door replacement.
- Roof replacement/refurbishment.
- Lift replacement/refurbishment.
- Insulation work.
- Communal re-wiring.
- Fire Safety upgrade works.

The Council has a duty to maintain its housing stock, and as such leaseholders are required to make a contribution towards repairs and improvements carried out in their flat block. In doing so, the Council must ensure that the full costs for works under any major works programme are fully recovered as soon as possible.

It is important that a range of payment options are available to assist leaseholders, and that any failure to pay does not unduly impact upon other residents who have paid their contributions.

In order to make sure that these costs are recovered in an efficient way, the Council has adopted a comprehensive approach to recovering costs due from leaseholders, and in doing so is committed to ensuring that all leaseholders are aware of the range of options available to them and the actions that the Council will take to recover major works contributions.

This policy:

- Covers the range of payment options for major works which will be offered on behalf of the Council.
- Recognises and reflects the need for a variety of options to assist leaseholders to pay.
- Acknowledges the importance of recovering full costs of services so as to prevent delay to future services and works programmes.
- Is compliant with the terms of the lease and the relevant legislation.
- Takes into account good practice guides.

Consultation

There is legislation in place around service charges and leasehold consultation, to ensure that landlords act reasonably at all times. Under Section 20 of the Landlord and Tenant Act 1985 as amended by the Commonhold and Leasehold Reform Act 2002, leaseholders must be consulted before the landlord carries out works above a certain value, and when entering into certain long term contracts for services (Qualifying Long Term Agreements).

The Council is obliged to follow these requirements and will ensure that prior to any major works proceeding; full consultation with leaseholders will take place in accordance with the regulations. Within the prescribed consultation requirements, leaseholders will receive an estimate in advance of any works starting, informing them of their likely contribution.

If leaseholders need help to pay, an officer of the Council will go through the payment options available with them.

The Council is not able to offer financial or legal advice and leaseholders should seek their own independent financial and legal advice.

Cost Recovery

The Council has a duty to collect monies for work that has been carried out. The Council is mindful of the impact on leaseholders but has an obligation to maintain the homes of its residents and to collect all monies due in respect of major works.

The Council staff will treat people with respect at all times when dealing with payments and any associated enquiries and will ensure supporting documentation is supplied upon demand or, in the case of larger documents, ensure arrangements and facilities allow customers to access and inspect these.

Leaseholders can make payments towards major works costs from the point at which a Section 20 is served. This will build a credit on their account which will be offset at the point at which the invoice is issued. The invoice will only be issued at completion of works or no later than 18 months after the initial cost is incurred by the Council, whichever is earliest.

Payment Options

The following payment options will be made available to leaseholders to repay the cost of major works.

Option 1 – Full Payment by Leaseholder

The leaseholder can pay the invoice in full within 30 days of the invoice date. This may involve the leaseholder making their own loan arrangements with their mortgage lender, bank or building society.

Leaseholders will be advised to seek independent financial and legal advice before entering into any agreement to secure a mortgage or a loan on their home. This option applies to all Leaseholders.

Option 2 – Discretionary Payment Agreement

Where leaseholders are unable to pay the full amount within 30 days of the demand for payment, the Council may, on a discretionary basis, allow deferred, interest-free payments by instalment over specified time periods, as outlined below:

- Up to 12 months (12 equal payments) on major works bills under £2,500
- Up to 24 months (24 equal payments) on major works bills over £2,500

Leaseholders wishing to pursue this payment option, should contact the Council at the earliest opportunity once demands for payment are received to prevent arrears enforcement actions. This will also enable the Council to carry out an affordability assessment and suitability for this type of arrangement on a case-by-case basis.

Where deferred payment arrangements are established, leaseholders will be required to set up Direct Debits to cover the amounts outstanding in equal monthly payments within the timescales agreed (as outlined above).

If leaseholders' circumstances change they may cancel the Direct Debit and settle the outstanding amounts in full at any time.

Where leaseholders default on payment schedules without explanation or agreement, the Council reserve the right to commence arrears recovery actions.

Option 3 – Statutory Loan Scheme (Right to a Loan)

This is a loan governed by statute and is available to those leaseholders of a lease of a home granted under the Right to Buy scheme in the last 10 years. The right to a loan is a right to leave the whole or part of the service charges outstanding. The following applies:

- When the Council sends out an invoice for major works, it will ensure that the invoice states if the Council believes that a leaseholder is eligible for a statutory loan and what he/she must do to claim it.
- The leaseholder has 6 weeks from the date of the invoice to exercise the right to a loan. The Council must then tell the leaseholder the terms of the loan and the time allowed to accept it. The leaseholder then has 4 weeks to accept the Council's offer.
- The Council is obliged to secure statutory loans by way of a mortgage.
- The mortgage will be secured on the property (whether or not the property is adequate security). This will involve placing a charge via the Land Registry.
- The Council will charge a set administrative fee to the leaseholder.
- This administrative fee is limited to £100. This may be added to the amount of the loan if the leaseholder wishes.
- Monthly repayment instalments are required via direct debit.

Option 4 - Deferred Payment Option

For resident leaseholders that are facing severe hardship and are unable to secure funding for a High Street Bank/Building Society, the Council offers a deferred payment option secured by a charge on the property for the actual amount. The loan is repaid on the sale of the property. The charge is noted at the Land Registry and the property cannot be sold unless the amount owed is redeemed. This option may be available if there is sufficient equity to cover the debt.

Option 5 - Purchase of the Leasehold Property by the Council

Options include for the Council to purchase the property and will be determined on a scheme by scheme basis. This is also subject to the availability of funds.

Option 6 - Purchase Equity share by the Council

The Council can offset major works service charges by taking an equity share in the leaseholder's property, by way of a shared ownership lease (i.e. equity share scheme). The Council would need to complete a valuation of the property to estimate the works cost as a percentage of the value.

Non-Resident leaseholders

Where leaseholders do not reside in the property, only payment options 1 and 2 are available.

Non-payment of invoice

If the leaseholder does not make payment as required and has not contacted us within 6 weeks to confirm how they will pay the invoice, the Council will pursue the debt and will consider options including:

- Recovery action as a civil debt via the courts.
- Seeking payment from the leaseholders mortgage lender.
- Securing a charge on the property via the courts.
- Seeking forfeiture of the lease.

Appeals

Where a leaseholder does not agree with the payment options offered, they can make an appeal against the decisions by placing this in writing to the Council. Another member of the housing team will review the original decision and write to the leaseholder providing the detail of the review's outcome.

Leasehold Advisory Service

For information and independent advice leaseholders are advised to contact the Leasehold Advisory Service (www.lease-advice.org.uk).

Committee(s): Enforcement, Environment and Housing	Date: 7 March 2022
Subject: Mobility Scooter Policy	Wards Affected: All
Report of: Tracey Lilley - Corporate Director (Housing and Community Safety)	Public
Report Author/s: Name: Nicola Marsh, Corporate Manager – Housing Estates Telephone: 01277 312500 E-mail: nicola.marsh@brentwood.gov.uk	For Decision

Summary

The proposed Mobility Scooter policy is presented for approval by members. This is a new policy to provide clarity on the Council's approach to the use of mobility scooters in Housing Revenue Account (HRA) properties and communal areas, as well as any temporary or emergency housing provided by the Council.

Once approved the Council will work with residents to implement the policy in a pragmatic way, based on the resources available and the demand to store mobility scooters where the Council provides accommodation.

Recommendation(s)

Members are asked to:

R1. To approve the Mobility Scooter policy.

Main Report

Introduction and Background

1. The Council has an increasing number of residents in HRA properties where there is a need to store and charge mobility scooters. Managing this demand and the practical implications of the storage for the block has both cost and safety implications for the Council to consider.
2. The policy has been developed to help address this and provide a starting point for engaging residents on this. Every site will have a different need and different facilities available. The policy provides a framework for the discussions and decisions to take place.

3. The cost implications of providing additional mobility scooter charging points and storage will need to be assessed on a site by site basis, based on the current demand and likely future demand.
4. There are also issues arising from the storage of mobility scooters in communal areas, both on access to and from the building (e.g. escape routes) and a need to ensure that the scooters are in a safe condition (e.g. a current portable appliance test, known as a PAT test).

Reasons for Recommendation

5. To ensure that the Housing Department has documentation to support the implementation of managing requests for mobility scooter storage and how to manage their presence on sites.

Consultation

6. Consultations has taken place with the Tenant Talkback on the content of the policy. There were no specific changes made to the policy and feedback related to how the policy would be implemented locally at the site.

References to Corporate Plan

7. Drive continuous improvement of our housing services and continue a service improvement programme to ensure our services are delivered efficiently.

Implications

Financial Implications

Name/Title: Phoebe Barnes, Corporate Manager – Finance (Deputy S151)

Tel/Email: 01277 312829/phoebe.barnes@brentwood.gov.uk

8. There are no financial implications directly arising from this report. The implementation of the policy will need to be managed within the financial budgets set and consideration given to the future demand that may arise, and any resulting financial impact.
9. Costs that could be incurred by this policy are storage, security and insurance costs. Officers will need to understand any liability regarding scooter damage or theft.

Legal Implications

Name & Title: Amanda Julian, Corporate Director (Law & Governance) & Monitoring Officer

Tel & Email: 01277 312500 / amanda.julian@brentwood.gov.uk

10. There are no legal implications that will arise from the report that is implemented, the issue will for the Council will be if the policy is not implemented consistently and if the approach does not enable residents to store their mobility scooters on site. The implementation of the policy will need to be aware of the equality implications of demand being greater than the availability of mobility scooter storage spaces.

Economic Implications

Name/Title: Phil Drane, Corporate Director (Planning & Economy)

Tel/Email: 01277 312610/philip.drane@brentwood.gov.uk

11. There are no direct economic implications arising from the adoption of this policy. Enabling residents access to mobility scooters will help people to remain as independent for as long as possible and active in the local community.

Background Papers

There are no background papers to this report.

Appendices to this report

Appendix A: The Mobility Scooter Policy

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Brentwood Borough Council

Mobility Scooter Policy

Draft June 2021

Aim of the Policy

To promote the use and safe storage of mobility scooters and provide a clear statement on the management of mobility scooter storage and use within the Council's housing stock.

Scope

This policy relates to the Council's tenants, leaseholders, shared owners, including household members and their visitors.

This policy sets out how the Council will approach the storage and use of mobility scooters within its housing services.

A mobility scooter is an electrically powered scooter designed for people with restricted mobility, typically those who are elderly or disabled. The DVLA has developed guidance on mobility scooter and wheelchair classifications, as follows;

- Class 1 – Manual wheelchairs, i.e. self-propelled or attendant propelled, not electronically propelled. These are not required to be registered with the DVLA. These are not covered by this policy.
- Class 2 – Powered wheelchairs and scooters – intended for footway use only with a maximum speed of 4mph and an unloaded weight not exceeding 113.4kgs. These are not required to be registered with the DVLA.
- Class 3 – Powered wheelchairs and scooters with a maximum speed of 8mph generally intended for use on roads and highways. The unloaded weight must not exceed 150kgs. These are required to be registered with the DVLA.

Permission to store a mobility scooter in a communal area

Residents are required to obtain permission from the Council to store a mobility scooter in a communal area before acquiring, or a member of their household acquires, a mobility scooter.

Where a prospective tenant(s), or member of the household, already owns a mobility scooter, they will need to obtain permission from the Council before storing the mobility scooter in a communal area.

Where there is a mobility scooter store in a sheltered housing scheme with spaces available, the mobility scooter must be stored there once permission has been granted. Where there is no mobility scooter store provision or spaces available, tenants are encouraged to transfer to a scheme where there is a mobility scooter store.

Where there is no mobility scooter store provision or spaces available, and a transfer is not feasible, tenants should make an application to store a mobility scooter(s) inside their property.

Permission may be refused where:

- No communal mobility scooter storage is provided.
- A major physical alteration to the property is required which the Council deems to be unreasonable in terms of cost and/or disruption to other tenants and/or leaseholders.
- The mobility scooter cannot fit through internal and/or external entrances.

- There are stairs and no lift facility.
- The mobility scooter blocks any fire escape route.

The Council will only permit the use of one mobility scooter per person.

Permission may be removed if the resident causes a nuisance from the use of their mobility scooter.

Allocation of spaces

Blue Badge holding tenants will be given priority for spaces when they become available and then considered in date order of request.

Spaces will be individually allocated on a 'first come, first served' basis to all other applicants.

When there are no spaces available, a waiting list will be maintained. When a space becomes available, the resident at the top of the waiting list will be contacted to process the application for permission.

Mobility Scooter Storage

The Council has no obligation to provide a storage area for mobility scooters, but will aim to provide adequate storage for class 1 and class 2 scooters where possible.

The Council will only allow a class 1 or class 2 mobility scooter or wheelchair to be stored within designated storage areas. Class 3 scooters should be stored off site.

Only 1 scooter per person can be stored in the designated areas. The resident must obtain permission from the Council before storing their mobility scooter in the storage area.

Where a mobility scooter is stored outside of a designated storage area without permission, the Council reserves the right to ask for the mobility scooter to be moved.

Where a resident wishes to store their mobility scooter within their home and this requires a change to access the property, a request for an adaptation should be made. The resident's requirements will be assessed and an adaptation may be provided.

A resident is not permitted to carry out any works to their home without permission from the Council.

The Council takes no responsibility for any damage or loss to the mobility scooter left in the storage areas.

Health and Safety

Mobility scooters stored in communal areas will need to have an annual PAT test carried out to ensure they do not pose a fire or health and safety risk. The Council will PAT test all mobility scooters that are stored in the allocated areas and the PAT test will be completed when the annual building tests are carried out.

Resident responsibilities

Currently there is no legal requirement to have insurance for class 1 and 2 mobility scooters or motorised wheelchairs. However, mobility scooter owners should be aware that they may be liable to pay compensation or third party claims, if the mobility scooter causes an accident or personal injury to a third party or causes damage to the Council's property or buildings.

Mobility scooter owners should ensure any manufacturer guidelines or instructions on the safe use of the mobility scooter are followed.

Mobility scooters must be set at their lowest speed whilst being used in communal areas to avoid injury to themselves, other tenants, leaseholders, Council staff, visitors and contractors.

It is the resident's responsibility to store the mobility scooter safely within the allocated storage areas.

All scooters stored in the Council's communal areas need to be in a safe and good working order to minimise any fire risks.

Mobility scooters must not be left unused or abandoned within the designated storage areas. Any mobility scooters believed to be unused or abandoned, will be expected to be removed from the building. Unclaimed mobility scooters may be removed by the Council and if the Council has to remove a mobility scooter, the customer may be recharged for this.

Review

This policy will be reviewed every 3 years or in response to changes in legislation, regulatory guidance or good practice.

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Members Interests

Members of the Council must declare any pecuniary or non-pecuniary interests and the nature of the interest at the beginning of an agenda item and that, on declaring a pecuniary interest, they are required to leave the Chamber.

- **What are pecuniary interests?**

A person's pecuniary interests are their business interests (for example their employment trade, profession, contracts, or any company with which they are associated) and wider financial interests they might have (for example trust funds, investments, and asset including land and property).

- **Do I have any disclosable pecuniary interests?**

You have a disclosable pecuniary interest if you, your spouse or civil partner, or a person you are living with as a spouse or civil partner have a disclosable pecuniary interest set out in the Council's Members' Code of Conduct.

- **What does having a disclosable pecuniary interest stop me doing?**

If you are present at a meeting of your council or authority, of its executive or any committee of the executive, or any committee, sub-committee, joint committee, or joint sub-committee of your authority, and you have a disclosable pecuniary interest relating to any business that is or will be considered at the meeting, you must not :

- participate in any discussion of the business at the meeting, of if you become aware of your disclosable pecuniary interest during the meeting participate further in any discussion of the business or,
- participate in any vote or further vote taken on the matter at the meeting.

These prohibitions apply to any form of participation, including speaking as a member of the public.

- **Other Pecuniary Interests**

Other Pecuniary Interests are also set out in the Members' Code of Conduct and apply only to you as a Member.

If you have an Other Pecuniary Interest in an item of business on the agenda then you must disclose that interest and withdraw from the room while that business is being considered

- **Non-Pecuniary Interests**

Non –pecuniary interests are set out in the Council's Code of Conduct and apply to you as a Member and also to relevant persons where the decision might reasonably be regarded as affecting their wellbeing.

A 'relevant person' is your spouse or civil partner, or a person you are living with as a spouse or civil partner

If you have a non-pecuniary interest in any business of the Authority and you are present at a meeting of the Authority at which the business is considered, you must disclose to that meeting the existence and nature of that interest whether or not such interest is registered on your Register of Interests or for which you have made a pending notification.

Environment, Enforcement and Housing Committee

1. The functions within the remit of the Environment, Enforcement and Housing Committee are set out below:
 - 1) Waste management, refuse collection and recycling
 - 2) Environmental improvement schemes
 - 3) The quality of the public realm, including street services and grounds maintenance
 - 4) Highway matters that are the responsibility of the Borough Council (including highway closures under the Town Police Clauses Act 1847) and drainage
 - 5) Public conveniences
 - 6) Cemeteries and closed churchyards
 - 7) Unlawful incursions
 - 8) Affordable housing
 - 9) Housing strategy and investment programme where the Policy, Resources and Economic Development Committee does not decide to exercise such functions as the superior Committee
 - 10) The Housing Revenue Account Business Plan where the Policy, Resources and Economic Development Committee does not decide to exercise such functions as the superior Committee
 - 11) Housing standards, homelessness, homelessness prevention and advice
 - 12) Housing needs assessment
 - 13) Housing benefit - welfare aspects
 - 14) Private sector housing and administration of housing grants
 - 15) Tenancy Management and landlord functions
 - 16) To make recommendations to Policy, Resources and Economic Development Committee on the setting of rents for Council homes.

- 17) Operational facilities management (including maintenance) of the Town Hall and the Depot
- 18) Oversee and monitor the enforcement activities of the Council
- 19) Community Safety (including Community Safety Partnership) and CCTV
- 20) To implement working parties as required