



Agenda

Housing, Health & Community Committee

Monday, 18 September 2023 at 7.00 pm

Council Chamber, Brentwood Borough Council, Ingrave Road,
Brentwood, Essex CM15 8AY

Membership (Quorum – 3)

Cllrs Dr Barrett (Chair), Mrs Davies (Vice-Chair), Mrs Francois, Kendall, Mayo, Mrs Pound, Russell, Sankey and Slade

Substitute Members

Cllrs Barrett, Naylor, Poppy, Reed and Rigby

Agenda

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Live broadcast

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

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| 1. | Apologies for absence | | |
| 2. | Minutes of the previous meeting | | 5 - 20 |
| 3. | Chairs Update | | 21 - 26 |
| 4. | Creative & Cultural Vision 2023-2027 | | 27 - 48 |
| 5. | Leisure Contract Information | | 49 - 56 |
| 6. | Leisure Strategy Action Plan | | 57 - 68 |

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| 7. | Health & Wellbeing update | 69 - 98 |
| 8. | Pets as Prizes (RSPCA Campaign) | 99 - 104 |
| 9. | Compliance & Repairs Update
A presentation will be given on the night. | |
| 10. | Housing Policy Reviews | 105 - 162 |
| 11. | Hoarding Policy | 163 - 206 |
| 12. | SHDP Update | 207 - 212 |
| 13. | Strategic Housing Delivery Programme
This item is exempt from the press and public. | |
| 14. | Garage Site Review
This item is exempt from the press and public. | |
| 15. | Urgent business | |



Jonathan Stephenson
Chief Executive

Town Hall
Brentwood, Essex
08.09.2023

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.

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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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Minutes

Housing, Health & Community Committee Monday, 19th June, 2023

Attendance

Cllr Dr Barrett (Chair)	Cllr Mrs Pound
Cllr Mrs Davies (Vice-Chair)	Cllr Russell
Cllr Mrs Francois	Cllr Sankey
Cllr Kendall	Cllr Slade
Cllr Mayo	

Also Present

Cllr Aspinell
Cllr Barber
Cllr Parker
Cllr Poppy
Cllr Rigby

Officers Present

Angela Abbott	- Corporate Manager - Housing Needs and Delivery
Kim Anderson	- Corporate Manager Communities, Leisure & Health
Zoe Borman	- Governance and Member Support Officer
Julian Higson	- Interim Director - Housing
Danny Hughes	- Surveying Director - Hamson Barron Smith
Tracey Lilley	- Director - Communities & Health
Nicola Marsh	- Corporate Manager - Housing Estates
Paulette McAllister	- Programme Lead - Strategic Housing Development Programme
Lauren Stretch	- Director of Housing

20. Apologies for absence

No apologies were received.

21. Minutes of the Housing Committee held on 27th February 2023

The minutes of the Housing Committee held on the 27th February 2023 were approved as a true record.

22. Minutes of the Community, Environment & Enforcement Committee held on the 13th March 2023

The minutes of the Community, Environment & Enforcement Committee held on the 13th March 2023 were approved as a true record.

23. Chairs Report

The report began on page 15 of the agenda and highlighted the work the Housing and Community Teams have done.

24. SHDP Tender Contracts

The 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 alongside the Harewood Regeneration Project consisting of 40 new zero carbon homes, and 2) the development of a range of smaller HRA sites to deliver further affordable homes on council owned sites.

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..."

Both Brookfield and Harewood Regeneration have extant Planning Permissions as resolved by members of Brentwood Borough Council's Planning Committee.

Committee approval is required to issue tenders for contracts in relation to these Regeneration sites as set out in this report.

Following a full discussion, Cllr Dr Barrett **MOVED** and Cllr Davies **SECONDED** the recommendations in the report. A vote was taken and it was **RESOLVED UNANIMOUSLY** that:

Members were requested to:

R1. Approve the issuing of a tender for the construction of new buildings and associated works at Brookfield Close and Courage Court.

R2. Approve the issuing of a tender for the demolition of vacant site and buildings at Brookfield Close and Courage Court.

R3. Approve the issuing of a tender for the demolition and construction of 40 units at the Harewood Regeneration Site

R4. Give delegated authority to the Strategic Director(s) and, Section 151 officer acting in consultation with the Chair of Housing, Health and Community Committee to seek the Council's approval to award the contracts for Brookfield Close, Demolition of Brookfield Close/Courage Court and Harewood Regeneration.

Reasons for Recommendations

As a public sector organisation, the Council's procurement activity is governed by legislation, namely Public Contracts Regulations 2015 (PCR2015). These regulations require that all purchases with estimated values over certain thresholds must be subject to open competition.

The threshold for construction contracts is currently £5,336,937 including VAT (assuming VAT at 20% this is £4,269,549.60 net). As pre-tender estimates for both projects exceed this threshold the Council is required to follow the PCR2015 rules.

A framework is a pre-selected list of contractors which has been established according to the principles of PCR2015 with the intention that it should be available for other public sector bodies to use.

It is therefore a compliant and efficient route to procurement of contractors for these regeneration sites.

25. Strategic Housing Development Programme

The report summarised progress of 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 alongside the Harewood Regeneration Project consisting of 40 new zero carbon homes, and 2) the development of a range of smaller HRA sites to deliver further Zero Carbon affordable homes on further council owned sites.

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..."

Following a full discussion, Cllr Dr Barrett **MOVED** and Cllr Davies **SECONDED** the recommendations in the report. A vote was taken and it was **RESOLVED UNANIMOUSLY** that:

Members were requested to:

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

R2. Resolve to submit a Planning Application for Affordable Homes at Highwood Close

26. Cost of Living Report

The report provided an update to Members on the work undertaken by officers to respond to the Cost-of-Living crisis and ensure that we are supporting our residents, businesses and staff. The council's function is to facilitate, co-ordinate and signpost individuals and organisations to where support is provided. It is important that this is communicated to as wide an audience as possible so that people can access the right help and support as soon as possible.

Kim Anderson presented committee members with a presentation regarding Cost of Living which is attached to the minutes.

This item was for information only and no voting was required.

27. Key Performance Indicators

Key Performance indicators are collected across all services in the Housing Department and help monitor how we are performing across a set list of key areas.

This report presented the Key Performance Indicators to Members of the Housing Committee with a commentary for each one which details why we are under performing and noting where a high level of performance has been achieved.

This item was for information only and no voting was required.

28. Policy Schedule

This report was an update for members to note and presents the Policy Review Schedule to ensure that the Housing Department has the relevant Strategies and Policies in place in order to provide a clear framework of its responsibilities.

This report was for information only and no voting was required.

29. Heat Billing Policy

The policy set out the way charges are raised for tenants and leaseholders from communal heating and hot water systems provided to a single building or several buildings (i.e. heat networks) in new and existing homes.

The policy also explained what the Council's approach will be when introducing individually metered supplies in existing homes.

Under the Heat Networks (Metering & Billing) Regulations, that was introduced in 2014 with amendments made in December 2015 and November 2020, we now have a legal duty to introduce heat meters on estates where it is cost effective to do so. In other words, the saving experienced by residents in the long run is greater than the initial cost of installing heat meters.

The Housing team have a number of capital projects which involves the replacement of communal heating systems which at present serves Victoria Court (27 units), Oldfields (19 units), St Georges (57 units) and we also have an existing site at Drake House (44 units). There are other sites that in the future would need upgrading or replacement. The Heat Interface Units (HIU) fitted are designed to be able to be individually metered which complies with the Heat Networks (Metering & Billing) Regulations.

Following a full discussion, Cllr Dr Barrett **MOVED** and Cllr Davies **SECONDED** the recommendation in the report. A vote was taken and it was **RESOLVED UNANIMOUSLY** that:

Members were asked to:

R1. To approve a Heat Billing Policy which covers our legal requirements in line with current legislation which outlines our legal duties to meter communal heating systems.

R2. To review the policy after one year and the affects it has had on the residents involved.

Reasons for Recommendations

The Council has a legal duty to individually bill tenants for what they use.

The resident would have flexible control of their actual heat usage and payments.

It would reduce our gas usage thus being more energy efficient and reducing our carbon footprint.

Currently our communal boilers are working 24/7 to supply unlimited heating and hot water of which most of it is wasted energy as there are no monitored systems in place.

With these benefits it can be measured by monitoring the current usage over a 5 to 10-year period.

Pay as you go billing systems can work in unison with the new future proof heat interface units that have been fitted to several of our blocks, as part of the communal boiler replacement programme. It has a number of flexible

payment methods, minimal maintenance and a 24/7 service that covers all our billing needs.

30. Garage sites options appraisal programme

This item was due to be published in a supplementary agenda. However, officers did not receive the information they required to compile the report. Therefore, it will be deferred to the next Housing, Health & Community Committee.

31. Co-option of Tenants Representatives

The report set out proposals to co-opt representatives of Tenants Talkback into the Housing, Health and Community Committee for housing related items, in accordance with the Council constitution.

Following a full discussion, Cllr Dr Barrett **MOVED** and Cllr Davies **SECONDED** the recommendation in the report. A vote was taken and it was **RESOLVED UNANIMOUSLY** that:

Members were asked to:

R1. Approve that Tenant Talkback be invited to send two representatives to each meeting of the Housing Committee where public housing items are to be discussed.

R2. Approve that the representatives of Tenants Talkback be co-opted onto the committee for the duration of the consideration of these items, and have the right to speak, but not vote.

R3. Request that the Corporate Manager (Estates) arrange appropriate training of the representatives.

Reason for Recommendations

To ensure that the Housing Department provides effective and transparent representation of local people's views

32. Repairs contract performance

The Council entered into a long-term partnership contract with Axis Europe Limited in June 2019 for the delivery of repairs, gas servicing and maintenance and planned works services to its social housing properties.

Performance of the contract is monitored closely and most areas of performance; gas servicing and breakdowns and planned works are exceeding contractual targets, however, several issues have been identified in the repairs service around service delivery and communication which have caused concern about the performance of the repairs service delivered by Axis Europe Limited in recent months.

This report explained the identified issues and actions being taken by the Council to improve the service to our tenants and leaseholders.

This item was for information only and no voting was required.

33. Quarterly Housing Compliance

The report set out the progress made in the last quarter (January – March 2023) in Housing within the areas of compliance; gas safety, electrical safety, asbestos management, water hygiene, fire safety and lift maintenance. It also included information on the emergency alarm equipment in our sheltered schemes, emergency lighting and building safety regulations.

This item was for information only and no voting was required.

34. Local authority housing fund progress

The report provided an update to Members on progress delivering the Council's commitments under the Department for Levelling Up Housing and Community Local Authority Housing Fund (LAHF) scheme.

Under the scheme Brentwood Council has committed to providing nine homes in total. These are to be used initially to provide housing for Afghan and Ukrainian refugee households.

This item was for information only and no voting was required.

35. Urgent business

There were no items of urgent business to discuss.

The meeting concluded at 8:30pm.

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National indicators

Spending

- Inflation has eased to **7.8%** in April 2023
- Around **two-thirds** of adults are spending less on non-essentials due to cost-of-living increases
- Around **one in 4** adults are borrowing more money or using more credit

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Energy

- Gas price inflation eases to 36.2% in the year to April 2023
- More than Half of adults are using less fuel in their homes due to cost-of-living increases
- Electricity price inflation eases to 17.3% in the year to April 2023

Food

- Inflation rate for food and non-alcoholic beverages eases slightly to 19.1% in April 2023
- Around half of adults are buying less food when food shopping in the past two weeks
- Inflation rates for restaurants and café's eased further to 9.4% in April 2023

Housing

- March 2023 saw UK house price annual percentage change slow to 4.1%
- Around 4 in 10 adults are finding it difficult to afford rent or mortgage payments
- The UK annual private rental price growth rose to 4.8% in the 12 months to April 2023

Transport

- Motor fuel inflation rates fell further to -8.9% in April 2023
- Around a third of adults are cutting back on non-essential journeys due to cost of living increases
- Rail fares up by 5.1% in the year to April 2023

Work

- After taking inflation into account , average pay has fallen
- The redundancy rate decreased in the last 3 months

ONS has a tool whereby you can look at how the increases in cost of living have affected you in the past year.

[How is inflation affecting your household costs? - Office for National Statistics \(ons.gov.uk\)](https://ons.gov.uk/how-is-inflation-affecting-your-household-costs)

Cost of Living Dashboard

TWO COUNCILS
ONE TEAM



Rochford
District Council

#ByYourSide Campaign

- Campaign ran **from December 22 to February 23**
- Provided a consistent message and branding across a number of social media platforms
- Total number of posts during this period 100 across all platforms
- Total reach was 47,667 people
- Total engagement (likes, comments, shares and clicks) was 777
- Cost of Living page views 3706, most viewed was the warm hubs
- Community Connect trailer last year April 22 – March 23 saw 1250 engaged
- Cost of Living event was delivered on April 19 April together with 50 partner organisations

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ActivAte programme

- The ActivAte programme provides free activities for those children that are in receipt of Free School meals or families on low income.
- In Brentwood there are 1,602 children in receipt of free school meals and the programme is delivered throughout the school holidays - In December 435 places were offered and 298 children attended
- In February 188 places were offered and 168 attended
- In April 1640 places were offered and 628 attended

#ByYourSide



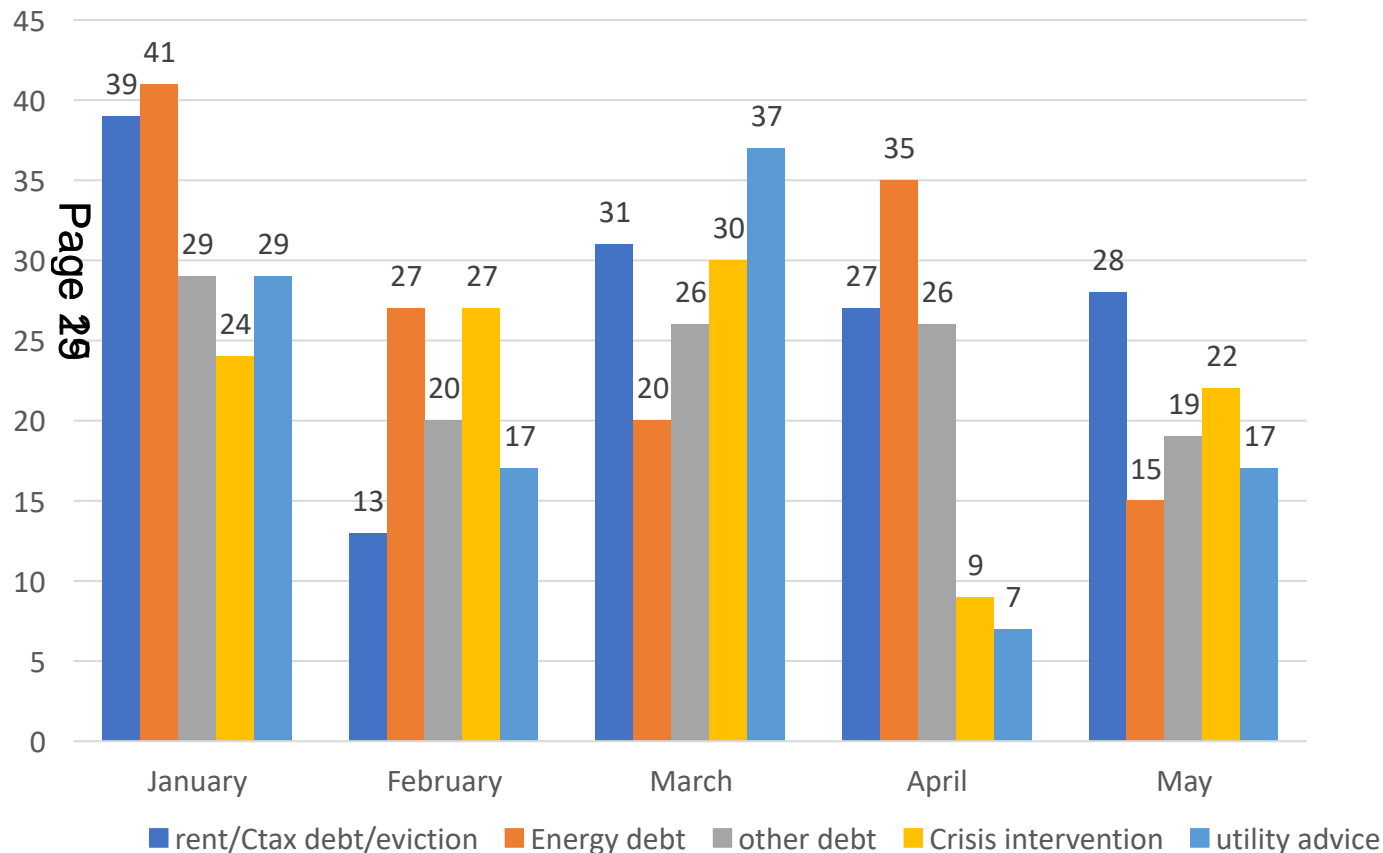
We are committed to helping you, your family and community as the cost of living increases. Click this banner for information, advice and support from us and our service providers.

Cost of Living Dashboard

TWO COUNCILS
ONE TEAM



Citizens Advice Brentwood



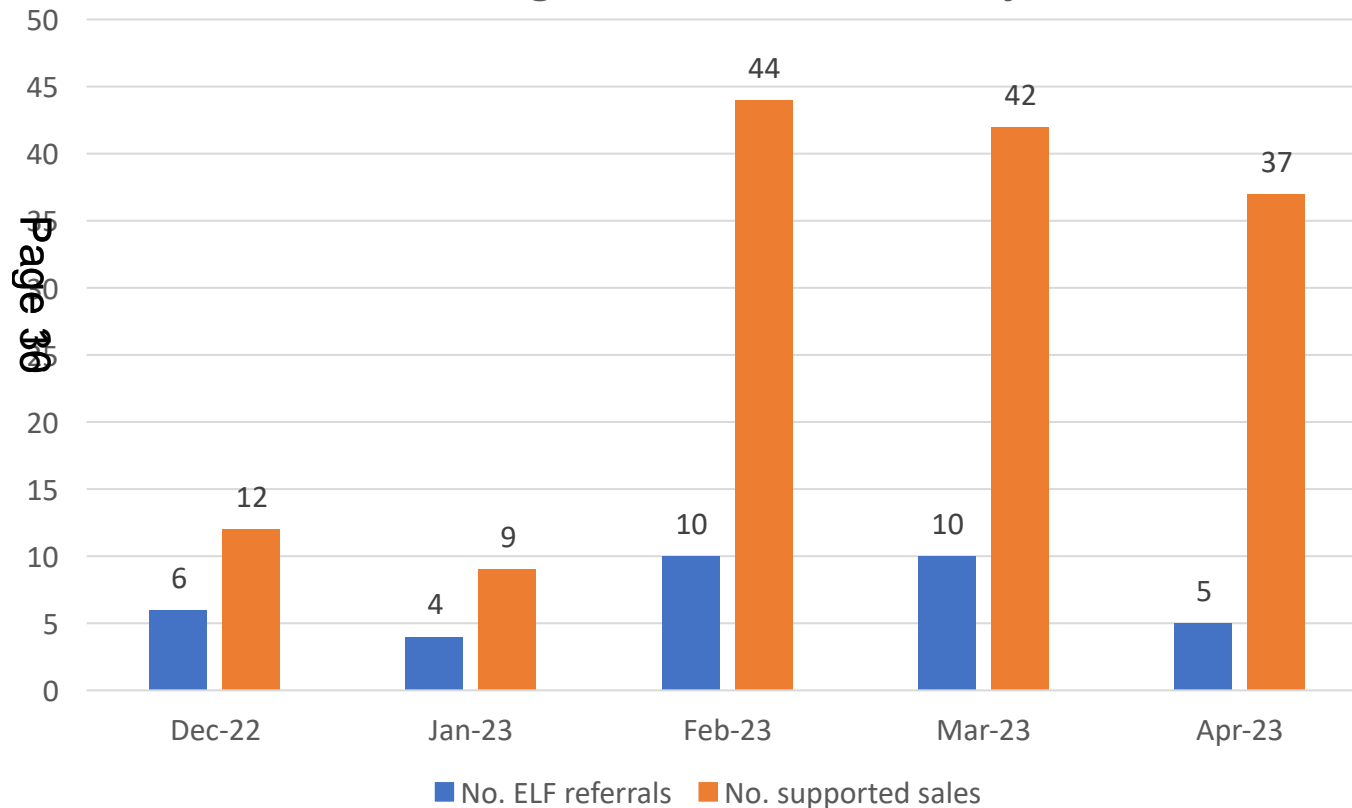
- 2022/23 CAB saw 3109 unique clients
- Higher demand, can only answer 20% of phone calls to the service
- Volunteers – working with 60% of the number of volunteers compared with pre-pandemic
- Increase in debt advice, charitable support and people struggling to pay utility bills
- More people seeking financial help food and fuel vouchers
- Some only engage with advice process until they receive their Household Support Fund, fuel voucher or food voucher, then come later because underlying issues have not been resolved
- New service with MacMillan to support people with a financial impact of a cancer diagnosis
- Every Penny Counts - budgeting support

Cost of Living Dashboard

TWO COUNCILS
ONE TEAM



Lighthouse Furniture Project



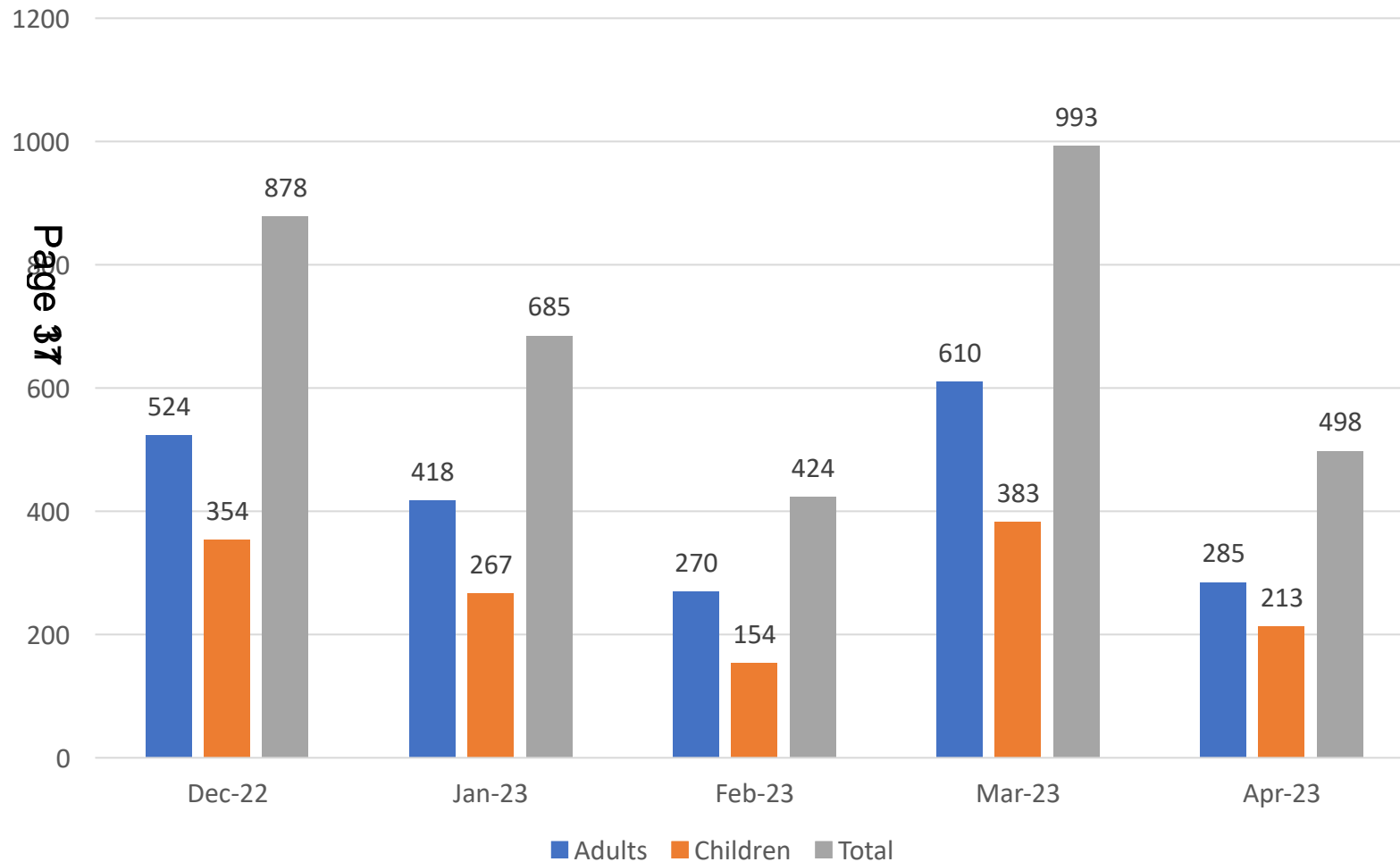
Essential Living Fund – to help vulnerable people live as independent a life as possible in the community – meet short term needs
Supported Sales – Items that are discounted for those that are in receipt of benefits

Cost of Living Dashboard

TWO COUNCILS
ONE TEAM



Number of people utilising Foodbank



Nationally Foodbanks have seen a 37% increase in users compared with last year and this is reflected in the numbers seen at Brentwood Foodbank. Parcels last 4-5 days.

Total for all months parcels is 11,816 days of food.

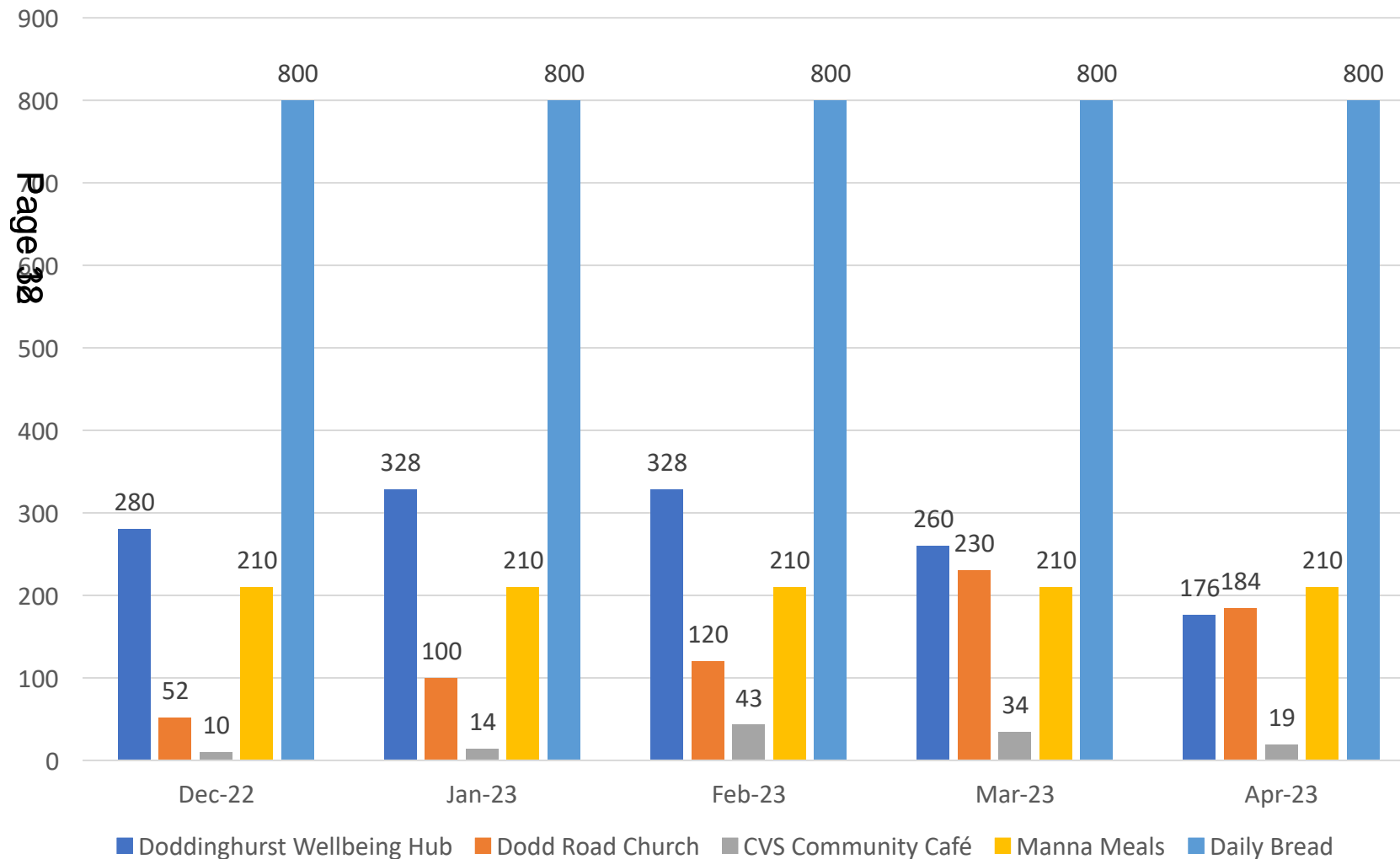
Can in the Van event on 9 June outside Sainsbury's

Cost of Living Dashboard

TWO COUNCILS
ONE TEAM



Warm Hub Attendance



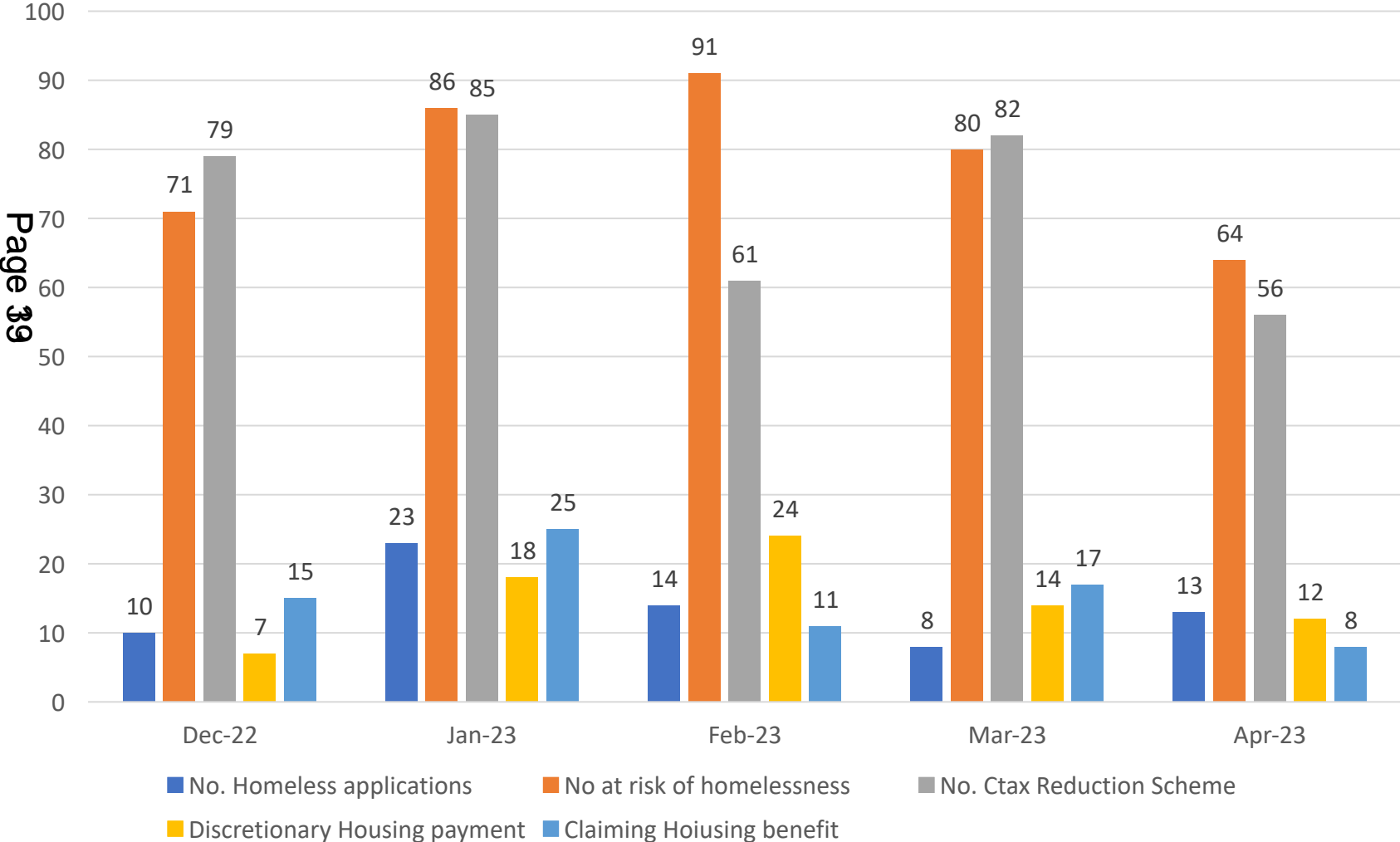
Figures for Manna Meals (based at Bishops Hall) and Daily Bread Café in Hutton have been estimated

Cost of Living Dashboard

TWO COUNCILS
ONE TEAM



Housing



Number of new Homeless applications, the number of people at risk of homelessness, Number of people applying for the Council Tax reduction scheme, The number in receipt of Discretionary Housing Payment and the number of people claiming housing benefit

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COMMITTEE TITLE: Housing, Health and Community Committee

DATE: 18th September 2023

REPORT TITLE:	Chair's update
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REPORT SUMMARY

This report provides an update to Members in relation to the areas covered under the Terms of Reference of the Housing, Health and Community Committee.

Housing

Estate Pilot Sites

In May 2023 the Estates team launched a pilot for grounds maintenance and caretaking across two areas, one in Pilgrims Hatch and the other in Hutton North. On site visits were arranged with ward members, housing, repairs, grounds and caretaking officers.

Extensive lists of improvements for the areas were noted down and over the following 8 weeks officers worked to bring the estates up to a safer, more aesthetically pleasing place to live.

Not all works were completed however, these works are planned for future programmes.

The work completed has set a standard for all estates and officers across all areas will work to bring all estates up to that standard and maintain it at that level.

A further visit will be arranged for October/November time to ensure the final jobs have been completed and that the standards are maintained.

Lifts in social housing stock

Officers are aware that the reliability of lifts in our social housing stock across the borough is of concern to members and residents. The reliability issues are due to the lifts reaching the end of their operational lifecycle and replacement parts becoming more difficult to source due to changes by manufacturers not holding sufficient stock. Condition surveys have already been obtained and we are currently developing a planned maintenance programme to modernise the lifts. We expect this project to commence in the new financial year (2024/25). Our service provider, Axis will continue to attend any lift breakdowns until the modernisation programme is completed.

Health

Brentwood Health and Wellbeing Board

A separate information report is before Members tonight providing an update of the Health and Wellbeing Board

Brentwood and Basildon Alliance

It is proposed to do an all-member briefing on the Brentwood and Basildon Alliance. Date tbc.

Find Your Active Brentwood (formerly Active Brentwood)

Two funding pots launched in August to support residents in clubs, groups and organisations to lead active lives through the cost-of-living crisis.

- Funding for clubs and groups - the grants of up to £1,500 are for clubs or organisations who would like extra support starting a new project or class or need more support with a current project with the overall aim to improve activity levels in the borough.
- Funding for individuals - the grant of up to £150 is for individuals' children and adults alike, who need extra support to get into sport or activity and encourage them to lead a more active life. The grant is flexible and can fund a broad range of costs associated with getting people active. We understand that inflation is affecting the cost of equipment, resources and training.

Individuals need to live in Brentwood and are currently physically inactive but would like to start an activity or sport. PLEASE NOTE: This funding is referral only from a partner organisation listed below.

Foodbank, Lighthouse, Manna meals, Daily Bread, Brentwood and Thurrock MIND, Brentwood Community Tree Organisations, Social Prescribers/GPs, Active Essex, Brentwood Council, Citizens Advice, Healthwatch, CVS, Mutal Aid, DWP, Peabody, Community Agents, United in Kind, Alliance, Police/Fire, Community Safety Partnership,

Local Cycling and Walking Infrastructure Plan (LCWIP)

Modelling is ongoing for Brentwood cycle lanes and walking routes in and around town centres. Together with ECC and consultants, we now have a draft walking map with desired upgrade routes (tertiary and secondary) and the same for cycling. Those maps went out for stakeholders' consultation which took place on 1st February. This is now open for public consultation to add comments to which is open until 27th September 2023.

Try a Tri event

Brentwood's first taster triathlon took place at the Brentwood Centre on Sunday 2 July. 42 juniors, 71 adults took part in the triathlon and 4 people took part in the duathlon. The event was a huge success and raised £5000 for SNAP Charity.

Dementia Concert

There will be a free Dementia concert at 2pm on 28 October at St Thomas Church. This is free to those living with dementia and their carer's, and anyone socially isolated. Contact jo.cory@brentwood.gov.uk for more information. provide more information.

Community

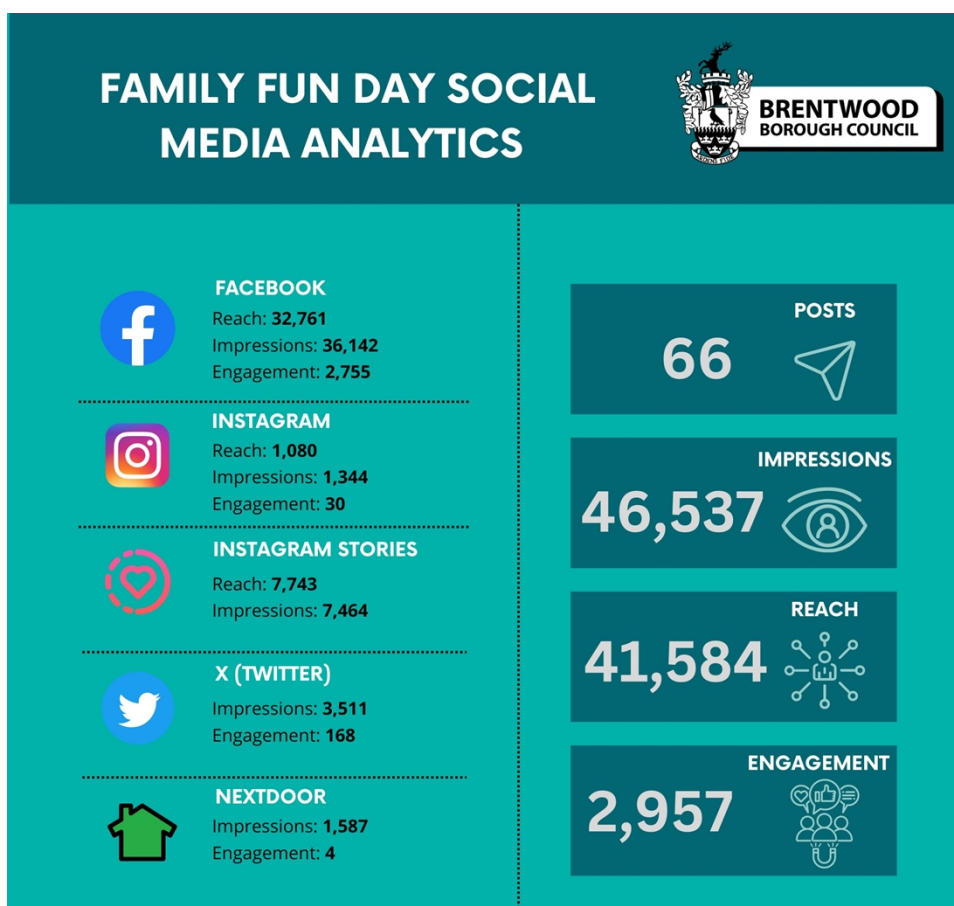
Cost of Living

A full update report will come to the December Housing, Health and Community Committee

Family Fun Days

- The Council successfully delivered four Family Fun Days throughout August providing low-cost summer activities for the whole Family. Working with over 40 partners including local sports clubs, Find Your Active, Brentwood Police, local charities and small businesses
- Friday 4 August – Warley Playing Fields
- Friday 11 August – Kelvedon Hatch Village Hall
- Friday 18 August - Brentwood Centre
- Friday 25 August – Hutton Recreation Ground

It is estimated that between 800 -1,000 people attended each event with Hutton being the most popular, which was positive considering the weather that was predicted for three of the four events. Discount wristbands were also given to Find Your Active to support the Holiday Activate and Food (HAF) programme for those children in receipt of free school meals.



Social media performed well, with reach and impressions nearing 50,000 with no paid posts. The Family Fun Days have been supported through external sponsorship and with the wristband income making the events pretty much cost neutral to the Council.

Partners have provided really positive feedback to the Council about the value of these events that widens the awareness of their organisations that support our families.

Doddinghurst Parish Council have already expressed an interest to have a Family Fun Day next year.

Community Connect Trailer Dates

The Community Connect Trailer will be at the following locations on dates set out below. The trailer is normally there between the hours of 10am – 1.30pm.

- Wednesday 27 September – Brentwood Community Hospital
- Wednesday 11 October – Brentwood High Street
- Tuesday 24 October - The Brambles Surgery, Brentwood
- Wednesday 8 November – Brentwood High Street
- Thursday 16 November – St Peter’s Church, Hutton

Football Hub Development

The Council is due to sign a Memorandum of Understanding with a Football Club and Essex County FA at the end of September as part of the football hub development at the Brentwood Centre site. More information will be circulated to all members at that time.

Hutton Poplars Bowls Club

A report on Hutton Poplars Lodge and Hutton Poplars Bowls Club went to the Finance, Assets, Investment and Recovery Committee on 13 September. It recommended that the Council does not renew the lease on Hutton Poplars Lodge with Hutton Poplars Bowling Club. The Council gives Hutton poplars Bowls Club three months to explore and secure the funding for Option 2. (modular building with kitchen and toilet & connections to utilities), and that the Council looks to market Hutton poplars Lodge for commercial vendors.

Brentwood Centre & Hartswood Pavilion

There is separate presentation by Everyone Active before Members tonight.

Good Company

With £75,000 of funding secured so far, the Council is working collaboratively to develop a creative dementia hub at Brentwood Theatre by leading the Good Company project, a creative support programme for people living with dementia and their family carers in Brentwood.

The programme will offer activity and care at a weekly, creative group at Brentwood Theatre, where participants can be immersed in an array of stimulating arts activities by renowned organisations, from reminiscence theatre to dance, film and orchestral music, creating work inspired by lived experience, exploring wellbeing, identities and relationships between family carers and those they care for. Good Company is a prevention programme designed to prolong independent living whilst discovering the joys of the creative experience, blending social contact and interaction in a safe space, whilst offering pastoral care and support for wellbeing of participants, including carers. This will be coupled with a vibrant mix of creative activity to support cognitive reablement, confidence and positivity, self-expression, self-identity and connectivity to others. Physical health will also be supported with participation in dance, helping to prevent falls, reducing BMI and blood pressure, increasing cardiac fitness, strength and flexibility to aid recovery and prevent escalating medical intervention/ hospital admission within an informal setting. The impact of participating in the programme will be evaluated by the University of Essex.

The Council is currently engaging participants to the project, which is due to start in the Autumn.

Axis - Community Investment programme

Community Services continues to work closely with Axis to deliver Brentwood's community investment programme. Recent activity includes Axis staff supporting pupils at Shenfield High School with a mock interview day, recruiting local apprentices and supporting a garden clearance for a vulnerable resident in Kelvedon Hatch with the corporate volunteering scheme. Representatives from Axis and the Council also attended the launch of a churchyard project in Ingatestone. The initiative was funded through the Community Fund (of which Axis is a generous contributor) and supported the Parish Council to create a more accessible, safe space (particularly for women and girls), for people to enjoy. The project involved collaborating with schools for bird box designs and creation of a planter through the Youth Offending Service.

Town Hall lit green for suicide prevention awareness campaign

The Town Hall was lit up green from 4th to 8th September in support of raising awareness of suicide prevention and to encourage residents, organisations and businesses, to take free training available.

A joint initiative from Mid and South Essex and Hertfordshire and West Essex ICS and Thurrock and Brentwood Mind, the 'Creating hope through light' week saw organisations, people and communities lighting up key buildings and landmarks in green. The annual campaign aims to reduce stigma around talking about suicide, promotes the free training and highlights the other mental health resources available in the counties.

Pride

On September 2nd, a team from Brentwood and Rochford Councils attended the Basildon Pride event in Gloucester Park. Officers from Community Services, Community Safety and Communications, attended to show our support for the LGBTQ+ communities, having useful conversations and offering a free craft activity. The event was well attended, and officers will continue to work with Basildon Pride to understand how the Councils can better support their LGBTQ+ communities.

Dunton Hills Garden Village - arts commission

The Council is inviting applications from artists for its third arts commission, in partnership with Essex Cultural Diversity Project. The project follows 2 previously successful commissions which have engaged local communities in the garden village through creative placemaking. This commission is a collaboration with neighbouring authorities, Basildon District and Thurrock Councils, and will see an artist working with schools surrounding the development, focussing on the environmental aspects of the 3 neighbourhoods planned at Dunton Hills (Dunton Woods, Dunton Waters, Dunton Fanns).

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Committee Title: Housing, Health & Community

Date: 18th September 2023

REPORT TITLE:	A Creative and Cultural Vision for Brentwood – 2023-2027
REPORT OF:	Tracey Lilley - Director of Communities and Health

REPORT SUMMARY

The report outlines the vision for creativity and culture in Brentwood, for the next 5 years, as determined through a public consultation process with a range of stakeholders. A clear strategy for culture and creativity with a five-year complementary action plan against the three priorities outlined in this report, will be developed to monitor delivery and progress.

SUPPORTING INFORMATION

1.0 BACKGROUND INFORMATION

- 1.1 From January 2023 – August 2023, Brentwood Borough Council undertook a piece of work to explore with arts organisations, creative businesses and stakeholders, including internal departments, what our local priorities are for the next five years to support development of creativity and culture in the borough.
- 1.2 Reasoning behind the work was to give the council an increased understanding of the community's ambitions, needs and challenges, with a view to directing focus, support and investment in three key areas.
- 1.3 Additionally, the current UK Shared Prosperity Fund allocation and the creation of the Brentwood Connected Business Improvement District (BID) following positive ballot outcome, gives the council a unique opportunity to support the development of creativity and culture to drive forward lasting social and economic benefits to the borough.
- 1.4 The work also compliments several current workstreams across the county that are seeking to level up and reinvigorate people and places post-pandemic. A clear vision enables the council to maximise collaborative, creative and cultural opportunities with key partner authorities and bodies such as ASELA, for outcomes that will be the most beneficial for our residents.
- 1.5 Ascertaining a local vision from a wide range of stakeholders demonstrates the council's commitment to culture and creativity and ensures that resource directed is

appropriate, informed and sustainable, and positively contributes to growth and wellbeing of the Borough.

1.6 Following a series of workshops led by local cultural strategist, Claire Gevaux, face to face discussions, surveys online and in person at local events, stakeholders have deemed the following as the borough's three key priorities for the next 5 years:

1. Nurturing our creative sector
2. Young people
3. Creative placemaking

1.7 Details of each of the vision and priorities can be found in the attached Appendix A.

2.0 OTHER OPTIONS CONSIDERED

2.1 Without a co-designed vision, the council will be unclear and ill-informed when directing resources and support.

3.0 RELEVANT RISKS

3.1 Lack of delivery against vision - a clear action plan will be created to demonstrate how the council is committing to supporting the co-designed vision. This will be reviewed annually to monitor progress and impact.

4.0 ENGAGEMENT/CONSULTATION

4.1 The council undertook the following consultation methods engaging a total of 221 residents:

- a) 5 x stakeholder Creative Visioning workshops – February to April 2023
- b) 1 x Extended Leadership Team (BBC), Creative Visioning workshop – March 2023
- c) 1 x exhibition of artwork created at stakeholder workshop by the Endeavour Youth Group during the Brentwood Art Trail, with opportunity for feedback – June 2023
- d) 1 x public online survey (also available as hard copy if requested) – throughout August 2023
- e) 5 x engagement events with young people throughout August 2023

5.0 FINANCIAL IMPLICATIONS

Name & Title: Tim Willis, Director – Resources (Section 151 Officer)

Tel & Email: 01277 312500 / tim.willis@brentwood.rochford.gov.uk

5.1 There are no financial implications to the council. Delivery will utilise external funding streams, such as UKSPF and Business Improvement District monies. Support by the council will be via in-kind officer support directed to external, creative organisations and individuals in the delivery of key actions.

6.0 LEGAL/GOVERNANCE IMPLICATIONS

Name & Title: Claire Mayhew, Acting Joint Director – People & Governance (Monitoring Officer)

Tel & Email 01277 312500 / claire.mayhew@brentwood.rochford.gov.uk

6.1 Any contractual arrangements will comply with the Council's legal obligations.

7.0 EQUALITY & HEALTH IMPLICATIONS

Name & Title: Kim Anderson, Corporate Manager - Communities, Leisure and Health

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

7.1 The Public Sector Equality Duty requires us to have regard to the need to:

- a) Eliminate unlawful discrimination, harassment and victimisation and other behaviour prohibited by the Act. In summary, the Act makes discrimination etc. on the grounds of a protected characteristic unlawful
- b) Advance equality of opportunity between people who share a protected characteristic and those who do not.
- c) Foster good relations between people who share a protected characteristic and those who do not, including tackling prejudice and promoting understanding.

7.2 The protected characteristics are age, disability, gender reassignment, pregnancy and maternity, marriage and civil partnership, race, religion or belief, gender, and sexual orientation. The Act states that 'marriage and civil partnership' is not a relevant protected characteristic for (b) or (c) although it is relevant for (a).

7.3 The Creative and Cultural Vision consultation was fairly and inclusively undertaken and as such, did not have a disproportionate adverse impact on anybody with a protected characteristic. Through delivery of accompanying action plan, the vision is inclusive and enables the council to utilise creativity and culture to support positive health and socio-economic outcomes for a range of residents.

8.0 ECONOMIC IMPLICATIONS

Name & Title: Phil Drane, Director - Place

Tel & Email 01277 312500 / phil.drane@brentwood.rochford.gov.uk

8.1 The vision impacts positively on the local economy. In particular, supporting the creative sector and skills development, along with integrating arts and culture into co-designed placemaking, supports a number of desired local economic outcomes. Consideration of the Brentwood Connected Business Improvement District (BID) and future engagement has been considered.

REPORT AUTHOR: Name: Lucy Gill
Title: Community, Leisure and Wellbeing Officer
Phone: 01277 312645
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APPENDICES

Appendix A: The development of a Cultural Vision for Brentwood – September 2023-2027

BACKGROUND PAPERS

None

SUBJECT HISTORY (last 3 years)

Council Meeting	Date
N/A	

The development of a Cultural Vision for Brentwood 2023-2027

Claire Gevaux Creative Consulting Ltd

Executive Summary

This paper sets out the engagement and consultation approach to developing a vision for creativity and culture in Brentwood for the next five years. Shaped by the voices of the creative community, young people, businesses and wider communities, this paper outlines co-designed priorities and provides a sense of direction for a new, five-year cultural strategy.

Creativity and culture are core to the borough's plans and the role of a new strategy over the next five years will be to ensure that these priorities and goals are measured, and success is shared across the sector.

Through roundtable consultation exercises, online surveys and in person voting, the intended outcome of this period of engagement in Brentwood's cultural future was ensure that the voices of everyone who took part led the decisions and designed the priorities for the next five years.

We started by asking people to imagine the future, to dream big and to share what they valued about Brentwood as well as their challenges. Through this exercise, we were able to craft a series of purpose statements which focused on four main areas: nurturing our creative sector, focusing on our young people, developing our creative placemaking and creative tourism.

It was very clear that all our consultees felt more strongly about nurturing our creative sector, focusing on young people and developing our creative places and spaces. These themes have formed the outline priorities for the vision and will be the focus of the new strategy and action plan.

Recommendations for consideration

Over the next five years, Brentwood Borough Council should consider the following recommendations:

- **Write a one statement vision** that embodies the priorities observed through the consultation:
 - Nurturing our Creative sector
 - Giving Young people a voice
 - Creative placemaking

- **Write a simple but ambitious cultural and creative Strategy**, with a vision that sets the north star for the borough and puts culture at the heart of plans, policies and strategies. Create a strategy that can also attract inward investment to Brentwood, connect to Local Plans, Corporate Plans and other policies and strategies.
- **Develop a five year action plan**, to demonstrate a commitment to change, with clear, strategic goals and actions. Deliver these actions in partnership with the sector, create an appetite for investment from businesses (through the Business Improvement District and others), join up efforts and increase fundraising skills and knowledge and signify a collective responsibility for culture beyond Brentwood Borough Council.
- **Connect to the UK Shared Prosperity Fund** through the strategy and action plan, making it clear where the priorities are and support local cultural businesses, organisations and individuals to make successful applications which meet the goals and needs of the borough.
- **Develop an engagement plan for 2023-2027**, which encompasses the different stakeholders and partners from the creative sector to businesses and audiences. Undertake annual engagement to understand needs through surveys, creative workshops and events, building a knowledge base each year to benchmark against success delivered by the cultural strategy. Consider working in partnership to develop or commission work that will raise awareness of what is already available in the borough, such as a comprehensive events listing, or mapping of creative and cultural spaces.
- **Share the stories of Brentwood's past, present and future**. Showcase our heritage, cultural talent, creative community and civic champions, to increase a sense of civic pride, wellbeing and fulfillment in Brentwood. Consider co-creation and co-delivery approaches to cultural participation, engaging and guiding communities in defining their own outcomes and outputs from creative experiences.
- With partners, **support the existing creative sector to thrive** by deepening an understanding of its needs and targeting investment towards those priorities. Invest in the existing creative infrastructure venues, activities, festivals and events over longer periods of time, to raise the profile of Brentwood as a culturally active and ambitious place. This will increase the likelihood of attracting more businesses to the borough and improve links with higher and further education, creating more sustainable and flexible creative pathways through education and into workplaces.
- **Build a network** of boroughs and towns of similar size and scale to Brentwood across England to share knowledge, peer review and support and exchange best practice in cultural placemaking.

1. Introduction

Brentwood Borough Council (BBC) wished to undertake an exercise which would result in:

- an increased understanding of the ambitions and needs of the community in the borough,
- an understanding of the challenges and opportunities in the borough,
- a range of priorities that could be voted on by the public to inform the development of a cultural framework for Brentwood and influence future investment, policy and strategy.

Phase one – interactive visioning workshops

The start of the consultation approach was through a series of interactive workshops with a range of different stakeholders. As a result of this phase, a series of vision statements and priorities were generated which could then be voted on by a wider audience, through social media and in-person events.

Invitations to the workshops were made by BBC through mailing lists, Eventbrite, social media and word of mouth referrals. Three workshops were held during February for the public, with one workshop for BBC Extended Leadership Team and a further workshop for young people held in April.

Attendees at the workshops:

- 7 February – 10 attendees (public workshop) at BBC
- 10 February – 18 attendees (public workshop) at Brentwood Theatre
- 21 February – 14 attendees (public workshop) at BBC
- 6 March – 14 attendees (Extended Leadership Team) at BBC
- 18 April – 8 attendees (Endeavour group with Essex Youth services) at The Hermit

Total attendees: 64

In addition, the artwork created by the Endeavour Group was also displayed in the Brentwood Library as part of the Brentwood Art Trail.

This paper provides an overview of the consultation workshops and the proposed vision statements.

Phase two – public consultation of co-designed vision statements

It was recognised that further public engagement with the proposed vision statements would help achieve a broader awareness of the aspirations of the council to develop its strategy, to raise ambitions in the borough and to give a wider community response to the initial consultation.

Over the summer, 97 people responded to an online survey (hard copies were available on request) and 60 young people took part in a creative exercise about the priorities.

Widening the engagement has allowed the team to develop a deeper understanding of what our communities have said is most important to them and gives a direction to BBC on what to prioritise in the strategy and future plans.

2. Interactive visioning workshops - aims and outcomes

The aim of the session was shared at the beginning of each workshop:

- To create a draft cultural vision for Brentwood which can be:
 - Tested more widely across different communities in Brentwood
 - Used as the core purpose for a cultural strategy
- To galvanise the town with a collective vision that is future focused, aspirational and shows what change will look like in 10 years.
- To get a deeper understanding of what are the strengths and opportunities in Brentwood

The outcomes of the workshop were communicated to each group:

- Felt that you've contributed to the creative vision and future of Brentwood
- Felt that you have helped to influence and shape the future strategy and approach to investing in cultural future of Brentwood
- Have met someone you haven't met before and felt connected to other creative people in Brentwood
- Felt your voice has been heard equitably as one of three workshops taking place over the next week

The workshop approach was designed to ask people to think about big, dreams first, focusing on what the future could look like. It encouraged people to remove any perceived barriers and just focus on an idyllic view of the future. This encouragement to think big and be bold helped the vision statements to be innovative, distinctive and potentially revolutionary. The middle part of the workshop asked people to think about what's missing in Brentwood now, where the gaps and challenge are. This was countered by the next exercise which discussed what participants love about Brentwood, what's distinctive and special. Finally, the exercise asked attendees to take a challenge and use what's special about Brentwood that addresses some of those gaps. This resulted in a series of co-created purpose statements, which can be developed into a vision.

3. Interactive visioning workshops - time travel to 2033

After discussing what a vision is and what it is not, the groups were asked to first consider the future, to be aspirational and to dream what Brentwood might look like in 2033 with a cultural vision. The groups were asked to answer the question 'in 2033, wouldn't it be fantastic if...'

Grouped into a series of themes, the following are some highlighted thoughts:

Spaces: creative workspace, community hub, pop up spaces, more visibility of art in existing buildings, greater investment in technology and visual identity of spaces.

Transport & geography: ample parking, pedestrianised zones, better/free access between areas.

Environmental: sensory experiences in our green spaces, high street allotments, interactive green trails.

Skills & talent development: workshops for everyone, identifiable creative career paths, thriving local creative industries.

Wellbeing: mental health support for young people, art therapy centre.

Business: thriving retail offer, independent shopping, business hub, lively music scene.

Festivals & events: vibrant programme of events and activities, outdoor dining, night time economy for everyone, regular festivals.

Community: places to connect with each other, improved public realm, connected creative network, co-designed urban planning.

Participants also shared emotive words to describe the future such as vibrant, thriving, ambitious, distinctive, inclusive.

4. Interactive visioning workshops - what is missing from Brentwood now?

Participants looked at the current challenges of Brentwood, where the missing gaps and challenges are.

Some of the highlighted thoughts include:

Spaces: dated and tired, limited spaces and resources.

Transport & geography: limited local transport connections, divided by infrastructure, proximity to London, parking.

Environmental: no drive for environmental impact.

Skills & talent development: fragmented network for creatives, lack of further education/ higher education, lack of opportunities for young people, schools don't value working with artists, lack of employment opportunities in creative sector.

Wellbeing: lack of joined up provision, limited resources.

Business: competition, high business rates, no varied retail offer, no investment in businesses or entrepreneurs, funding is often directed to less affluent places.

Festivals & events: existing events are not well supported or developed, there is a lack of investment in cultural experiences across green spaces, lack of joined up events guide.

Community: safety, perceptions of affluence and cultural awareness, no central information place for creative network, TOWIE effect, better understanding of residents' stories and needs, more ambitious local plans.

5. Interactive visioning workshops - what is special about Brentwood now?

Participants were then asked to share what they thought was special about Brentwood, what's distinctive, or emerging. What drives and motivates people to live, work, study and visit the borough? Highlighted thoughts include:

Spaces: heritage buildings, spaces and halls for community use, cultural venues, tourists come to see heritage (nuclear bunker).

Transport & geography: great transport links to London, access to motorways, gateway to the East of England.

Environmental: there has been investment in green spaces, good mix of rural and town, forests and parks are a huge asset and draw in tourists.

Skills & talent development: we have the best schools in Essex with a huge choice, hidden talent, network of creative people.

Wellbeing: good leisure facilities, lots of walking routes and sporting events.

Business: promising high street investment in Bay Tree Centre, great market, digital/media companies, Brentwood Business Awards and other groups, independent book shops and cafes, UK Shared Prosperity Fund.

Festivals & events: variety of community focused events and festivals, Brentwood Art Trail, Film Festival

Community: people feel safe, communities who care about belonging, becoming more diverse, community spirit, YAY Mates and creative networks.

Participants also thought that BBC invests in leisure projects such as King George's Playing Fields, which has had a huge benefit to the town. Dedicated arts officer in the council is important connector and supporter of the local economy but it needs to be widely felt across the whole council not just one post. The Council is investing in a cultural strategy which is a great starting point.

6. Interactive visioning workshops - purpose statements

Participants were asked to look at what is special about Brentwood that can address some of the missing gaps and challenges. For example, one of the challenges was that 'Brentwood doesn't have a thriving creative community' and a distinctiveness of Brentwood that a participant identified, is that 'the creative community takes part in regular activities showcasing their work and practice'. These can cancel each other out and we could summarise it as:

"Brentwood has a growing, creative community, open to everyone".

Through this matching exercise, the groups ended up with a series of purpose statements across the following themes:

Young People

- Our young people are proud of the unique heritage of Brentwood.
- Brentwood offers pathways into creative industries for all young people.
- We showcase our young talent at work.
- Schools are a valuable partner in linking young people to creative industries and role models.
- Young people in Brentwood have a say in how they participate in culture & creativity.

Making Connections

- We are committed to communicating events and connecting audiences.
- We connect people and businesses to share entrepreneurial and cultural ideas.
- We promote cultural and creative activities in Brentwood.
- We promote and celebrate our heritage and key attractions.
- We maximise our community connections to promote cultural activities through word of mouth.

Accessible and inclusive

- Everyone can access arts and culture in Brentwood.
- There are creative opportunities and activities for the whole community.
- Art is in every space in Brentwood.

Creative communities

- We are a growing community of artists and makers, and we are a valued network of creative industries in Brentwood.
- We are empowering artists to take the lead and become a self-sustaining network.
- The only way is artists.
- Open House Brentwood (a way of working rather than an event).
- Brentwood ringfences resources for culture.
- Strengthened links in the arts community enable it to thrive.

- Existing creative spaces and people are nurtured to grow and thrive.
- Brentwood makes art and culture more visible.
- We showcase high quality cultural experiences through local, national and international artists in Brentwood.
- We are the creative hub for East England.
- Brentwood becoming creative (B.B.C).
- Providing ample opportunities to our local creative sector to thrive and create Brentwood as a cultural, vibrant place to be.

Geography and environment

- Our high streets reflect the green environment around us.
- Embrace Brentwood as the London to Essex hinterland.
- #Destination Brentwood.
- We maximise and invest in our green spaces for arts and culture.
- We are a connected place with great transport links in and out of the borough.
- Brentwood will continue to encourage and promote active travel and improve local transport infrastructure.

Values

- Brentwood is a welcoming place.
- Brentwood is ambitious.
- Always moving forward to deliver.

Place Making

- Brentwood has vibrant high streets that support a mix of national and independent businesses that attract visitors.
- We work with developers and planners to ensure arts and culture is integrated into place making and deliver wider socio economic outcomes for the borough.
- We provide quality place and venues where people can come together for cultural activity.
- Our local spaces come alive with creative activities for social gathering and learning skills.
- We build on our current independent offer to attract people to our high streets and create an experience that is shaped by culture and creativity.

Community

- Brentwood inspires people to volunteer.
- Brentwood has a rich community spirit.
- Residents and businesses are engaged and active in their communities.
- A thriving voluntary sector is stepping up.

Investing/funding/economy

- We encourage innovative funding solutions from larger organisations.

- We invest in our local entrepreneurs - we support them and provide a platform for them to think.

To summarise this range of statements, four suggested vision statements were prepared and shared with wider community groups and on social media to test out which people feel most aligned to (in phase 2 of the consultation).

Wellbeing and the environment did not come through strongly enough to be part of a vision. However, these themes can be included in delivery across the final three priority areas. For example, as environmental priorities didn't come across strongly, there hasn't been a specific example relating to green spaces and the events and activities that might take place there. This could be added in if it was felt this was a missing or it could become part of the objectives to deliver under a broader strategic vision.

As a reminder, a vision is the difference you want to make in the world. It is your version of an ideal future:

- Vision is future, mission is present.
- It is authentic to your purpose as an individual or organisation.
- It is open -bring own beliefs and values to it.
- It describes your purpose - the 'why' rather than the 'what' or 'who'.
- Visions are a way of connecting people to a common goal and being clear that the direction we're all heading in is the same.
- A vision should be inspiring to read and can help to empathise your organisation or place identity.

What it's not:

- A list of things to do,
- Focused on the present or past,
- Something that sits in a cupboard and never sees the light of day.

7. Draft vision statements

Following the purpose statements, the following draft vision statements were suggested:

Young people focused:

1. Young people are included as a statement of purpose about their future and the investment in Brentwood's next generation:

'All young people in Brentwood will access diverse creative experiences, enriching their lives, strengthening our creative industries and improving our borough's wellbeing'.

Creative sector focused:

2. Our creative community is important to our borough's identity. It is the connections and talent in our borough that make Brentwood an inspiring and attractive place to live, work and play. We also recognise that we need more anchor creative industries and individuals in Brentwood and the need for more cultural leadership. ASELA-led consultations also identified a need for workspace and creative project space.

'By nurturing our creative industries we will have thriving, connected town centres increasing our sense of belonging for everyone who lives, works, studies and visits Brentwood. The only way is creative'.

Creative placemaking focused:

3. We're focused on making Brentwood a place better for everyone, by investing in our spaces and places with joined up thinking and investing in the vibrancy of our towns and urban areas. Heritage was referred to fairly frequently and possibly to move away from TOWIE identity.

'By celebrating our rich, cultural heritage, we will transform our borough, putting culture at the heart of our investment with vibrant towns and villages, increasing the happiness of our communities'.

Connecting tourism, inward investment and geography focused:

4. As a creative hub, this is a tourism focused approach to investing in a cultural offer that everyone can benefit from and attracts people into Brentwood. Maximising our proximity as the closest borough to London, recognising the diversity of our population and how that may change over the next 10 years. 'Geography' might feel limiting within this statement, so it could be removed.

'Brentwood is the gateway to East England, connecting our diverse communities through a rich cultural offer that proudly draws people to our borough to live, work and visit from across the region and beyond.'

8. Phase 2 – Further public engagement with the vision statements (July - August 2023)

It was recognised that further public engagement with the proposed vision statements would help achieve a broader awareness of the aspirations of the council to develop a cultural strategy. This will raise ambitions in the borough and give a wider community response to the initial consultation.

Widening the engagement has allowed a deeper understanding of what our communities have said is most important to them and gives a clear direction to BBC on what to prioritise in the strategy and future action plans.

The engagement was done through two mechanisms, an online survey and an in person voting at a series of family and children focused events over the August 2023 holiday period. In both engagement activities, people were asked to share what they thought was most important for creativity and culture in Brentwood, based on the themes explored through the draft vision statements and an example of what that might look like in delivery (*themes and examples are overleaf*):

<p>Theme 1: Young people</p> <p>'All young people in Brentwood will access diverse creative experiences, enriching their lives, strengthening our creative industries and improving our borough's wellbeing'.</p> <p>Examples of how this vision could become a reality:</p> <ul style="list-style-type: none"> • Supporting skills development, career pathways and showcasing young talent for all young people. • Every young person can participate in creativity to support positive wellbeing. • All young people can have a say in how they participate in culture and creativity. 	<p>Theme 2: Nurturing our creative sector</p> <p>'By nurturing our creative industries we will have thriving, connected town centres increasing our sense of belonging for everyone who lives, works, studies and visits Brentwood. The only way is creative'.</p> <p>Examples of how this vision could become a reality:</p> <ul style="list-style-type: none"> • Existing creative assets, businesses and people are nurtured to grow. • Making creativity and culture more visible to everyone. • Providing spaces for collaborative creative hubs for all. • Developing cultural leadership opportunities.
<p>Theme 3: Creative placemaking</p> <p>'By celebrating our rich, cultural heritage, we will transform our borough, putting culture at the heart of our investment with vibrant towns and villages, increasing the happiness of our communities'.</p> <p>Examples of how this vision could become a reality:</p> <ul style="list-style-type: none"> • Maximising culture and creativity in our green spaces. • Supporting vibrant high streets. • Integrating arts and culture into planning policy. • Supporting our local spaces to come alive with events and creative experiences for everyone. • Supporting inclusive, creative volunteering opportunities. 	<p>Theme 4: Connecting, creative tourism and inward investment</p> <p>'Brentwood is the gateway to East England, connecting our diverse communities through a rich cultural offer that proudly draws people to our borough to live, work and visit from across the region and beyond.'</p> <p>Examples of how this vision could become a reality:</p> <ul style="list-style-type: none"> • Maximising our proximity to London to draw visitors to our creative and cultural offer. • Promoting Brentwood as distinctive and a vibrant place to visit. • Connecting diverse audiences and creatives. • Creating experiences that are shaped by culture and creativity. • Encouraging innovative funding solutions from larger organisations.

Online survey

A survey was developed to be quick, completed within 10 minutes and offer a chance for a wider group of people to vote. The survey was issued on 17 July 2023 and closed on 22 August 2023 and was circulated through BBC's networks and mailing lists as well as social media channels.

The online survey asked people to vote which three of the four themes that were most important to them. Then, it asked participants to rank these three in order of importance from most to least. The final open text question invited people to share any other comments.

Results of the survey:

- 97 survey responses were recorded.
- Of the three themes, 'Nurturing our creative sector', 'Creative placemaking' and 'Young people' were voted the most important as seen in figure 1 and the text below:

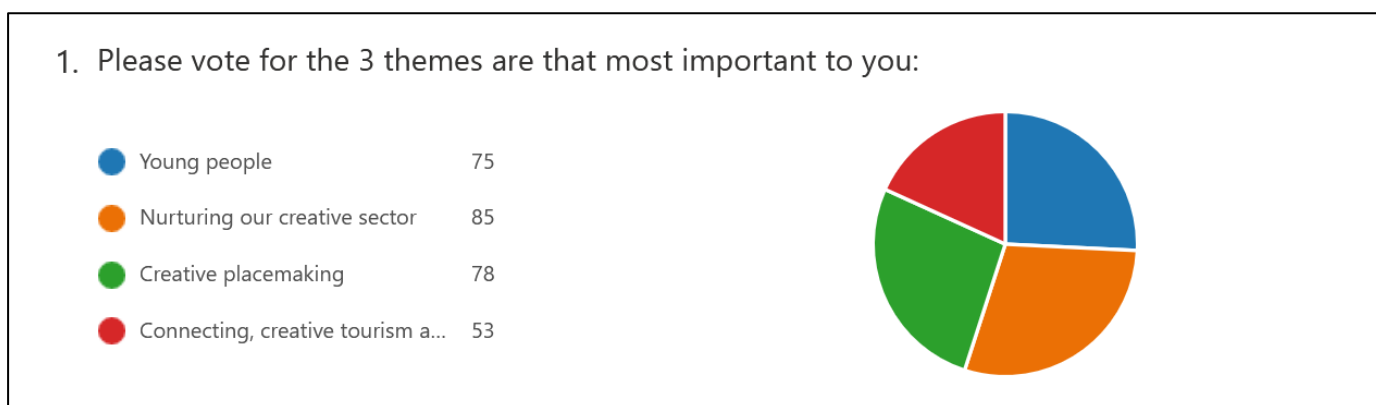


Figure 1 Vote for the three themes that are most important to you.

- 'Young People' was in the top 3 for 75 respondents.
- 'Nurturing our creative sector' was in the top 3 for 85 respondents.
- 'Creative placemaking' was in the top 3 for 78 respondents.
- 'Connection, creative tourism and inward investment' was in the top 3 for 53 respondents.

When ranked in order, the survey showed that of their first choice:

- 30.9% of respondents voted for 'Young people'.
- 27.8% of respondents voted for both 'Nurturing' our creative sector' and 'Creative placemaking'.
- 13.5 % of respondents voted for 'Connecting, creative tourism and inward investment'.

When aggregated across first and second choices, following results can be seen:

- 'Nurturing our creative sector' was most important.
- 'Connecting, creative tourism and inward investment' was least important.

See table below:

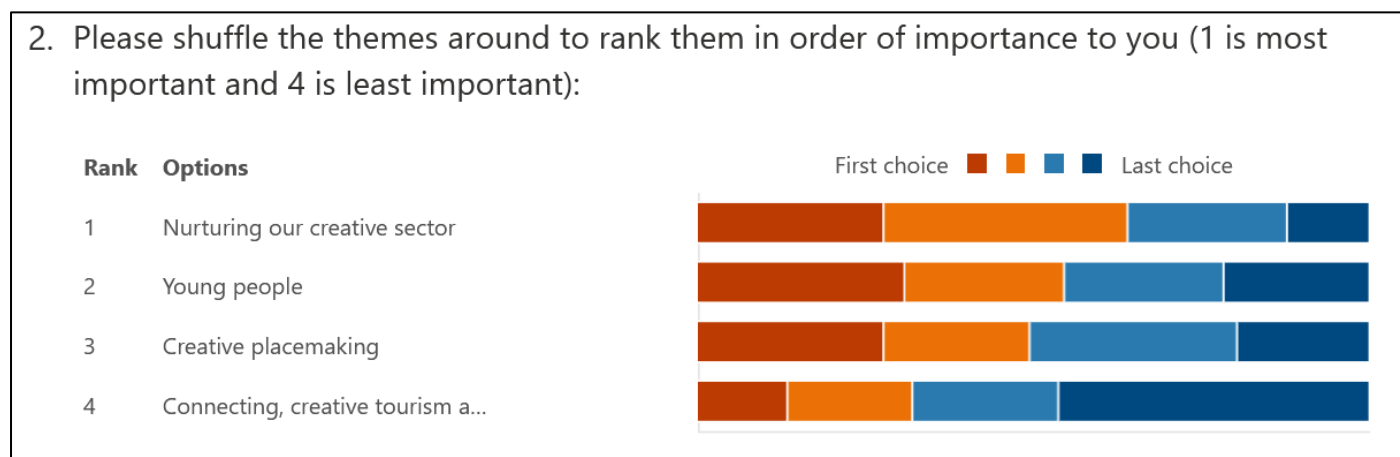


Figure 2 Themes in order of ranking, most important to least important

Thirty-eight people left comments which ranged from general remarks to suggestions. There were also quite a few comments which were questioning what has happened to some of the cultural activities in Brentwood, where to find out about cultural events and activities and some misconceptions that things either aren't progressing (Bay Tree Centre) or have disappeared (the Theatre). Some of these comments have informed the recommendations as it's clear that the lack of borough-wide, joined up marketing or events listing and the promotion of events, is a key factor in increasing people's engagement and enjoyment with creative activities.

Comments included:

- 'This is a brilliant opportunity to put culture at the heart of Brentwood's future'.
- 'You need a thriving creative sector to deliver all the other elements, it has to be top priority'.
- 'All these areas are important, and changing and improving one will reflect and change the others. I look forward to seeing these changes in our creative culture in Brentwood'.
- 'There should be more creative opportunities of employment – freelance etc, so we don't always have to look to London.'
- 'I think there is already a great creative community in Brentwood, and we need to nurture and widen this to encompass all that it could offer. For example, there are several creative workshops etc open to adults, but these are often at times that are inaccessible to people who work. Similarly, more could be on offer for young people, such as collaborative work experience placements across a variety of creative institutions'.
- 'I do believe that community events are very good for some lonely people to feel comfortable at venturing out and enjoying their surroundings also giving them the opportunity to meet their neighbours'.
- 'Pop up shops could provide showcasing opportunities for young talent'.
- 'Doing more activities to connect the community would be a plus for Brentwood'.
- 'More cultural activities in parks for adults'.

Engagement with young people and families

During August 2023, the council undertook a creative consultation activity at 4 Family Fun Days and at a Skate Jam event in King George's Playing Fields. An attractively designed board was created and toured the borough throughout the month. The board asked people to use a different coloured sticker to show what was most important to least important across the four themes. The four themes were simplified for a wider audience.

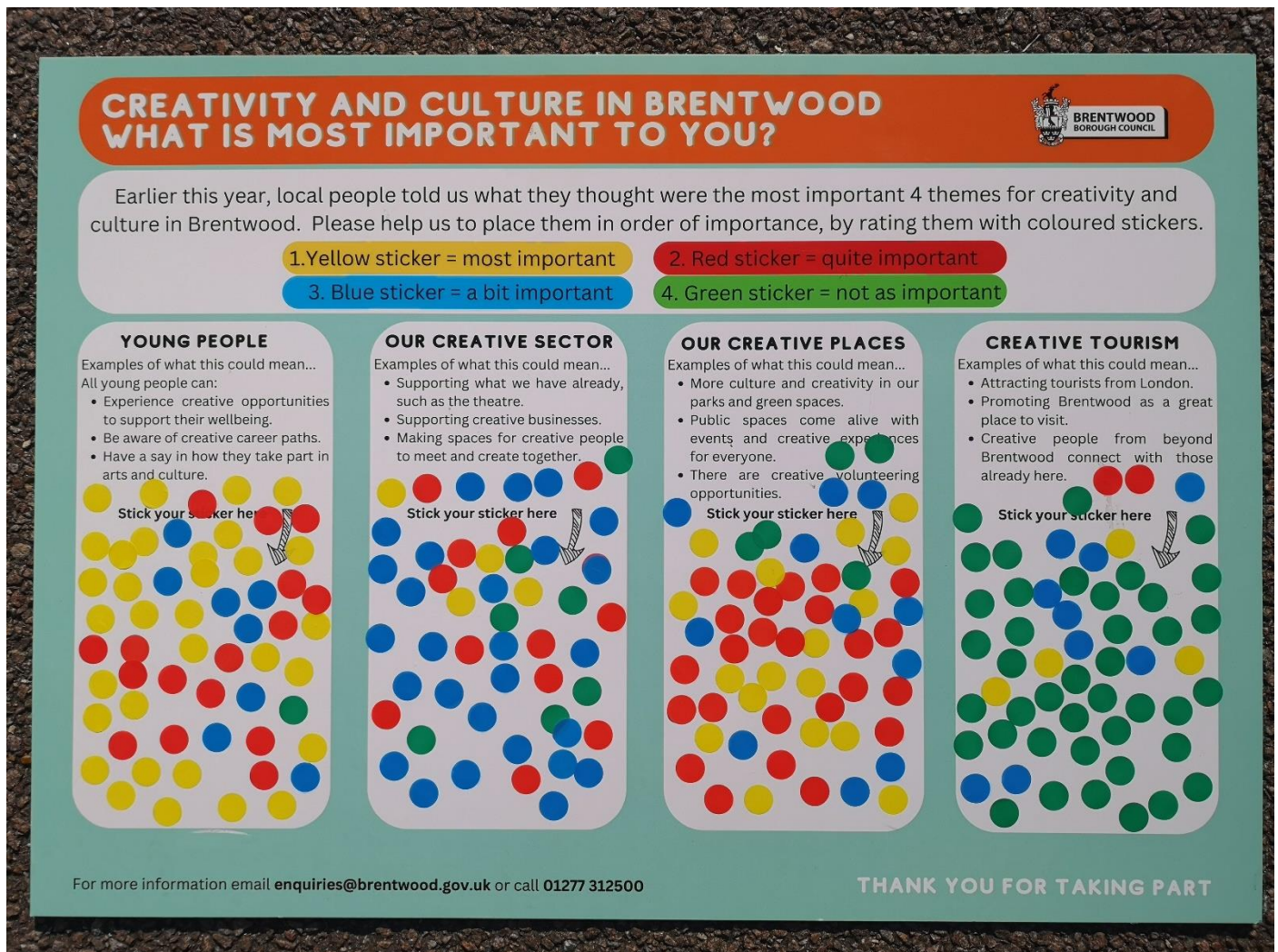


Figure 3 Youth Engagement in Cultural Strategy responses

- Around 60 young people took part in the activity and the top theme was 'Young People' with 32 putting it at the top, 16 people putting it second, 8 people putting third and 1 person putting it last.
- The second most important theme was 'Creative Places' with 17 putting it top, 25 putting it in second place, 11 putting it third, 5 putting it last.
- The third most important theme was 'Creative Sector' with 4 people putting it top, 12 people putting it second, 27 putting it third place, 7 putting it last

- And the least important theme was 'Creative Tourism' with 4 people putting it first, 2 people putting it second, 8 people put it third and 47 young people putting it bottom of their priority list.

9. Summary, conclusions, and recommendations

The responses to the consultation, survey and youth engagement clearly point to the most important considerations for a cultural investment in Brentwood, to focus on:

- Nurturing our creative sector
- Young people
- Creative placemaking

Across the different approaches, tourism and the distinctiveness of Brentwood was least important to everyone. There are many assumptions that can be made about this factor, from the proximity to London and the love/hate relationship with the capital, to the profile of TOWIE in the past 10 years dominating the perception of Brentwood both locally and nationally.

Across the consultation groups (as previously through the work that BBC led on the high streets conferences), culture has consistently been referred to as a vital part of our borough's offer for everyone. Whilst there are strong views on the types of cultural activities and how they are delivered, the strength of feeling is that cultural investment is important to Brentwood, not least because of the current economic and social environments that affect us all.

In the past five years, the development of visible creative events such as the Brentwood Art Trail, festivals and events in our high streets, performances and music programmes in our venues, the inclusion of community cinema at Brentwood Theatre, the Hermit Music Club and the plethora of voluntary and community arts organisations, performing arts groups, choirs, orchestras, and bands in Brentwood, have created a desire for a more visible, creative offer in the borough.

Brentwood is not a borough that appears on target lists for improvement in socio-economic, health, education, crime, or diversity determinants as in aggregate, it appears healthy, prosperous and unchallenged compared to other parts of Essex and the UK. In averages however, this hides some of the pockets of deprivation and deeper health considerations for Brentwood.

Since 2011, Brentwood's population has risen by around 3,400 which means that the borough now passes 77,000. Although this is slower than other towns and cities in the UK. People in Brentwood describe their health as very good (54.3%) which has increased since the last census. There have been small adjustments in home ownership with just over 3% decrease in homeowners and an increase of 4.7% private renters. Ethnicity is changing in Brentwood since the last census, with a decrease of 5.1% (2011: 93.6% 2021:88.5%) of people who described their ethnicity as White. There has been a small increase in Asian, Asian British, or Asian Welsh communities from 3.2% in 2011 to 5.1% in 2021 and a smaller increase in Black, Black British, Black Welsh, Caribbean or African, Mixed

or Multiple ethnic and other ethnic groups. Although this is not as significant as across East of England or England as a whole, it is something to consider when developing a cultural offer in Brentwood that is equitable, diverse, and inclusive.¹

Brentwood has the opportunity to put culture and creativity at the centre of decision-making and to lead in demonstrating best practice to other, similarly sized and located boroughs across the UK. The new Business Improvement District and the UK Shared Prosperity Fund can drive forward culture and creativity and make visible an investment in Brentwood's cultural people, infrastructure and communities, to have a measurable and positive impact on the Borough over the next 5 years. A strong vision, that has been codesigned by our communities can be the north star to guide future policy, funding decisions and new investment in the Borough.

Conclusions

The approach to consultation and engagement was robust and created opportunities for different voices to take part. With investment from the UK Shared Prosperity fund and partnership with the Business Improvement District, there is a great opportunity now for the Borough Council to put culture at the heart of Brentwood's future and make it happen.

Recommendations for consideration

Over the next five years, Brentwood Borough Council should consider the following recommendations:

- **Write a one statement vision** that embodies the priorities observed through the consultation:
 - Nurturing our Creative sector
 - Giving Young people a voice
 - Creative placemaking
- **Write a simple but ambitious cultural and creative Strategy**, with a vision that sets the north star for the borough and puts culture at the heart of plans, policies and strategies. Create a strategy that can also attract inward investment to Brentwood, connect to Local Plans, Corporate Plans and other policies and strategies.
- **Develop a five year action plan** to demonstrate a commitment to change, with clear, strategic goals and actions. Deliver these actions in partnership with the sector, create an appetite for investment from businesses (through the Business Improvement District and others), join up efforts and increase fundraising skills and knowledge and signify a collective responsibility for culture beyond Brentwood Borough Council.
- **Connect to the UK Shared Prosperity Fund** through the strategy and action plan, making it clear where the priorities are and support local cultural businesses, organisations and individuals to make successful applications which meet the goals and needs of the

¹ <https://www.ons.gov.uk/visualisations/censusareachanges/E07000068/>

borough.

- **Develop an engagement plan for 2023-2027**, which encompasses the different stakeholders and partners from the creative sector to businesses and audiences. Undertake annual engagement to understand needs through surveys, creative workshops and events, building a knowledge base each year to benchmark against success delivered by the cultural strategy. Consider working in partnership to develop or commission work that will raise awareness of what is already available in the borough, such as a comprehensive events listing, or mapping of creative and cultural spaces.
- **Share the stories of Brentwood's past, present and future** to showcase our heritage, cultural talent, to increase a sense of civic pride, wellbeing and fulfillment in Brentwood. Consider co-creation and co-delivery approaches to cultural participation, engaging and guiding communities in defining their own outcomes and outputs from creative experiences.
- With partners, **support the existing creative sector to thrive** by deepening an understanding of its needs and targeting investment towards those priorities. Invest in the existing creative infrastructure venues, activities, festivals and events over longer periods of time, to raise the profile of Brentwood as a culturally active and ambitious place. This will increase the likelihood of attracting more businesses to the Borough and improve links with higher and further education, creating more sustainable and flexible creative pathways through education and into workplaces.
- **Build a network** of boroughs and towns of similar size and scale to Brentwood across England to share knowledge, peer review and support and exchange best practice in cultural placemaking.



Committee Title: Housing, Health and Community Committee

DAT: 18 September 2023

REPORT TITLE:	Leisure Contract – Brentwood Centre and Hartwood Pavilion in King George’s Playing Fields
REPORT OF:	Tracey Lilley – Director of Communities & Health

REPORT SUMMARY

The Brentwood Leisure Centre and Hartwood Pavilion in King George’s Playing Fields is currently managed by Everyone Active (SLM) and their contract is due to expire on 1 October 2023. The Council is looking to extend the contract until 31 March 2025 and during that period draw up the tender documents to go out in 2024 for a longer-term leisure contract. This short extension aligns with expiration of the Leisure Contract for Rochford District Council’s leisure facilities. It is proposed to do a joint tender for the leisure facilities across Brentwood and Rochford from 1 April 2025. In order to inform the specification for the tender document both authorities Council needs to undertake a condition survey and feasibility study to understand the investment that the Council’s and the operator will need to make over the term of the contract. A separate report is going to the Executive Group at Rochford District Council. A report has gone to the Finance, Assets, Investment and Recovery Committee on 13 September to get Member approval to:

R1 extend the existing leisure contract with Everyone Active until 31 March 2025.

R2 To To appoint Sports, Leisure and Culture (SPL) consultants to undertake feasibility study and provide support with the procurement of a new combined leisure contract for the management and operation of the following facilities across Brentwood and Rochford:

- Brentwood Leisure Centre
- Hartwood Pavilion (including Splash pad and Adventure play) in King George’s Playing Fields
- Clements Hall Leisure Centre
- Rayleigh Leisure Centre

R3: Refer the report to the Housing, Health and Community Committee for information

This report provides the information to members but also asks for a decision to select members for the Leisure Strategy Working Group.

RECOMMENDATION

R1: To note the report that went to Finance, Assets, Investment and Recovery Committee on 13 September for information

R2: That Members nominate cross party representatives for the Leisure Strategy Working Group.

SUPPORT ING INFORMATION

1.0 REASON FOR RECOMMENDATION

- 1.1 Brentwood Borough Council needs to develop a robust and evidenced based a feasibility study on potential investment options at the Brentwood Centre. This will be informed by the following information:
- Engagement with internal and external stakeholders and partners to understand local needs and aspirations for the facility.
 - Assessment of supply and demand for different facilities and, taking into account the size and demographics profile of the identified catchment population
 - Assessment of potential options, including energy saving opportunities and a clear rationale and evidence base for the preferred option.
 - Drawings and accommodation schedules
 - Budget cost estimates and project delivery programmes which set out the timeframes for procurement, detailed design, planning and construction.
 - Revenue business plans based on robust assumptions and market insight.
 - Collation of all outputs into a report outlining key findings, conclusions and recommendations which will be presented to the relevant committee.
- 1.2 Both Brentwood Borough Council and Rochford District Council are looking to appoint Sport, Leisure and Culture (SLC) consultants to undertake the feasibility on the leisure facilities across both authority areas. This includes:
- Brentwood Centre (Brentwood)
 - Hartswood Pavilion – including splash pad and outdoor adventure play (Brentwood)
 - Rayleigh Leisure Centre (Rochford)
 - Clements Hall Leisure Centre (Rochford)
- SLC are on an ESPO (Public Sector Procurement) Framework Agreement (reference 664_21) so contracts can be directly awarded through the framework and any appointments are based on cost and quality as part of the Value for Money assessment. SLC are authors of Sport England's Leisure Services Delivery Guidance and a leading strategic advisor to local authorities commissioning future management arrangements.
- 1.3 The next stage is for SLC to support the Council through the procurement process, developing a procurement strategy which will identify the Council's strategic priorities, investment plans, length of contract, procurement route, risk profile and evaluation framework.
- 1.4 SLC will support in the outcomes-based service specification, delivering the Council's strategic priorities for the services over the next decade. The contract will have a strong partnership ethos measured through key performance indicators.

- 1.5 The new contract will be based on the Sport England template which reflects the Council's appetite for risk and is acceptable to the operator market. This market was affected during Covid 19 and also more recently by the Cost-of-Living crisis.
- 1.6 The new contract arrangements will be informed by stakeholder and wider public engagement.
- 1.7 All tender documents will comply with the Public Procurement Regulations and be overseen by the Council's procurement officer and together with SLC, support the Council through all stages of the formal process including:
- Support in responding to bidder clarifications at each stage.
 - Evaluation of the Standard Selection Questionnaire (SSQ), and initial and revised tender submissions.
 - Facilitating dialogue with bidders at the appropriate stage.
 - Tender outcome report and supporting the contract award process.
 - Briefing to Project Board / Members at the key stages as required.
 - Provide support during the mobilisation phase.
- 1.8 It is important that the Council's looks at how its leisure facilities can further support the wider health and wellbeing outcomes for its residents as part of a whole system approach and how we target inactive and less active populations.
- 1.9 A joint contract will have a greater appeal to the operator market, providing a more significant portfolio under a single contract that either council could offer by themselves.
- 1.10 Establishing a risk share for the contract and a suitable timeframe for the tender process will also help to optimise the outcome for the Council.
- 1.11 Increases in construction costs may mean that investment options may be less affordable to the Council than in previous years. The financial business case will be balanced alongside the potential increase in social value and stronger health and wellbeing outcomes. This will be tested through the procurement process.
- 1.12 The two Councils could have differing priorities so it is important that on the future design of facilities and services there will be early engagement with elected members to ensure consensus and understand the overall affordability of the future service, balancing financial and social return. A few investment options will be developed to understand the likely affordability of each. This will enable the Council to establish a minimum financial threshold for compliance and the development of a service specification and contract that is financially sustainable for the Council.

- 1.13 There are also non-financial advantages to having joined-up service across the local area which will enhance the service offer for customers by enabling access to more facilities as part of their membership offer and harmonised pricing, for example.

2.0 BACKGROUND INFORMATION

- 2.1 The Brentwood Leisure Centre had been managed by Brentwood Leisure Trust until it went into liquidation in November 2020. At that point Brentwood Borough Council took over the direct management of the leisure centre with consultative support from Everyone Active.
- 2.2 In October 2021 Everyone Active took over the direct management of the leisure centre and in April 2022 also took over the management of the newly opened Hartswood Pavilion, Splash Pd and Outdoor Adventure Play in King George's Playing Fields.
- 2.3 The initial contract was up until 30 September 2023.
- 2.4 In order to align the leisure contracts at Brentwood Borough Council and Rochford District Council as part of the strategic partnership it is proposed to extend the existing contract with Everyone Active until March 2025, to mirror the expiration of the leisure contract at Rochford. It is proposed that Brentwood Borough Council and Rochford District Council undertake a joint procurement for new leisure operator to manage the following four sites:
- Brentwood Centre
 - Hartswood Pavilion (including splash pad and outdoor adventure play)
 - Clements Hall Leisure Centre
 - Rayleigh Leisure Centre

It is also proposed that the Football Hub once built will also form part of the leisure contract.

3.0 OTHER OPTIONS CONSIDERED

- 3.1 If Brentwood Borough Council were to undertake the feasibility and procurement process on its own then the costs for the Council would increase whereas undertaking it jointly with Rochford District Council reduces the costs to both authorities.
- 3.2 The Council looked at other consultants that are on the same framework to look at maximising the value for money. By utilising an existing framework, a direct appointment can be made, and in turn speeds up the procurement process.
- 3.3 Officers have also contacted other Essex authorities to see if any are interested in joining Brentwood and Rochford Council's in this process. There was limited interest, but both Councils need to be aware that there are time pressures to get a new leisure contract in place by 1 April 2025.

4.0 RELEVANT RISKS

- 4.1 SLC manages between 60-70 major consultancy projects per annum and have gained a reputation around their expertise, quality assurance and appointment of a team to deliver within the desired timescales.
- 4.2 Establishing an acceptable risk share for the contract and a suitable timeframe for the tender process will also help to optimise the outcome for the Councils.
- 4.2 The investment options might involve remodelling/refurbishment rather than any wholesale redevelopment of facilities. There will be a strong focus on the commercial return on the options to strengthen the business case for investment.

5.0 ENGAGEMENT/CONSULTATION

Engagement will be undertaken with key internal and external stakeholders as part of the feasibility and procurement process.

6.0 FINANCIAL IMPLICATIONS

Name & Title: Tim Willis, Director – Resources & Section 151 Officer

Tel & Email: 01277 312500 / tim.willis@brentwood.rochford.gov.uk

By procuring a joint contract, the Councils are able to realise savings of c. £17,500 each on this consultancy support.

Project stages – feasibility	Project fees
Stage 1 – Project inception, needs assessment and facility mix development	£9,525.00
Stage 2 – Options development	£3,301.75
Stage 3 – Design Development	£2,672.00
Stage 4 – Reporting	£4,377.75
Total sub total	£19,876.50
Project stages - Procurement	
Stage 1 – Project inception	£1,218.75
Stage 2 – Procurement strategy	£7,475.00
Stage 3 – Procurement documents	£5,525.00
Stage 4 – Tender process and evaluation	£11,325.00
Stage 5 – Contract award and mobilisation	£2,112.50
Project management	£4,875.00
Total sub total	£32,531.25
Total costs to Brentwood Borough Council	£52,407.75

The costs for these works will be met out of existing reserves.

7.0 LEGAL/GOVERNANCE IMPLICATIONS

Name & Title: Claire Mayhew, Acting Joint Director – People & Governance & Monitoring Officer

Tel & Email 01277 312500 / Claire.mayhew@brentwood.rochford.gov.uk

If the Councils procure external legal advisors to support the development and award of the new contract, this will also yield significant additional savings compared with procuring legal support for the development of two separate management contracts.

8.0 EQUALITY & HEALTH IMPLICATIONS

Name & Title: Kim Anderson, Corporate Manager - Communities, Leisure and Health

Tel & Email 01277 312500 kim.anderson@brentwood.gov.uk

The Public Sector Equality Duty applies to the Council when it makes decisions. The duty requires us to have regard to the need to:

- a. Eliminate unlawful discrimination, harassment and victimisation and other behaviour prohibited by the Act. In summary, the Act makes discrimination etc. on the grounds of a protected characteristic unlawful.
- b. Advance equality of opportunity between people who share a protected characteristic and those who do not.
- c. Foster good relations between people who share a protected characteristic and those who do not, including tackling prejudice and promoting understanding.

The protected characteristics are age, disability, gender reassignment, pregnancy and maternity, marriage and civil partnership, race, religion or belief, gender, and sexual orientation. The Act states that 'marriage and civil partnership' is not a relevant protected characteristic for (b) or (c) although it is relevant for (a).

The proposals in this report will not have a disproportionate adverse impact on anybody with a protected characteristic.

The Council's leisure facilities support the wider Health and Wellbeing agenda that supports our residents to maintain healthy and active lifestyles.

9.0 ECONOMIC IMPLICATIONS

Name & Title: Phil Drane, Director - Place

Tel & Email 01277 312500 / phil.drane@brentwood.rochford.gov.uk

Maintaining and developing the wide range of facilities is important to ensure that Brentwood remains a great place to live, work and visit.

REPORT AUTHOR:

Name: Kim Anderson

Title: Corporate Manager, Community Leisure and Health

Phone: 01277 312500

Email: kim.anderson@brentwood.gov.uk

APPENDICES

BACKGROUND PAPERS

SUBJECT HISTORY (last 3 years)

Council Meeting	Date
Leisure Contract – Brentwood Centre and Hartwood Pavilion in King George’s Playing Fields – Finance, Assets, Investment and Recovery Committee	13 September 2023
Brentwood Centre procurement – Community, Environment and Enforcement Committee	9 March 2021
Leisure Contract Feasibility and Procurement	13 September 2023

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Committee Title: Leisure Strategy Action Plan 2023-24

Date: 18 September 2023

REPORT TITLE:	Leisure Strategy Action Plan 2023-24
REPORT OF:	Tracey Lilley – Director of Communities & Health

REPORT SUMMARY

The Leisure Strategy 2018-28 is one of the key strategies for the Council to ensure that its leisure facilities now are not only fit for purpose now, but for the future. The Strategy and annual action Plan set the vision of what the Council needs to achieve, the challenges it faces and how the priorities and outcomes have been identified. The Annual Action Plan sets out what has been delivered in 2022-23 and the planned activity for 2023-24

RECOMMENDATION

R1: To agree the Leisure Strategy action plan for 2023-24 and to note the progress in 2022-23.

SUPPORT ING INFORMATION

1.0 REASON FOR RECOMMENDATION

- 1.1 As part of the Council's due diligence in delivering a successful leisure strategy, members and officers need to have a complete picture of the current associated costs, risk profiles of the Borough Leisure facilities and identify opportunities for income generation.
- 1.2 In light of the coronavirus and its long-term impact, the cost-of-living crisis it is important that the strategy is flexible and reactive when it needs to be.
- 1.3 Comments received from Sport England as part of the Local Development Plan consultation, stated that a Leisure Strategy is required that assesses Council owned sports and leisure facilities in order that the Council can continue to work with partners to ensure that appropriate provision is made for the residents of Brentwood. The strategy should not only consider how the Council can provide services, but also how other partners can. The strategy should also use current sports facility evidence to identify strategic priorities to then inform what will be included in the Council's Infrastructure Delivery Plan. Following this feasibility work, the Council will then be able to determine which projects will be funded by the Community Infrastructure Levy (CIL) and those funded by planning obligations.

- 1.4 As part of the Council Asset Management Strategy there is also a need to maximise income where possible from its asset portfolio.

2.0 BACKGROUND INFORMATION

2.1 The Leisure Strategy 2018-28 was agreed by Members, and it was also agreed that an annual action plan would come back to the relevant Committee to inform members of the progress made on the implementation of the Strategy.

2.2 The Strategy is split into six workstreams:

- Built facilities
- Open Spaces
- Play Areas
- Sport
- Health and wellbeing
- Leadership, Management and Oversight

The annual action plan in Appendix A, sets out the work that has been delivered in April 2022- March 2023 and the proposed planned activity between April 2023 – March 2025.

2.3 The Leisure Strategy is aligned with Public Health England, Sport England and the Mid and South Integrated Care Board (MSE ICB), Essex County Council's sport and health priorities.

2.4 The development of the Basildon and Brentwood Alliance, Brentwood's Health and wellbeing Board and the Council's Asset Management Strategy are also closely linked to the Strategy.

2.5 The Council also works closely with Find Your Active Essex to promote physical and mental health and wellbeing together with the Council's leisure operator Everyone Active to promote activities and programmes for the community.

2.6 The Borough's Health and Wellbeing Board and the Brentwood and Basildon Alliance and its sub-groups look at reducing health inequalities for our communities.

2.7 The Leisure Strategy also looks at where strategic investment needs to be made into leisure and community facilities and that with any new facilities adopt some key principles: - carbon neutral, BREEAM excellent so that we maximise energy efficiency and reduce utility and lifecycle costs to enable more financial viability.

2.8 In light of the insolvency of Brentwood Leisure Trust it is also important that there is robust contract management in place with the Council's leisure operator and that any issues and areas of concern are identified early.

3.0 OTHER OPTIONS CONSIDERED

3.1 The Leisure Strategy is one of the key strategies for the Council. To deliver a successful Leisure Strategy, Members and Officers need to have a complete picture of the costs of the current provision, how it measures in value for money terms, the future options available to them, together with any risk profiles associated with its leisure facilities.

3.2 The Leisure Strategy Working Group identified that without a Leisure Strategy in place the Council has no clear path on how it will deliver its desired outcomes or identify the priorities that will support delivery.

3.3 The key decision for Brentwood Borough Council is how to best provide the level of leisure provision for both current and future Brentwood residents, bearing in mind that it has existing but ageing facilities and that the Council will also be faced with ongoing budgetary and development growth pressures.

4.0 RELEVANT RISKS

4.1 As part of the Council's Operational Risk Register, the associated are split out into the six workstreams.

4.2 Any new facility development will have Leadership, Management and Oversight workstream risks

5.0 ENGAGEMENT/CONSULTATION

5.1 Engagement is had with key stakeholders such as the NGBs and the leisure operator.

6.0 FINANCIAL IMPLICATIONS

Name & Title: Tim Willis, Director – Resources & Section 151 Officer
Tel & Email: 01277 312500 / tim.willis@brentwood.rochford.gov.uk

One of the key drivers for the Leisure Strategy is to reduce the Council's current revenue and capital costs on its leisure facilities and ensure that they are affordable, sustainable and fit for purpose to meet future requirements. The Council needs to ensure that all costs and income are identified and agreed at all stages of the delivery of the Leisure Strategy and that the appropriate procurement processes are adhered to.

7.0 LEGAL/GOVERNANCE IMPLICATIONS

Name & Title: Claire Mayhew, Acting Joint Director – People & Governance & Monitoring Officer
Tel & Email 01277 312500 / Claire.mayhew@brentwood.rochford.gov.uk

Councils have legal duties for promoting wellbeing, both to individuals (Care Act 2014) and to the population across their areas (Local Government Act 2000). Intrinsic in this are new public health duties for improving the health of their populations including "giving information, providing services or facilities to promote healthy living and providing incentives to live more healthily" (Department of Health 2012). There is a strong legislative framework within which local authorities should invest in provision of sport, leisure, physical activity and open space services and infrastructure although many leisure services and facilities are discretionary functions.

8.0 EQUALITY & HEALTH IMPLICATIONS

Name & Title: Kim Anderson, Corporate Manager - Communities, Leisure and Health
Tel & Email 01277 312500 kim.anderson@brentwood.gov.uk

Under the Public Sector Equality Duty (s.149 of the Equality Act) the Council needs to have due regard to the need to achieve the objectives set out under s149 of the Equality Act 2010. The Leisure Strategy will promote accessible leisure facilities that all residents can enjoy supporting their physical and mental health and wellbeing.

9.0 ECONOMIC IMPLICATIONS

Name & Title: Phil Drane, Director - Place

Tel & Email 01277 312500 / phil.drane@brentwood.rochford.gov.uk

Improving the health and wellbeing those living, working and visiting the borough can benefit the local economy in a multitude of ways and supporting the most vulnerable in our community. The regular review of the action plan will help to ensure that the Council is on track towards achieving goals set within the workstreams set out in the report.

REPORT AUTHOR:

Name: Kim Anderson

Title: Corporate Manager, Community, Leisure and Health

Phone: 01277 312500

Email: kim.anderson@brentwood.gov.uk

APPENDICES

Appendix A – Leisure Strategy Annual Action Plan 2022-23

BACKGROUND PAPERS

SUBJECT HISTORY (last 3 years)

Council Meeting	Date
Leisure Strategy Review and Action Plan - Community and Health Committee	9 March 2021

LEISURE STRATEGY Action Plan 2023-24



Brentwood 2025

Where everyone matters

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**BRENTWOOD
BOROUGH COUNCIL**

Leisure Strategy 2018-28

Built Facilities

- Brentwood Centre
- Football Hub
- Community Centre
- Parks

Open Spaces

- Country Parks
- Formal open spaces
- Play pitches
- Allotments
- Woodlands

Play areas

- Play Area Strategy
- Maintenance

Sport

- Golf Course
- Football
- Partnership working
- Activities & programmes

Health and Wellbeing

- Healthy places
- Increase participation & Activities
- Promote & Support Livewell campaign

Leadership, Management & Oversight

- Feasibility & Procurement
- Client meetings
- External funding
- Lifecycle costs



Brentwood 2025

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Built facilities

Key Challenges – increased building & utility costs

Brentwood Centre

- Upgrade of gym equipment
- New flooring in reception and pool viewing area
- New LED lights in International Hall
- Upgrade in BMS system in progress
- Upgrade ground floor toilets in progress
- PV on roof options being explored

Community Halls

- CVS moved to Merrymeade House
- New 30year lease for SNAP
- New lease for Hutton Poplars Hall
- Report to September FAIR re Hutton Poplars Lodge
- Negotiations in progress for new leases for Bishops Hall & Nightingale Centre.

Football Development

- Football Hub development in progress
- Larkins Playing Fields new pavilion

Open Spaces

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Country Parks	Formal Open Spaces	Play Pitches	Allotments	Woodlands
<ul style="list-style-type: none">• Warley Country Park• Hutton Country Park• Merrymeade	<ul style="list-style-type: none">• King George's Playing Fields	<ul style="list-style-type: none">• Review of Play Pitch Strategy• See built facilities	<ul style="list-style-type: none">• Options for additional allotment sites – September Clean & Green Committee report	<ul style="list-style-type: none">• Income generation



Brentwood 2025

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Play Areas & Sport

Play Areas

- Play Area Strategy
- Maintenance of existing sites
 - Courage's Playing Fields
 - Warley
 - KGPF
 - River Road
 - Hutton Recreation

Sport

- Golf Course – new practice facilities
- Football – Hub development, Brentwood Town FC, Larkins site development
- Partnership Working – Play Pitch strategy refresh
- Activities and programmes

Health and Wellbeing

Key Challenges ...

Healthy Places

- Health Impact Assessments (HIA)
- BREEAM excellence for new developments
- Health in All Policies
- Dementia Friendly

Increase Participation and Activities

- TAG Active
- Dance and Dine
- Community Events – Coronation, Family Fun Days
- Try a Tri event

Promote and Support Livewell Campaign

- Health and Wellbeing Board
- Community Connect Trailer
- Social Prescribing
- Brentwood and Basildon Alliance

Leadership, Management & Oversight

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Feasibility & Procurement

- Report to FAIR 13 September
- Establish new Leisure Strategy Working Group
- Viable options
- New leisure contract from 1 April 2025

Client Meetings

- Fortnightly client meetings with Leisure Operator
- Agreed priorities re BBC and Leisure Operator improvements
- Regular presentation to the relevant Committee

External funding

- S106 developer contributions
- CIL adoption
- Football Foundation funding
- Sport England – swimming pool support fund
- UKSPF
- Grant finder

Lifecycle costs

- Identified pre-planned works, investment options and and payback period
- New developments & ongoing running costs on the lifespan of the building
- Retrofitting where viable with payback period



Brentwood 2025

Where everyone matters

www.brentwood.gov.uk



Q&A

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Brentwood 2025

Where everyone matters

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BRENTWOOD
BOROUGH COUNCIL



Committee Title: Housing, Health and Community

Date: 18th September 2023

REPORT TITLE:	Brentwood Health and Wellbeing Board Update
REPORT OF:	Tracey Lilley, Director of Community and Health

REPORT SUMMARY

The Health and Wellbeing Strategy 2020 – 2023, was written before the COVID-19 pandemic and is due to be refreshed before 2024. In light of the upcoming strategy refresh the public health team felt it necessary to have an updated, post-pandemic snapshot of the health and well-being of the borough in line with current data, in order to update the priorities to best suit the needs of the residents.

The populations of England and Wales have been ageing steadily over the past several years, as indicated in the findings of the 2021 Census, which reveals a significant increase in individuals belonging to older age groups and over 18.6% (11 million) of the total population aged 65 years or older (ONS, 2023). This contrasts with the 16.4% recorded during the previous census in 2011. The population in Brentwood is 77,000 with a significant retired population - an ageing population trend projected to continue.

Snapshot of key findings

Dementia

- The ageing demographic and increased prevalence of dementia related conditions (projecting to reach over 1 million by 2025) signifies an ever-growing public health concern (PHE, 2021).
- In Brentwood 65.3% of aged 65+ are diagnosed with dementia (OHID, 2022).

Diabetes

- There are fewer residents in Brentwood being diagnosed and subsequently treated than current projections of estimated prevalence for the condition (OHID, 2019).

Mental Health

- The prevalence of mental health conditions is rising across all age groups. In a post COVID-19 pandemic world self-reported feelings of loneliness and social isolation are increasing. 1.4 million adults in the UK stating they are often lonely (Age UK, 2023).
- In Brentwood, 'Occasionally lonely' has increased from 20% (2021) to 25% in (2022) (Sport England, 2022)
- The number of people who have died by suicide is 15 per 100,000 population.
- Smoking prevalence highest for patients with Long-term Mental Health conditions in Brentwood

Physical activity

- The number of children in Year 6 (aged 10-11 years) with a BMI classified as living with obesity or severe obesity, has increased by 2 percentage points in the last 2 years
- Levels of physical activity in children are decreasing and 30% of year 3 to year 11 children are doing less than 30 minutes of exercise a day

Further information is included in the attached presentation.

The three delivery subgroups; Ageing well, Start well and Find your active Brentwood, have their own separate action plans which are refreshed and reviewed yearly in order to work towards the priorities within the strategy. The current existing priorities are:

- Reducing the prevalence of adult and child obesity
- Reduce social isolation across the generations
- Improving our ability to Age Well
- Supporting everyone to Start Well

The new agreed overarching priorities are:

- Community Resilience
- Cost of Living Crisis
- Mental Health support
- Active Environments

The overarching priorities will be incorporated into the planning and designing of interventions within each subgroup's actions plans. The continued support and funding from Essex County Council provides a broad scope to deliver impactful projects that overcome health inequalities and meet agreed priorities.

The deadline for the draft strategy refresh is October 2023. Consultation with partners will begin at the end of October through to the end of November 2023. The final draft with feedback and amendments will be finalised by December. We anticipate the strategy will be complete by December 2023, ready for implementation at the start of 2024.

SUPPORT ING INFORMATION

1.0 BACKGROUND INFORMATION

See attached presentation.

2.0 OTHER OPTIONS CONSIDERED

Not applicable.

3.0 RELEVANT RISKS

No associated risks, as funding received is from an external source.

4.0 ENGAGEMENT/CONSULTATION

Will be undertaken with relevant partners, members and Health and Wellbeing Board members.

5.0 FINANCIAL IMPLICATIONS

Name & Title: Tim Willis, Director – Resources & Section 151 Officer
Tel & Email: 01277 312500 / tim.willis@brentwood.rochford.gov.uk

The Health and Wellbeing Board is a partnership board and externally funded.

6.0 LEGAL/GOVERNANCE IMPLICATIONS

Name & Title: Claire Mayhew, Acting Joint Director – People & Governance & Monitoring Officer
Tel & Email 01277 312500 / Claire.mayhew@brentwood.rochford.gov.uk

Any funding arrangements will be agreed by the Health and Wellbeing Board as part of their governance arrangements.

7.0 EQUALITY & HEALTH IMPLICATIONS

Name & Title: Kim Anderson, Corporate Manager - Communities, Leisure and Health

Tel & Email 01277 312500 kim.anderson@brentwood.gov.uk

The Public Sector Equality Duty applies to the Council when it makes decisions. The duty requires us to have regard to the need to:

- a. Eliminate unlawful discrimination, harassment and victimisation and other behaviour prohibited by the Act. In summary, the Act makes discrimination etc. on the grounds of a protected characteristic unlawful.
- b. Advance equality of opportunity between people who share a protected characteristic and those who do not.
- c. Foster good relations between people who share a protected characteristic and those who do not, including tackling prejudice and promoting understanding.

The protected characteristics are age, disability, gender reassignment, pregnancy and maternity, marriage and civil partnership, race, religion or belief, gender, and sexual orientation. The Act states that 'marriage and civil partnership' is not a relevant protected characteristic for (b) or (c) although it is relevant for (a).

The proposals in this report will not have a disproportionate adverse impact on any people with a particular characteristic and the Health and Wellbeing Strategy funding supports the most vulnerable in the community.

8.0 ECONOMIC IMPLICATIONS

Name & Title: Phil Drane, Director - Place

Tel & Email 01277 312500 / phil.drane@brentwood.rochford.gov.uk

It is important as part of placemaking that our residents have access to and are supported with appropriate health and wellbeing services and programmes.

REPORT AUTHOR:

Name: Hannah Cantwell and Jo Cory

Title: Public Health Apprentice and
Corporate Public Health Officer

Phone: 01277 312688

Email: Hannah.cantwell@brentwood.gov.uk

Jo.cory@brentwood.gov.uk

APPENDICES

Appendix A – Health and Wellbeing Board update report

BACKGROUND PAPERS

SUBJECT HISTORY (last 3 years)

Council Meeting	Date



Brentwood's Health & Wellbeing Board update

Hannah Cantwell

7th July 2023

What is covered

- H&W board & strategy
- Snapshot of population and health of Brentwood
- Pandemic and Cost of Living Impacts
- Strategy refresh – overarching themes
- Project funding for 23/24
- Timeline



What is the H&W board?

Board is comprised of:

- Members
- Officers
- Representatives from the NHS, Essex County Council and Essex Child and Family Wellbeing Service
- Community, faith and voluntary sector organisations

The Board is non-statutory; its purpose is to work together to address the health and wellbeing needs of residents, to foster ongoing and effective partnership working, whilst ensuring that its work complements that of the Essex Health and Wellbeing Board and priorities are aligned to the Essex Joint Health and Wellbeing Strategy.

Public Health

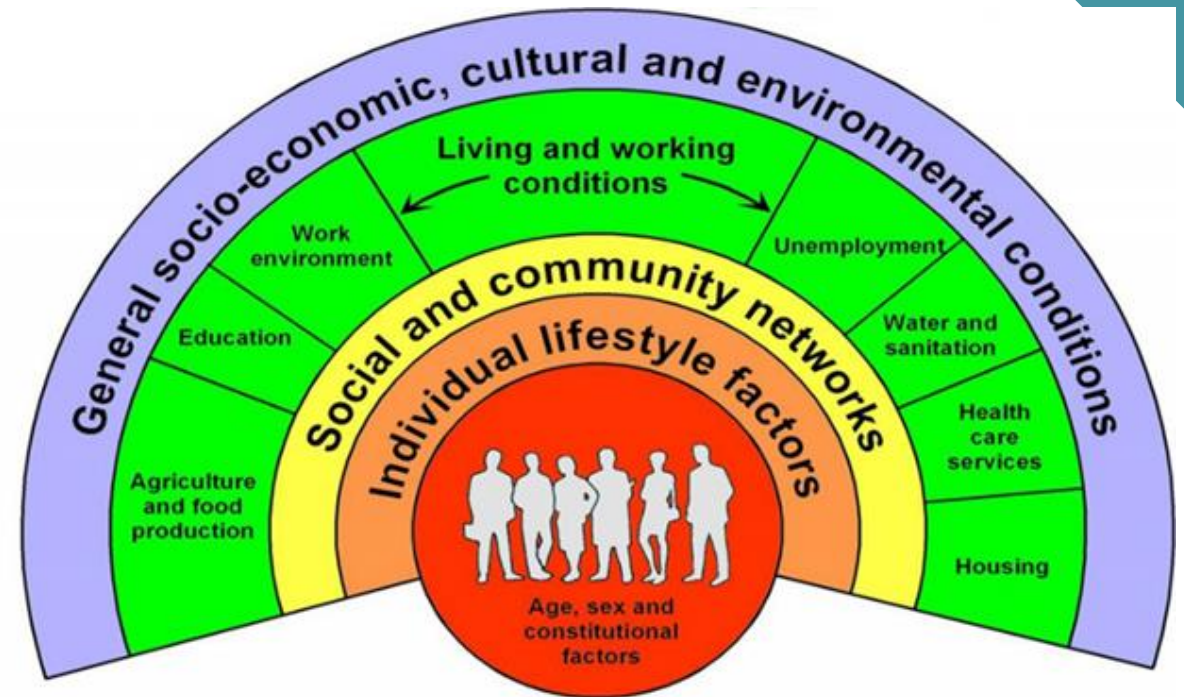
UK Health Security Agency (UKHSA)
Manages health protection

Office for Health Improvement and Disparities' (OHID)
Oversees health promotion and levelling up inequalities

What is the Health and Wellbeing strategy?

Brentwood H&W Strategy is focused on three priority issues for Brentwood:

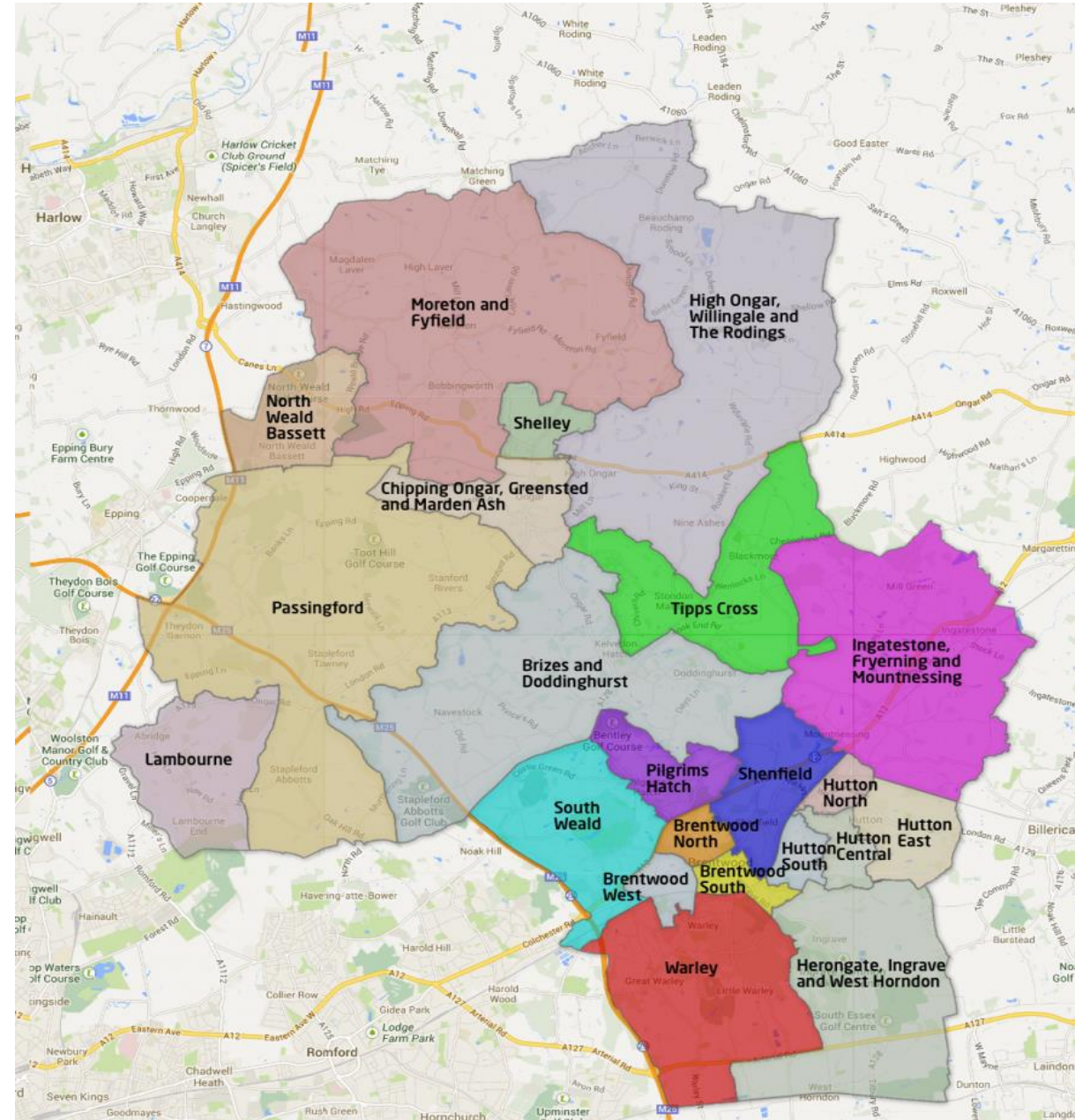
1. Ageing Well
2. Tackling Obesity and Improving Physical Health
3. Start Well



Source: Dahlgren and Whitehead, 1991

Snapshot of the population

- Population in East of England: 6.3 million
- Population of Brentwood: Over 77,000
 - ☐ Male - 37,510
 - ☐ Female - 39,732
- Significant retired population - an ageing population trend projected to continue
- An increase of 10.3% in people aged 65 years and over (ONS,2022)



Health

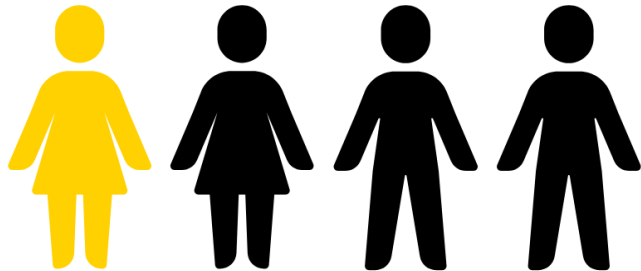
Life expectancy

➤ By 2050, one in four people in the UK will be aged 65 years or over.

📄 Male Life expectancy – 80 (England 79)

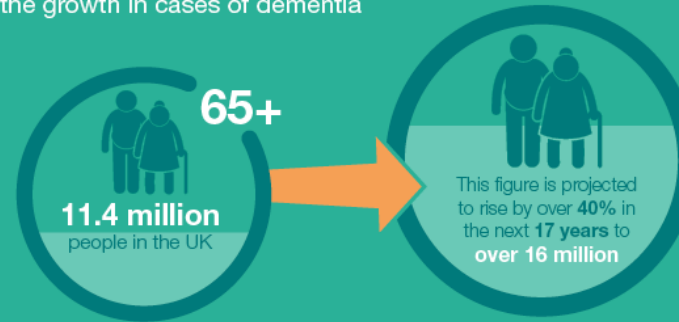
📄 Female Life expectancy – 84 (England 83)

➤ Average age in Brentwood: 42 years (ONS,2022)



Age is the biggest risk factor for dementia

The ageing population is fuelling the growth in cases of dementia



By 2040

nearly 1 in 4 people in the UK (24.2%) will be aged 65 or over



1 in 688 people under 65 have dementia



1 in 14 people over 65 have dementia, and this rises to 1 in 6 for people over 80

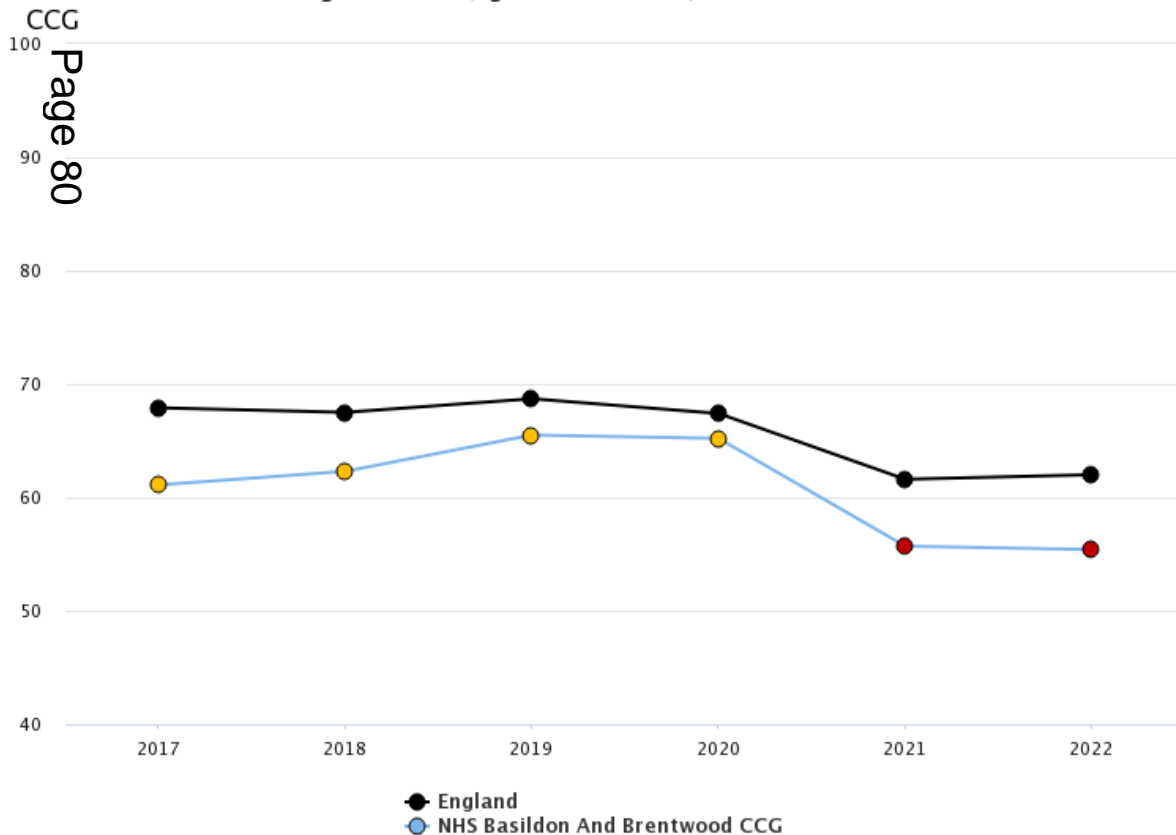


Dementia

Benchmarking against goal:

> 66.7% (significantly) similar to 66.7% < 66.7% (significantly)

Estimated dementia diagnosis rate (aged 65 and over) for NHS Basildon And Brentwood



➤ In Brentwood 65.3% of aged 65+ are diagnosed with dementia (OHID, 2022)

Dementia diagnosis rate:

☐ England: 62.0%

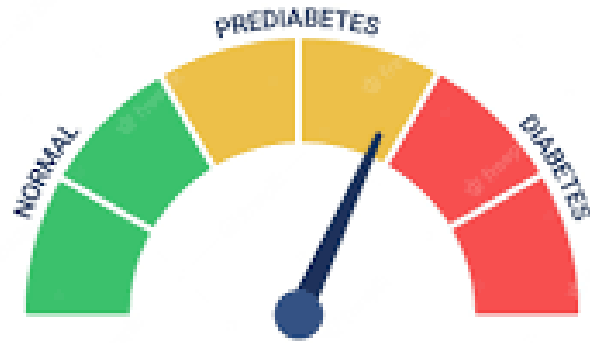
☐ Brentwood and Basildon: 55.4%

➤ The Quality Outcomes Framework (QOF) prevalence of Dementia in England was estimated to be 0.70% but prevalence of dementia in Brentwood was 0.9% (4th highest in Essex)

➤ Referrals to a Memory Clinic increased by 38.8% from 2018 to 2022 (OHID, 2022)

Diabetes

- England diabetes diagnosis rate 78%
- Brentwood diabetes diagnosis rate 68.6%
- This means there are fewer residents in Brentwood being diagnosed and subsequently treated than current projections of estimated prevalence for the condition (OHID, 2019).

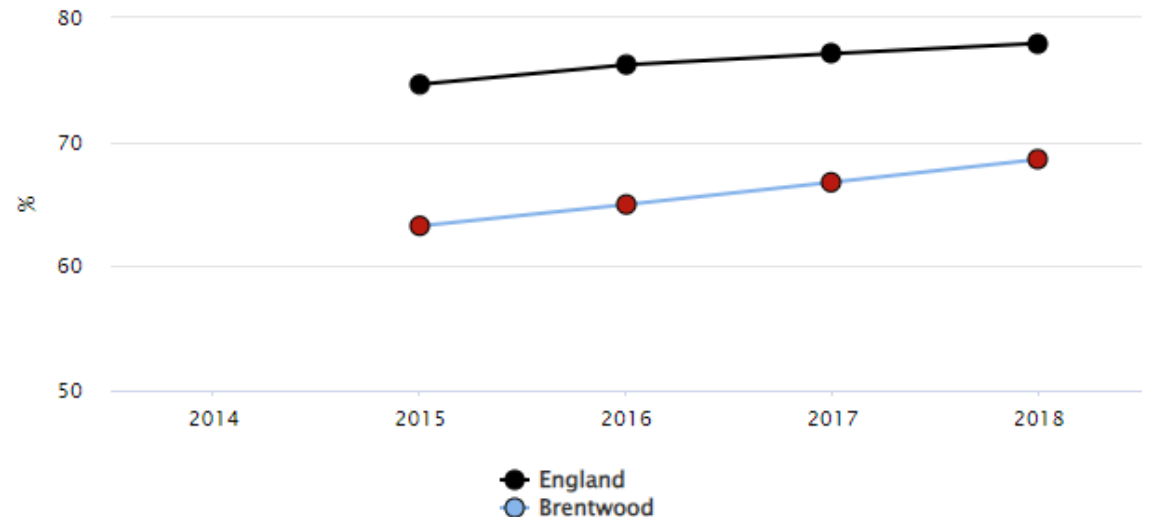


GLUCOSE LEVELS CHART

Estimated diabetes diagnosis rate

[Show confidence intervals](#)

[Show 99.8% CI values](#)



Loneliness and Social Isolation

➤ Loneliness can increase the risk of early mortality by 26%

➤ Loneliness can put people at greater risk of poorer mental health, including depression

Loneliness is higher for people who:

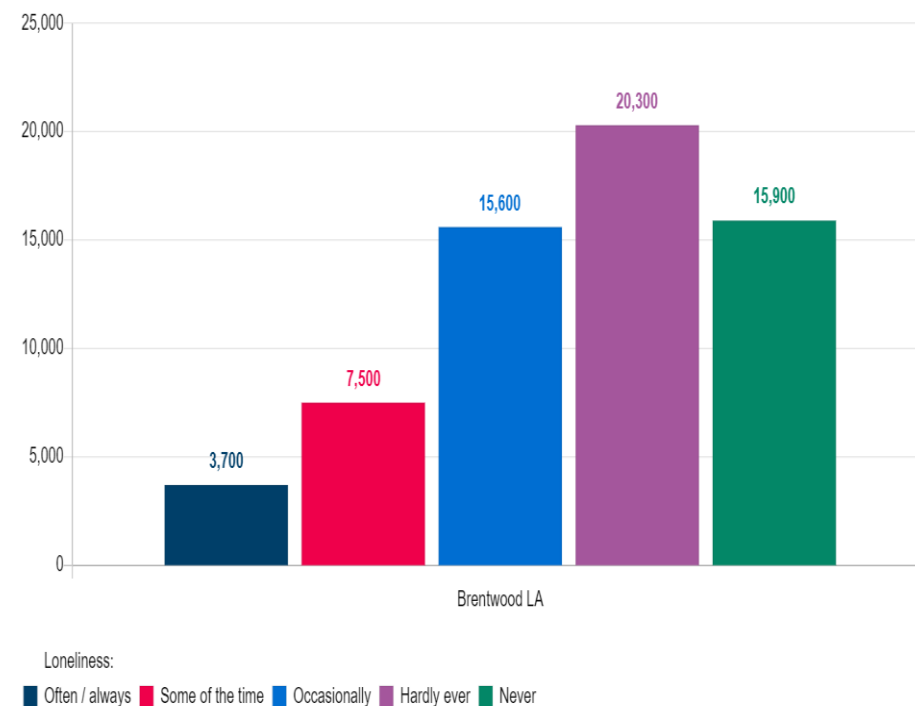
are 16-24 years old

are female

are single or widowed

live with a limiting mental health condition

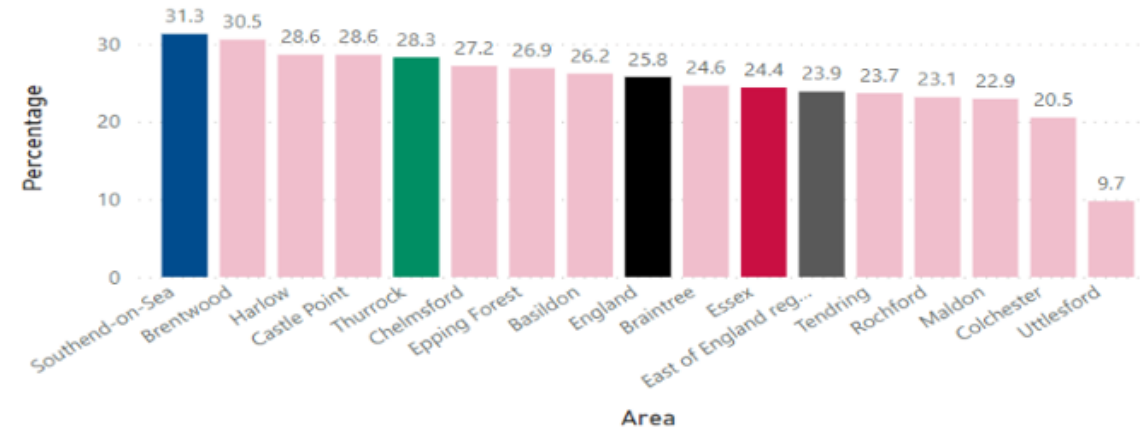
➤ In Brentwood, 'Occasionally lonely' has increased from 20% (2021) to 25% in (2022) (Sport England, 2022)



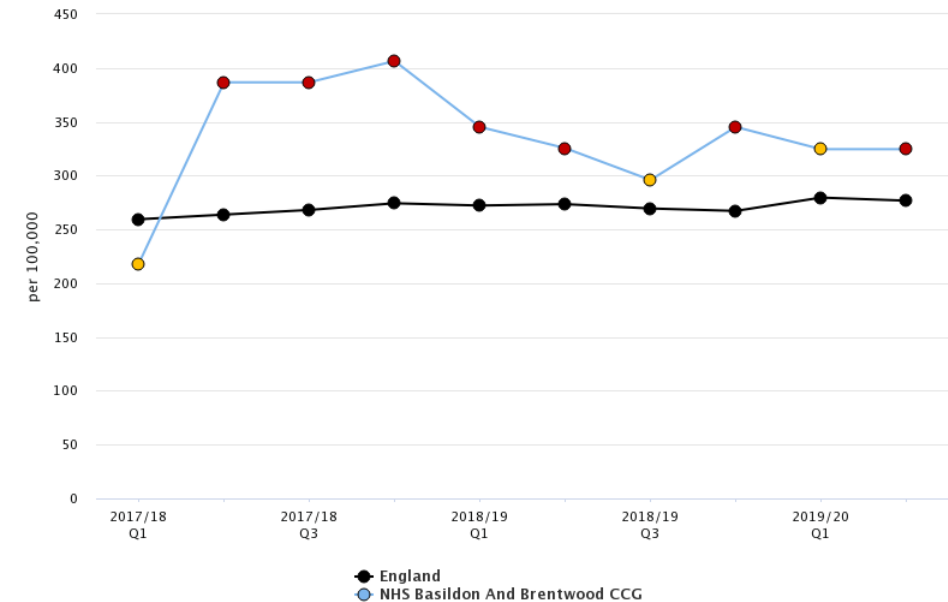
Mental health

- 1 in 4 people experience mental health issues each year
- Mental illness is the second-largest source of burden of disease in England.
- Smoking prevalence highest for patients with LT MH conditions in Brentwood
- Mental health admissions to hospital: rate per 100,000 population – higher than England average
- Dementia is a challenge to older people’s mental health. An estimated 20-40% of people living with dementia are depressed (OHID, 2023)

Smoking prevalence in adults with a long term mental health condition (18+) - current smokers (GPPS)



Mental health admissions to hospital: rate per 100,000 population (18+ yrs) for NHS Basildon And Brentwood CCG



Childhood Obesity

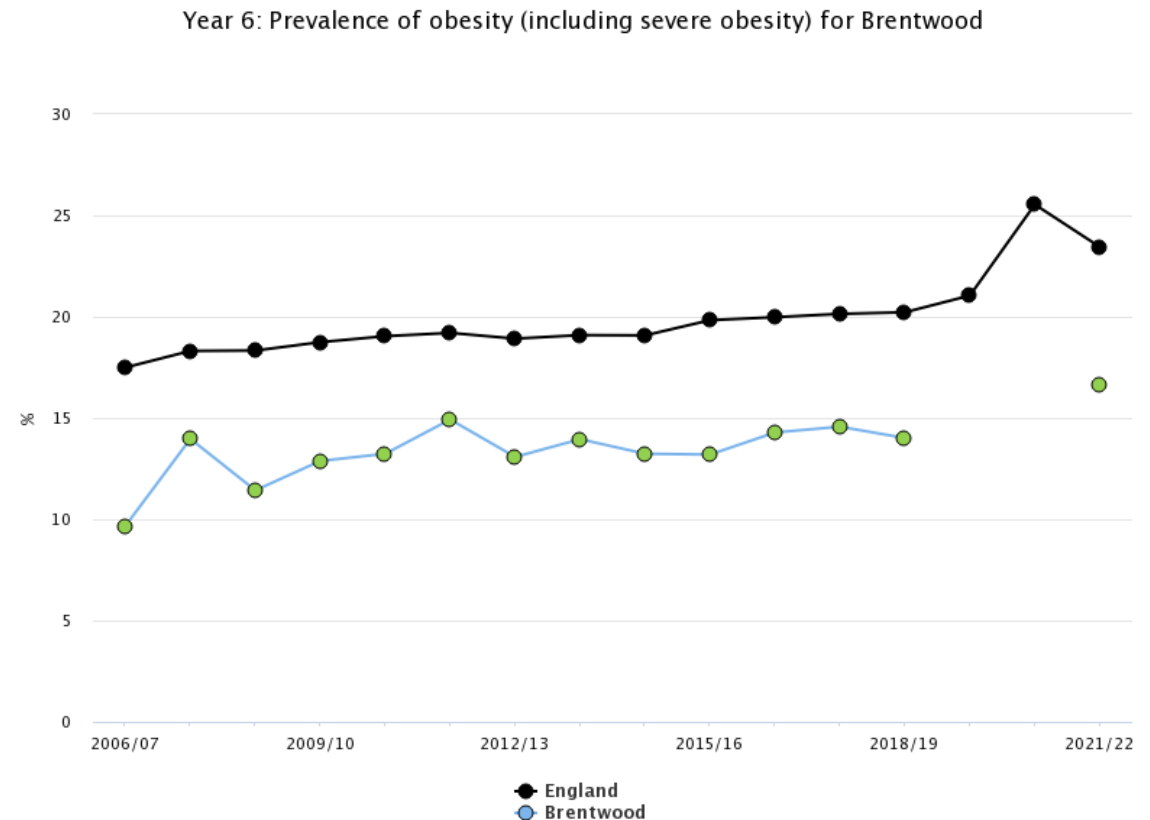
- Number of children in Year 6 (aged 10-11 years) with a valid height and weight measured by the NCMP with a BMI classified as living with obesity or severe obesity.

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☐ England: 23.4%

☐ Brentwood: 16.7%

- Brentwood rate has increased by 2 percentage points in the last 2 years

(Source: OHID, using National Child Measurement Programme, NHS Digital)



Suicide Rate

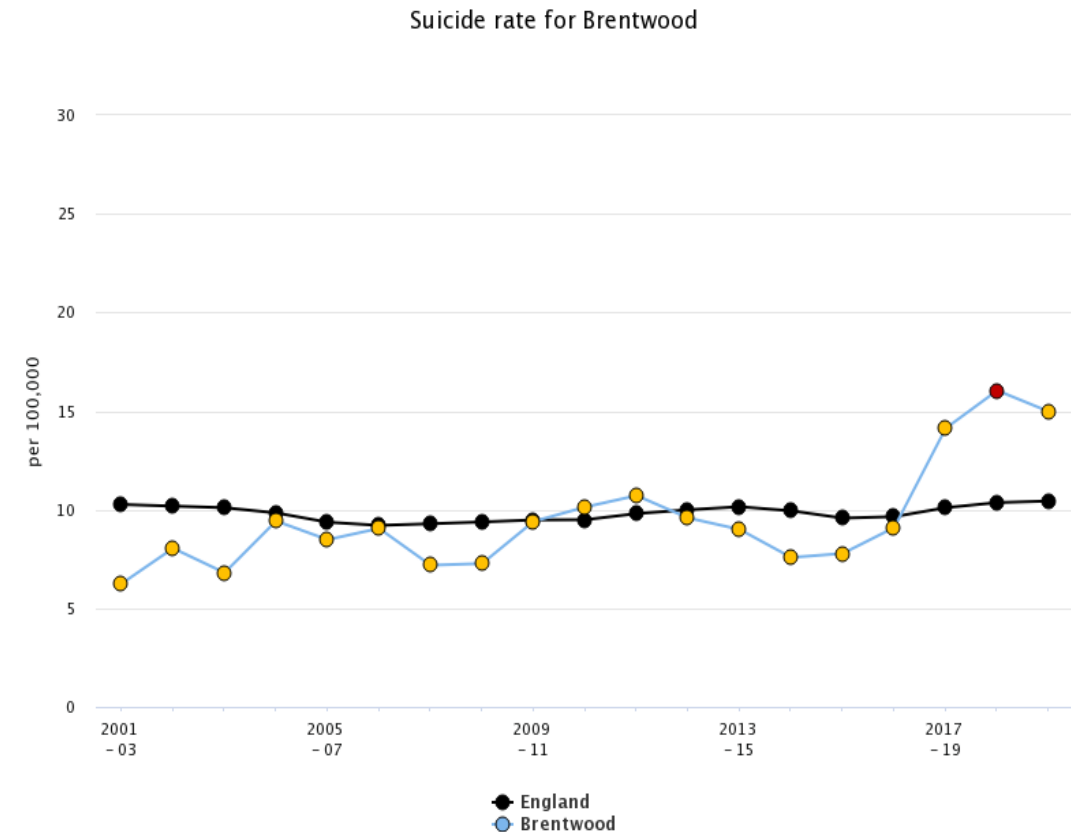
➤ Suicide rates are based on the number of people who have died by suicide per 100,000 population. (ONS, 2023)

☐ England: 10.4

☐ Brentwood: 15.0

➤ Male 74% (highest in 50–54 years)

➤ Female 26% (highest in 45–49 years)



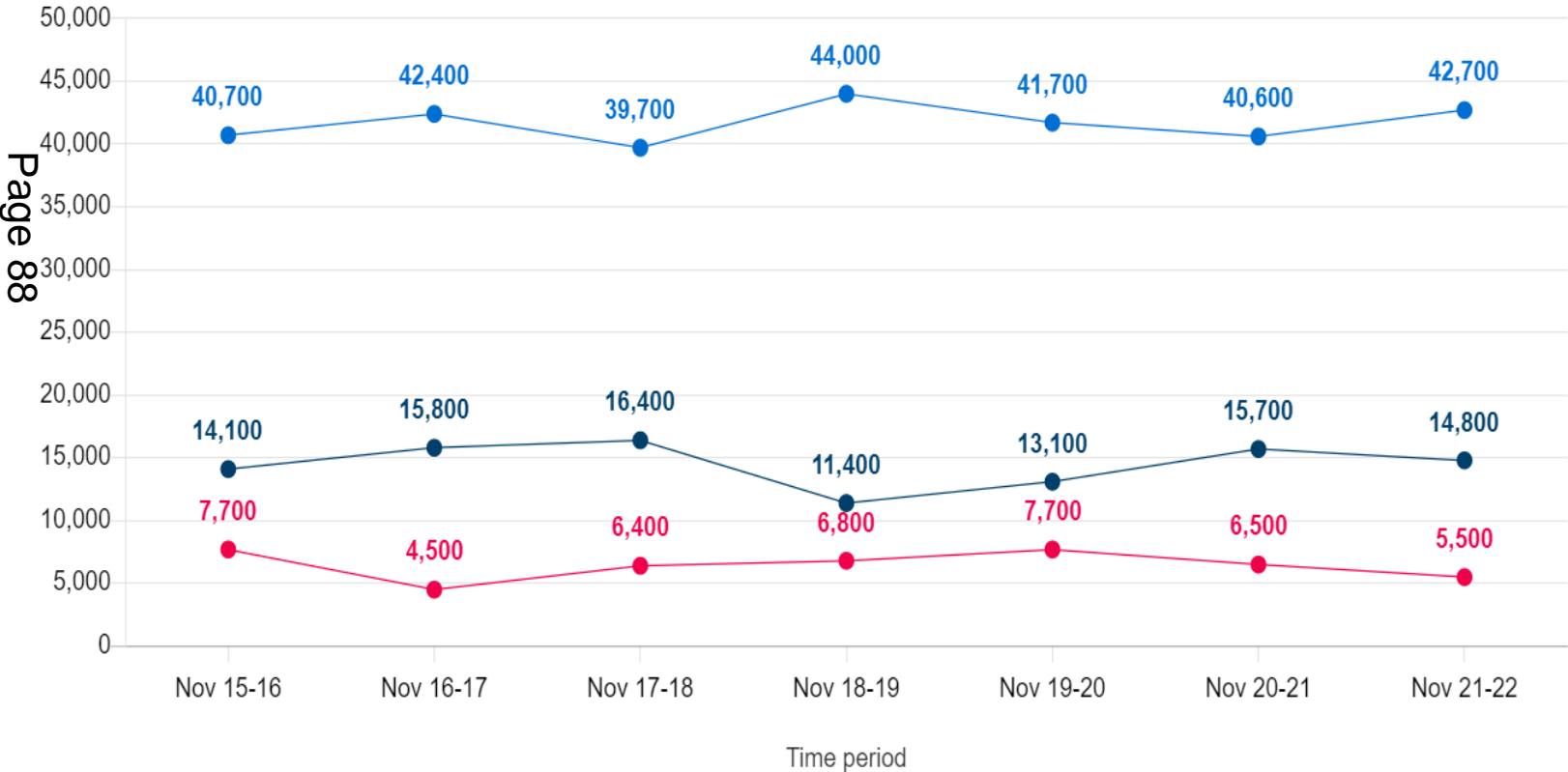
Physical Activity

Physical Activity Levels in Brentwood (2021 – 22)

Adults aged 16+

Levels of activity (Main - 3 categories) - Local Authority and County Council

Brentwood LA



- Active: 67.77%
- Fairly active: 8.7%
- Inactive: 23.49%

(Sport England, 2022)

% Levels of activity (Main - 3 categories):

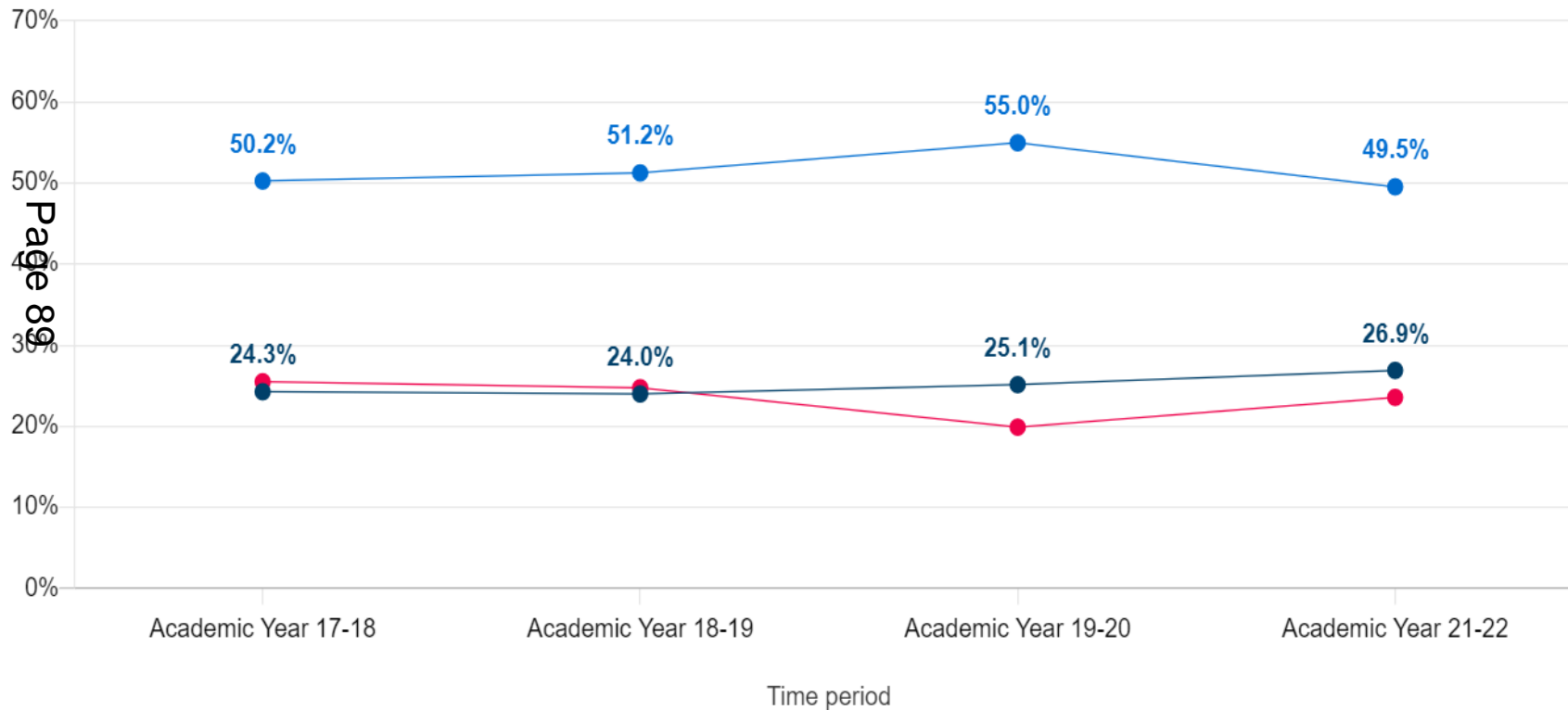
■ Inactive: less than 30 minutes a week
 ■ Fairly active: 30-149 minutes per week
 ■ Active: at least 150 minutes a week

Physical Activity Levels in Brentwood (2021 – 22)

Children and young people aged under 16

Levels of activity - Local Authority and County Council

Brentwood LA



% Levels of activity:

- Less active: less than an average of 30 minutes a day
- Fairly active: an average of 30-59 minutes a day
- Active: an average of 60+ minutes a day

- Levels of physical activity in children are decreasing
- 30% of year 3 to year 11 children are doing less than 30 minutes of exercise a day

(Sport England, 2022)

Level of inactivity increasing - Adults

Brentwood LA							
	Nov 15-16	Nov 16-17	Nov 17-18	Nov 18-19	Nov 19-20	Nov 20-21	Nov 21-22
Inactive: less than 30 minutes a week	22.50%	25.10%	26.20%	18.30%	21.00%	25.00%	23.50%
Fairly active: 30-149 minutes per week	12.30%	7.30%	10.20%	11.00%	12.30%	10.30%	8.70%
Active: at least 150 minutes a week	65.20%	67.60%	63.60%	70.70%	66.70%	64.70%	67.80%

Key Points: Physical Activity

- Breakdown by gender: Male and female are equally as active
- Activity levels decrease with age. The sharpest decrease is age 75+. 41% of adults 75+ are physically active
- Activity is less common for adults with a disability or long-term health condition (61%) than those without (70%) (Sport England, 2022)



Cost of Living

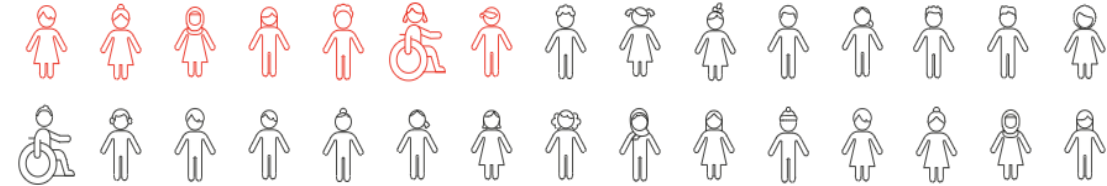
That's 22.8% or 7 children in every classroom of 30
living in poverty in 2020/21

Child Poverty

➤ In Brentwood and Ongar 22.8% children were living in poverty in 2020/21 (Source: End Child Poverty)

18% of children are eligible for free school meals
4 in 10 school children on free school meals achieve 5 passes at GCSE (including Maths and English) compared to 7 in 10 children that are not on free school meals. (Joseph Rowntree Foundation, 2022)

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In your constituency, the percentage of children in poverty **increased by 4.2 percentage points** between 2014/15 and 2020/21



Percentage of children on poverty in Brentwood and Ongar between 2014/15 and 2020/21:

2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21
18.6%	19%	19.4%	19.8%	20%	19.5%	22.8%

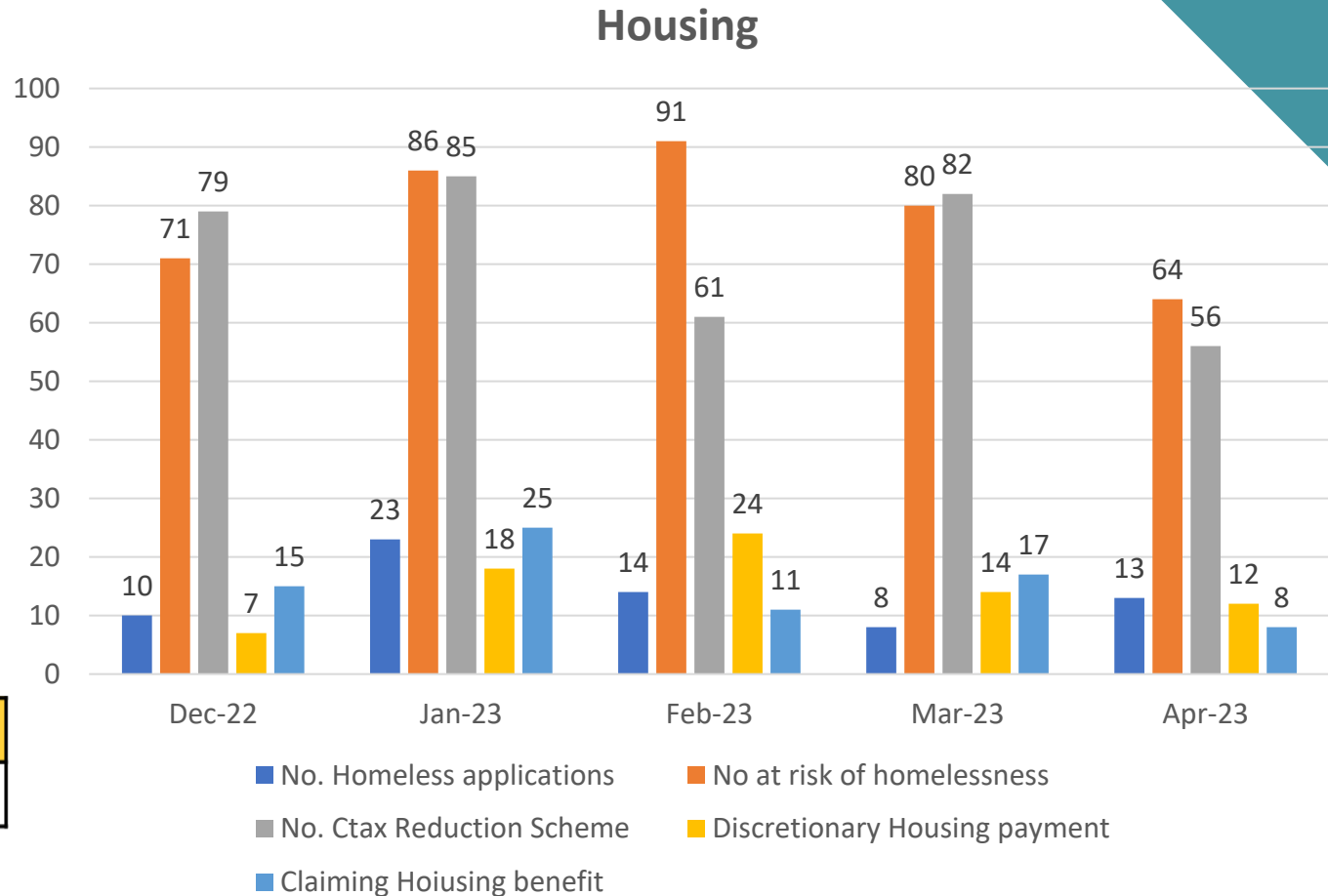
Fuel Poverty & housing

- 12% of households are in fuel poverty
- 18% of children in Brentwood are living in households on Universal Credit. (BBC, 2023)
- Over 51% of children in Universal Credit households are also affected by a deduction. This means their benefits are reduced by up to 25% each month to repay a debt.
- Around 4 in 10 adults are finding it difficult to afford rent or mortgage payments

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Food bank parcels distributed for children in your council area between 2014/15 and 2019/20

2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
5,862	6,586	7,826	9,442	12,217	16,375	21,983	20,444



Overarching themes

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Community Resilience



Mental Health support



Cost of Living Crisis



Active Environments



Timeline 2023

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July – September

Draft refresh completed by September

Early December

Feedback and amendments finalised

October – November

Consultation with Partners

End of December

Final draft published



Thank you

Any Questions?

Email:

Hannah.Cantwell@brentwood.gov.uk

References

- PHE (2021) <https://www.gov.uk/government/organisations/public-health-england/about>
- ONS (2022) [https://www.ons.gov.uk/peoplepopulationandcommunity/healthandsocialcare/healthandwellbeing/methodologies/healthindexindicatorsanddefinitions#:~:text=The%20Health%20Index%20provides%20a.authority%2C%20regional%20and%20national%20levels.
https://www.ons.gov.uk/peoplepopulationandcommunity/healthandsocialcare/healthandwellbeing/articles/howhealthhaschangedinyourlocalarea2015to2020/2022-11-09](https://www.ons.gov.uk/peoplepopulationandcommunity/healthandsocialcare/healthandwellbeing/methodologies/healthindexindicatorsanddefinitions#:~:text=The%20Health%20Index%20provides%20a.authority%2C%20regional%20and%20national%20levels.https://www.ons.gov.uk/peoplepopulationandcommunity/healthandsocialcare/healthandwellbeing/articles/howhealthhaschangedinyourlocalarea2015to2020/2022-11-09)
- OHID (2022) <https://fingertips.phe.org.uk/profile-group/mental-health/profile/dementia/data#page/1>
- OHID (2023) <https://fingertips.phe.org.uk/search/diabetes>
- OHID (2023) <https://fingertips.phe.org.uk/profile-group/mental-health/profile/mh-jsna/data#page/4/gid/1938132922/pat/159/par/K02000001/ati/15/are/E92000001/iid/90581/age/1/sex/4/cat/-1/ctp/-1/yr/1/cid/4/tbm/1>
- Essex JSNA (2023) <https://data.essex.gov.uk/explore-jsna-data/>
- Fingertips (2022) <https://fingertips.phe.org.uk/profile/public-health-outcomes-framework/data#page/1/gid/1000049/pat/15/ati/501/are/E07000068/iid/90366/age/1/sex/1/cat/-1/ctp/-1/yr/3/cid/4/tbm/1>
- Sport England (2023) <https://www.sportengland.org/research-and-data/data/active-lives> & <https://activelives.sportengland.org/>
- OHID (223) using National Child Measurement Programme, NHS Digital - <https://fingertips.phe.org.uk/profile/national-child-measurement-programme/data#page/1>
- ONS (2023) <https://www.ons.gov.uk/peoplepopulationandcommunity/birthsdeathsandmarriages/deaths/datasets/suicidesbylocalauthority>
- End child poverty (2023) <https://endchildpoverty.org.uk/child-poverty/>
- Joseph Rowntree Foundation (2022) <https://www.jrf.org.uk/report/uk-poverty-2022>
- BBC (2023) Internal cost of living data



Committee Title: Housing, Health and Community Committee

Date: 18th September 2023

REPORT TITLE:	Pets as Prizes RSPCA Campaign
REPORT OF:	Tracey Lilley, Director of Community and Health

REPORT SUMMARY

The report provides the context on the ban of giving live animals (e.g., goldfish, etc.) as prizes as set out in the Royal Society for the Prevention of Cruelty to Animals (RSPCA) campaign of 2021 and explains the current legislation framework and recommendations of actions that Brentwood Borough Council can take in support of the RSPCA campaign on an outright ban of giving live animals away on Council owned land.

RECOMMENDATION

- R1: That Brentwood Borough Council agrees that an outright ban of the giving of live animals as prizes in any form, on Brentwood Borough Council owned land is implemented.**
- R2: That Brentwood Borough Council writes to the UK Government requesting an outright ban of live animals as prizes on both public and private land.**
- R3: The Council carries out a review of the current policies and the terms and conditions of the licences and hire of Council owned land and premises to ensure that they reflect the Council's position as regards giving of live animals (e.g., goldfish, etc.) as prizes**

SUPPORT ING INFORMATION

1.0 REASON FOR RECOMMENDATION

- 1.1 The Council was contacted by a resident in Brentwood through their Councillor expressing their concerns that the practice of giving live animals is still not outlawed and has requested that the Council work with the RSPCA to support their campaign to ban outrightly the giving of live animals as prizes on Council owned land.
- 1.2 The RSPCA provides several reasons as to why the giving of such prizes is an outdated practice, their concerns on animal welfare, release of unwanted animal

prizes into the environment and the lack of preparation and understanding of the care that animals require to provide them with a suitable environment.

- 1.3 Therefore, by issuing an outright ban on such activities on all Council owned or operated land and properties, the Council will send a clear message of its commitment to ensure the welfare of animals and help reinforce the message that these practices are no longer desirable in our community.

2.0 BACKGROUND INFORMATION

- 2.1 Currently in England and Wales, it's an offence to give animals away as a prize to anyone under the age of 16, unless accompanied by an adult. This differs from the laws in other countries, for example Scotland where it is an offence in almost all circumstances to give an animal away as a prize to anyone regardless.
- 2.2 Since 2021, almost 50 local authorities across England and Wales have banned pets as prizes.
- 2.3 The Council is not aware of pets as prizes taking place within the Borough but proposes that it formerly supports the RSPCA to stop the practice on Council owned land, as well as write to Central Government to support wider change.
- 2.4 The Councils Terms and Conditions for stallholders for its events and any Event Management Plan also stipulate that there will be no pets as prizes for any event on Council land.

3.0 OTHER OPTIONS CONSIDERED

- 3.1 **Animal Welfare Charter:** Animal Welfare Charter is a statement of intent which reflects the views and concerns of the organisation as regards the welfare of animals. On its own Animal Welfare Charter does carry legal powers but through the existing legal framework the Council can use it to best promote improvement of animal welfare.
- 3.2 Animal Welfare Charter should also set out how the Council will work together with other external agencies and organisations to ensure a coordinated approach to animal welfare issues. It may not be able to address every aspect of animal welfare but may give serve to highlight those areas that the Council considers important and where it feels it can provide influence as a responsible and representative public body.
- 3.3 Currently Brentwood Borough Council does not have an Animal Welfare Charter in place in which it can set out clearly its position on animal welfare and use it an opportunity to promote animal welfare and send a clear message to the community that is strongly oppose any form of animal cruelty.
- 3.4 Brentwood Borough Council has general conditions which applies to all licensable activities involving animals in accordance with the Animal Welfare (England) Regulations 2018. However, these conditions do not provide for prohibition of giving live animals as prizes. It should bear in mind that this Regulation only applies to licensable activities as set out therein.

4.0 RELEVANT RISKS

4.1 Although many local authorities have adopted the ban of giving live animals as prizes on their land, it should be noted that the ban has not been tested in law. So there remains a risk that some aggrieved customer may seek to challenge the legality of the decision. However, the likelihood of such a challenge being lodged is very slim due to the public's change of attitude towards these practices.

5.0 ENGAGEMENT/CONSULTATION

6.0 FINANCIAL IMPLICATIONS

Name & Title: Tim Willis, Director – Resources & Section 151 Officer
Tel & Email: 01277 312500 / tim.willis@brentwood.rochford.gov.uk

There are no financial implications in regard to this report.

7.0 LEGAL/GOVERNANCE IMPLICATIONS

Name & Title: Claire Mayhew, Acting Joint Director – People & Governance & Monitoring Officer
Tel & Email 01277 312500 /claire.mayhew@brentwood.rochford.gov.uk

The current legislations, The Animal Welfare Act (England and Wales) 2006, does not forbid giving live animals as prizes unless they are given to unaccompanied children. The Act makes it an offence, in England and Wales, to give away live animals as prizes if the person can reasonably be believed to be under 16 years of age and is not accompanied by an adult. However, there are some exceptions in section 11 (3)-(6) of the Act. It is a different matter in Scotland, where it is an offence, under the Animal Health and Welfare (Scotland) Act 2006, to offer or give an animal to another person as a prize (whatever their age), except where it is offered in a family context.

A standard clause is to be inserted in the licensing and hiring terms and conditions which sets out clearly that the giving of live animals as prizes on Council owned or managed land and premises is prohibited because the model pet shop conditions cannot be met, and that the prohibition is reasonable.

It should be noted that although many councils have adopted this ban on their land and premises, the position has not been tested in law.

8.0 EQUALITY & HEALTH IMPLICATIONS

Name & Title: Kim Anderson, Corporate Manager - Communities, Leisure and Health
Tel & Email 01277 312500 kim.anderson@brentwood.gov.uk

There are no specific equality and health implications that directly affect the Council arising from this report.

9.0 ECONOMIC IMPLICATIONS

Name & Title: Phil Drane, Director - Place
Tel & Email 01277 312500 / phil.drane@brentwood.rochford.gov.uk

There are no specific economic implications that directly affect the Council arising from this report.

REPORT AUTHOR: **Name: Kim Anderson**
Title: Corporate Manager Community, Leisure and Health
Phone: 01277 312500
Email: kim.anderson@brentwood.gov.uk

APPENDICES

Appendix A: Notice of Motion RSPCA

BACKGROUND PAPERS

SUBJECT HISTORY (last 3 years)

Council Meeting	Date



RSPCA - Pets as Prizes Notice of Motion for Local Authorities

MAY 2021

This Council:

- is concerned about the number of cases reported to the RSPCA each year, regarding pets given as prizes via fairgrounds, social media and other channels in England - and notes the issue predominantly concerns goldfish
- is concerned for the welfare of those animals that are being given as prizes
- recognises that many cases of pets being as prizes may go unreported each year
- supports a move to ban the giving of live animals as prizes, in any form, on [Insert Council name].

The Council agrees to:

- ban outright the giving of live animals as prizes, in any form, on [insert Council name] land.
- write to the UK Government, urging an outright ban on the giving of live animals as prizes on both public and private land.

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Committee: Housing, Health & Community

Date: 18th September 2023

REPORT TITLE:	Housing Policy
REPORT OF:	Lauren Stretch, Director of Housing

REPORT SUMMARY

Since 2020, Housing have been reviewing and renewing all its policies and strategies. Many of these are now approaching their review dates.

On 4 September 2023, a Policy working group was held with members of this committee who were invited to read and make comments and suggestions on the 4 reviewed policies as per below.

Appendix A: Income Management Policy

Appendix B: Former Tenant Debt Recovery Policy

Appendix C: Recharge Policy

Appendix D: Electrical Safety Policy

Any amendments and suggestions have been implemented as discussed to form the final draft documents.

Each policy has had amendments made which are explained below in a more detail.

Income Management Policy

This policy relates to current tenants and all debts from rent accounts and sub accounts such as utilities and recharges. When reviewing this policy, consideration was given to the support that we can provide to Tenants considering the cost-of-living crisis.

Particular attention was given to the ways in which residents can pay and any methods which can simplify it for them such as direct payments to the Council from Universal credit where residents are struggling.

Former Tenant Debt Recovery Policy

This policy has been updated to reflect that all former tenant debts are now passed to a third-party provider for collection. They are responsible for chasing the debt and taking payment.

Where a debt is un-recoverable or all avenues of recovery have failed, they will then refer the case to the Housing Department for write off.

These debts used to be chased in house by our housing officers, however, this process proved inefficient, and debts had risen.

Recharge Policy

This was introduced several years ago and was the first time such a policy had been implemented by Brentwood Borough Council.

The revised policy is very similar; however, the types of recharges have been updated to be more inclusive of unauthorised alterations or tenant neglect/damage to properties as we have seen an increase in these in recent years.

Electrical Safety Policy

This policy was first presented to the Environment, Enforcement & Housing Committee on 5 July 2021 where it was approved.

Since this time, an amendment to the 18th Edition IET Wiring BS 7671:2018 Regulations was implemented on 27 September 2022, to BS7671:2018+A2:2022. The changes include a requirement to protect final circuits supplying electrical socket outlets to ensure there is appropriate protection in higher risk residential buildings, houses in multiple occupation, purpose-built student accommodation and care homes against a prolonged electrical discharge (arc or sparking) or an electrical surge where an unexpected increase in voltage occurs. This fundamental change in Regulation is following the tragic disaster at Grenfell Tower.

RECOMMENDATIONS

R1: To approve the below reviewed policies for immediate implementation by the Housing Service.

- 1. Income Management Policy**
- 2. Former Tenant Debt Recovery Policy**
- 3. Recharge Policy**
- 4. Electrical Safety Policy**

SUPPORTING INFORMATION

1.0 REASONS FOR RECOMMENDATIONS

1.1 In order to keep all Housing policies relevant and up to date with Housing Legislation, they require regular reviews and updates.

2.0 OTHER OPTIONS CONSIDERED

2.1 To leave a policy un-reviewed is not an option as this could mean the Council is working to outdated legislation.

2.2 There has been consideration given to including the Former Tenant Debt Recovery Policy within the Income Management Policy, however, it was felt that it needed to be a document within its own right due to the differing types of possible debt and how this would be handled for collection purposes.

3.0 BACKGROUND INFORMATION

3.1 Since 2020, Housing have been reviewing and renewing all its policies and strategies.

3.2 A full policy schedule has been developed as a working document which highlights the last review date and next review date to ensure each one is up to date and relevant to current legislation.

3.3 This schedule which can be found at Appendix 5.

3.4 As we introduced several policies in one go, these are now all due to be reviewed at the same time, this is not manageable within officer capacity and therefore, you will note that some have a revised review date in order to allow us to spread them evenly across the year.

4.0 FINANCIAL IMPLICATIONS

Name & Title: Tim Willis, Director – Resources & Section 151 Officer
Tel & Email: 01277 312500 / tim.willis@brentwood.rochford.gov.uk

4.1 There is a direct impact on finances to the Housing Revenue Account (HRA) if a robust Income Management, Former Tenant and Recharge Policy does not exist. By implementing these reviewed policies, the Council can improve the income maximisation and mitigate any losses to the HRA.

4.2 There are no direct financial implications to the Electrical Safety Policy, however, the HRA should ensure there is sufficient budget to cover the cost of the initial electrical test and any remedial works required to bring the electrical systems up to standard.

5.0 LEGAL IMPLICATIONS

Name & Title: Claire Mayhew, Acting Joint Director – People & Governance & Monitoring Officer
Tel & Email 01277 312500 / claire.mayhew@brentwood.rochford.gov.uk

5.1 The council must ensure it complies with legislation.

6.0 RESOURCE IMPLICATIONS: STAFFING, ICT AND ASSETS

6.1 Any requirements will be met from current resource and equipment.

7.0 RELEVANT RISKS

7.1 By not implementing the proposed changes to the review of policies, there is a potential that the Council's working practices would not meet the current legislative requirements.

7.2 The Committee by adopting a policy will assist in mitigating any challenges to decisions made with regard to the Councils decisions in any of the affected areas.

8.0 ENGAGEMENT/CONSULTATION

8.1 Consultation with Tenant Talkback has been conducted and relevant feedback and suggestions considered and where necessary implemented.

8.2 A members working group was also held on the 4th September 2023 for any comments or considerations to be put forward.

9.0 EQUALITY & HEALTH IMPLICATIONS

Name & Title: Kim Anderson, Corporate Manager - Communities, Leisure and Health

Tel & Email 01277 312500 kim.anderson@brentwood.gov.uk

9.1 The Public Sector Equality Duty applies to the Council when it makes decisions. The duty requires us to have regard to the need to:

- a. Eliminate unlawful discrimination, harassment and victimisation and other behaviour prohibited by the Act. In summary, the Act makes discrimination etc. on the grounds of a protected characteristic unlawful
- b. Advance equality of opportunity between people who share a protected characteristic and those who do not.
- c. Foster good relations between people who share a protected characteristic and those who do not, including tackling prejudice and promoting understanding.

9.2 The protected characteristics are age, disability, gender reassignment, pregnancy and maternity, marriage and civil partnership, race, religion or belief, gender, and sexual orientation. The Act states that 'marriage and civil partnership' is not a relevant protected characteristic for (b) or (c) although it is relevant for (a).

9.3 The proposals in this report will not have a disproportionate adverse impact on any people with a particular characteristic.

9.4 Effective representation of local people's views, through Tenants Talkback which supports equality of housing opportunities and life chances.

10.0 ECONOMIC IMPLICATIONS

Name & Title: Phil Drane, Director - Place

Tel & Email 01277 312500 / phil.drane@brentwood.rochford.gov.uk

10.1 There are no direct economic implications to observe.

REPORT AUTHOR: Name: Nicola Marsh

Title: Corporate Manager Housing Estates

Phone: 01277 312981

Email: Nicola.marsh@brentwood.gov.uk

APPENDICES

Appendix A: Income Management Policy

Appendix B: Former Tenant Debt Recovery Policy

Appendix C: Recharge Policy

Appendix D: Electrical Safety Policy

Appendix E: Policy Schedule

BACKGROUND PAPERS

None

SUBJECT HISTORY (last 3 years)

Council Meeting	Date
Electrical Safety Policy review – Environment, Enforcement and Housing Committee	5 July 2021

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Income Management Policy

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Policy Statement

This policy explains Brentwood Borough Council's approach to collecting Rent and Service Charges from Tenants in its housing stock.

Rent is charged on a weekly basis and the responsibility for rent collection and the chasing of arrears is a function of the Income Officers.

The maximisation of income for both customers and the organisation is a critical business priority.

This policy sets out Brentwood Borough Council's approach for maximising income, preventing and managing arrears and highlighting the support available to customers through a range of internal interventions or signposting to Brentwood Borough Council's partners.

It will ensure that legal guidelines and good practice are adhered to for legal and non-legal procedures.

Aims and objectives of the Income Management Policy

The policy's key aims are:

- To deliver an efficient and effective approach to income management and debt recovery.
- To equip all staff members involved in income management with the right skills, capacity and resources.
- To provide an accessible and accountable income management service review
- To deliver a fair and consistent approach that reflects a commitment to creating sustainable tenancies and which balances prevention support and recovery.
- To ensure that a value for money approach is embedded.
- To continually strive to understand and improve our performance.
- To ensure staff and customers are aware of the policy and understand its aims

Rent Setting

Rental charges can be increased annually and agreement to increase is written into our tenancy agreements. The method in calculating annual increases are prescribed by central government.

Annual increases are approved through the Council's approved committee procedure.

New increased rental charges will be applied at the beginning of each financial year, usually the first Monday in April.

We must conform with regulation and give tenants at least 28 days' notice in writing of an increase and can only increase a tenants rent once in a given 12 month period.

Any new Tenancy that begins during the financial year will be charged at formula rent; this may be higher than the previous Tenants rent charge.

Formula Rent is the maximum rent charge for a specific property and is set by Central Government formulas. By setting new Tenancies at formula rent, the Housing department is able to maximise income which can then be reinvested in our current stock and regeneration programmes.

Rent Collection

Rent is charged on a weekly basis and can be paid, weekly, fortnightly or monthly but in all cases, it must be paid in advance to ensure a clear balance.

A clear balance is defined as a zero-balance due as of the Sunday after rent is charged on the Monday. This gives you one week to ensure your account is up to date.

Brentwood Council offers a wide range of methods to make rent payments and are designed for the convenience of our residents.

Payment methods include:

- Direct Debit;

- Standing Order;

- 'All Pay' swipe card at any pay point outlet or All Pay phone app;

- Debit or Credit card (in person or over the phone);

- Via internet banking;

- Online Payments via council's website.

The council's preferred method of payment is Direct Debit and tenants are encouraged to set up this payment method.

New tenants at sign up and existing tenants are advised that they are responsible for paying rent. Regardless of the means in which the rent is paid, i.e. if paid through state benefits the tenant remains the sole responsible person to ensure the rent is paid.

Financial Support and Arrears Prevention

The council understands that at times people may have difficulties in paying rent and other essential debt.

We will adopt a sympathetic approach and provide guidance and assistance for people to manage their money. We will make referrals on their behalf to support agencies who can assist.

By instilling a 'rent-first' culture, The Council will place a particular focus on new Tenants. Conducting affordability checks, vulnerability checks and formal discussions at sign up stage will help identify any support needs or referrals that need to take place prior to the Tenancy starting.

The Council will continue to build relationships with Universal Credit and a range of external partners and support services such as Citizens Advice to provide the best support possible and referral processes for residents.

Arrears Management

In some instances, it will not be possible to prevent arrears. However, we will ensure that early intervention and dialogue with tenants newly in arrears is arranged to quickly identify problems so that people can be quickly referred to organisations that are able to help.

We will issue annual statements to all tenants and, to those in arrears when we individually write to them.

Where a tenant falls into arrears, we will follow a prescribed procedure and ensure compliance with the regulations in Pre-court Protocols.

If early interventions have not brought about a reduction in arrears, and where the resident is on Universal Credit, we will always apply for tenants' housing costs to be paid directly to the Council in the first instance. This is called an Alternative Payment Arrangement and allows for arrears payments to be collected via Third Party Deductions (of up to 20% of the non-housing element of their UC claim).

Where the Tenant has made no effort to clear arrears, does not engage with officers or breaks their payment arrangements, we will inevitably have to commence legal proceedings.

On an Introductory Tenancy, quarterly reviews will be conducted to ensure the conduct of the tenant/s has not breached conditions of tenancy and this includes payment of rent.

The introductory tenancy can be extended for up to 6 months, if the Council believe there is a realistic chance that the tenant will modify their behaviour or maintain future payments and clear any arrears that has prevented conversion to a secure tenancy.

For these types of tenancies, a Notice of Proceedings for Possession will be issued should arrears be seen not to be decreasing.

For Secure Tenancies a Notice of Seeking Possession will be issued should arrears be seen not to be decreasing.

If there continues to be a problem with outstanding arrears, we will progress the case and apply to the County Court to seek possession.

At any time, these proceedings can be ended if an agreement to pay or the debt is cleared. We reserve the right to claim for our legal costs should the matter progress to court. These costs will be added to any existing debt.

For tenants that are made subject to a bankruptcy order or Debt Relief Order, consideration will be given to seeking possession of the property as although the debt cannot be recovered, it remains a breach of tenancy as rent remains unpaid. Where a tenant is in the moratorium period of breathing space, we will not discuss arrears recovery during this time, however, the resident should continue with basic rent payments, we will engage with the debt advisor where appropriate and support the tenant.

Where tenants are in full time paid employment, and where appropriate, we will seek to obtain an attachment of earnings order, this order will only be on the fixed debt at the time, however, should reduce the debt if successful, this will help prevent the need for possession hearings and evictions where successful.

As a last resort we will request the county court to award an outright possession order (eviction notice). This will result in the eviction of the tenant. We can decide not to go ahead with an eviction if the debt including court costs is cleared in full.

Where an eviction warrant is granted, the Income officer will always refer the tenant for Housing advice from the Housing needs department.

Welfare Reform

The Welfare Reform Act 2012 brought about a change in the way people can claim state benefits. From April 2013 the Government introduced the Under Occupancy Charge. Working age tenants who claim housing benefit will have a reduction in the money they receive if they under occupy the home. The shortfall between rent and housing benefit is payable by the tenant by other income they receive.

From March 2015 Universal Credit began to replace several existing benefits including housing benefit. The significant change is that residents now receive a single monthly household payment and rent payments are no longer be paid direct to the council.

From 2023, all residents on legacy benefits will begin to transfer over the Universal Credit and the Council will support these tenants as required.

Under Occupation

The council provides a financial incentive for people who are under occupying their home and wish to transfer and downsize. This may be as a consequence of a reduction in benefit under the Welfare Reform Act 2012 regulations.

Ordinarily, a Tenants rent account must either be clear for 3 months or not fallen into arrears greater than 4 times their liability.

However, a tenant in arrears wishing to transfer to a smaller home, can offset their downsizing payment against debt owed to the council. Providing the whole debt is cleared they will receive an additional level of priority to move.

Accounts in Credit

We will periodically review all rent accounts that have a credit balance. From time to time people's circumstances change and they pay an additional sum and their account accrues a credit balance.

As payments of rent must be made in advance, we will only refund credit balances that have accrued over and above 1 weeks rent liability. In addition, a rent refund will only be issued when officers are satisfied that this is a true amount. We will deduct any sum to cover any debt owed to the council, including the benefits department, when making the refund.

Former Tenant Arrears & Write Offs

Wherever possible when a tenant ends their tenancy, we will ensure that rent is fully paid. If this is not possible, we will seek to recover arrears. This will be done by a third party acting on behalf of the Council and be in line with the Former Tenant Debt Recovery Policy.

Where a debt is unrecoverable, this will be written off in line with the Former Tenant Debt Recovery Policy.

Authority to Evict

As previously mentioned, eviction is the last resort and the decision to evict will need to show that all possible actions and avenues have been explored.

The process to obtain authority to evict is contained within the council's constitution and requires the permission of selected Members before a warrant for eviction can be sought from the courts.

Hierarchy of Debt

Where a customer has arrears on more than one rental account, the following hierarchy of debt will be applied in relation to the collection of the debts:

- Current tenant rent arrears & Current garage arrears
- Court costs associated with legal action to recover rent arrears
- Former tenant rent arrears
- Former garage arrears
- Rechargeable repair
- Other Sundry Debts

To be eligible for a transfer they to either be clear for 3 months or not fallen into arrears greater than 4 times their liability.

Review

This Policy will be reviewed every 3 years to ensure it complies with current legislation.



Housing Debt Recovery Policy/Procedures

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3 Aims and Objectives

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1 Introduction

Brentwood Borough Council aims to ensure effective, efficient and accountable management of its properties.

This policy aims, through effective but sympathetic guidance and advice, to minimise debt while maximising the income to the Council. This policy covers Former Tenant Rent Arrears and Housing Debt Recovery.

The Council will make every effort to obtain a forwarding address and contact telephone number from all tenants who are terminating tenancies and will make every reasonable effort to trace tenants who leave without giving a forwarding address.

Where appropriate or necessary, a third party agency may be appointed to recover former tenant debt on behalf of Brentwood Borough Council.

2 Equality & Diversity

The Council is intent on ensuring people or communities do not face discrimination or social exclusion due to any of the following protected characteristics: age; disability; sex; marriage & civil partnership; race; religion or belief; sexual orientation; gender reassignment; pregnancy & maternity.

The Council will regularly review this policy for equal opportunities implications and take the necessary action to address any inequalities that result from the implementation of the policy.

3 Aims and Objectives

Brentwood Borough Council will adopt a firm but fair approach to the recovery of debt. The Council recognises having debt is stressful to tenants and seeks to deal with these matters in a nonthreatening and sensitive manner whilst communicating the seriousness of the situation.

The Council must maximise income, and therefore prevention and pursuit of arrears are given high priority.

To minimise Former Tenant Arrears, robust end of tenancy procedures will be followed. Procedures are in place that reflects the policy guidelines that support staff in delivering the aims of the policy effectively.

The rent accounting and sub account system will be accurate and up to date, and a variety of convenient payment methods will be available.

Rent arrears will be notified to the tenant at the termination of their tenancy to allow a repayment arrangement to be agreed.

Repayment arrangements will be realistic and therefore maintainable.

The Council will provide advice where possible and will refer tenants to specialist organisations for debt management advice if required.

The Council will develop good working relationships and liaise with relevant organisations such as the Citizens Advice Bureau, Social Work Department, and any other appropriate agencies to try to ensure advice and assistance is available to former tenants in arrears.

Where it is identified that the former tenant may have any special requirements, the Council will take steps to provide the appropriate assistance or support.

Legal Action will be implemented for recovery of the debt, as a last resort, when all other methods have failed.

4. Prevention

The Council will maintain accurate and efficient monitoring systems to identify arrears early and clear procedures for recovering outstanding debt which are detailed in the Income Management Policy

5. Former Tenant Arrears

Former Tenant Arrears accumulated for the following reasons:

5.1 Death of Tenant

The Council is usually notified of a death of a tenant from Relatives, Care Home, Legal Representative or through the 'tell us once' system.

Upon the death of a Tenant the Council will only terminate a tenancy when a death certificate is received, and the Property keys are returned by the Executor of the estate/Legal Representative. Where this person is not appointed or identifiable, a Notice to Quit will be served to formally end the Tenancy and the Public Trustee informed.

If a tenant is in receipt of Housing Benefit, this will cease on date of death therefore the property continues to incur rent charges.

Outstanding arrears can be recovered from the Estate (where possible) following the death of a tenant and the Council will endeavour to liaise with Executor of the estate//relatives/legal representatives of the deceased to enquire if an estate is available to cover any outstanding balance.

5.2 Tenant Moved into Residential Care Home

When the Council is notified by either the tenant, a representative or the Care Home that a tenant is moving into a Residential Care Home, a notice period of 4 weeks is required to end the tenancy. A completed 'Termination of Tenancy' form which can be accessed online, and property keys are necessary to be returned to end the tenancy. Rent will remain due on the property during this period and until both the form and keys are returned.

If the tenant is in receipt of Housing Benefit and is receiving Respite care, Housing Benefit will be paid for a maximum period of 52 weeks providing it is intended for the tenant to return to the property.

Once a tenant is confirmed as a 'permanent resident' in a Care Home, notice must be given immediately as Housing Benefit will only be paid for a maximum period of 4 weeks from this date. The tenant or representative will be responsible for any rent outstanding which is recoverable.

If the tenant is incapable of dealing with their affairs and have no representative, the care home will need to confirm who has Power of Attorney for the Tenant to enable the Council to pursue the debt.

5.3 Termination of Tenancy

To terminate a tenancy, an on-line termination form needs to be completed and submitted to the Council by the tenant giving a notice period of 4 weeks. Keys to the property will need to be handed in by the termination date to avoid further rent charges as termination cannot be completed without termination form and Property keys being in the Council's possession.

When notice of "termination of tenancy" is received, the tenant is advised of the rent arrears balance as at the date of termination and any other costs which may be outstanding. If any outstanding arrears are not cleared by the end of the tenancy, the Council will pursue the debt in accordance with this Policy and the Former Tenancy Arrears Recovery Procedures.

5.4. Abandoned properties

When a tenant quits a property without notice, the property is considered to have been abandoned. The property is deemed to have been abandoned if the Council has reasonable grounds to believe that a property is unoccupied, and the tenant does not intend to return to the property to occupy it as their principle home.

The council will send the tenant a notice to quit giving 4 weeks to end the tenancy. During this period, the Council may speak to neighbours and contact the tenant's family or employer to try to identify the whereabouts of the tenant.

5.5 Evictions

The Council will evict Tenants for the following reasons.

- **Rent Arrears** - A large amount of rent outstanding or regularly letting rent arrears build up on the account.
- **Antisocial Behaviour** - If either a Tenant, a family member or people that visit the property cause a nuisance in the neighbourhood or use the property for illegal activities such as drug dealing
- **Breaking a Tenancy Agreement** –The Tenant is provided with a written Tenancy Agreement setting out the Tenants' rights and responsibilities including paying rent on time, allowing workmen to enter to carry out necessary repairs. The council will take court action if the Tenant breaks any terms of the agreement. Abandoned properties
- **Fraudulent applications** - If a Tenant has lied about their circumstances to get the council to provide them with a Tenancy.
- **Major works** - The council may decide to evict or decant a Tenant if there are plans to demolish or reconstruct a property. The council can also decide to evict a Tenant because it needs to carry out major repairs that can't be done while the Tenant is residing in the property and the Tenant won't agree to be temporarily rehoused.

5.6 Transfers

When a Tenant transfers between properties within the Council they are required to have a clear balance on their account before transferring. However, if the Tenant is in receipt of Housing Benefit the Law only allows Housing Benefit to be paid for the property in which the Tenant resides in. If the tenancies overlap this will create an overpayment of Housing Benefit on the old property of which the Tenant will be liable for when Housing Benefit recover the overpayment from the rent account. This will create arrears on the account.

6. Garage Former Tenant Arrears

Former Tenant Garage Arrears accumulated for the following reasons:

6.1. Termination of Garage Tenancy

To terminate a Tenancy on a garage a notice period of 2 weeks is required. The Tenant will be required to complete a termination form on-line and return the keys for the Garage by the termination date.

6.2. Abandoned Garage / Eviction

When a Tenant abandons a garage or is evicted a forwarding address is generally not known. However, in the first instance a search of the database will be carried out to obtain the latest known address for the former Tenant to enable any arrears collection process to commence.

6.3. Death of a Garage Tenant

When the Council are notified of the death of a Tenant it is the responsibility of the relative/representative of the Tenant to return the keys to the Council to enable the Council to end the garage Tenancy. The Council have the right to charge rent on the garage until the Tenancy is ended.

7. Other Debts

7.1 Re-charges

A Tenant is liable to pay re-charges for bulk waste removals, the upkeep of communal areas, unauthorised alterations and rechargeable repairs in accordance with the Recharge Policy.

These will be re-charged in accordance with the recharge policy and will be deemed as a former tenant debt if not cleared upon termination of a Tenancy.

7.2 Bankruptcy

A person or a creditor can apply for Bankruptcy if a person is unable to make payments to clear debts and meets the eligibility criteria for Bankruptcy. In order for a person to be made bankrupt, a court will have to issue an order against a person.

When a Tenant is declared Bankrupt, they may have included any rent arrears they have into the bankruptcy petition. Once a Bankruptcy date has been set, the Council cannot contact the Tenant to recover the rent arrears included in the Bankruptcy.

If there are sufficient assets to pay debts in the order, monies will be distributed by the official receiver. This means that the Council could receive all or part of the money due to clear the debt.

If there are insufficient assets to clear the outstanding debts, the debt will be written off by the official receiver.

When the Council receive confirmation, the debt will be 'written-off' in accordance with the 'write off' procedures.

The Council will continue to recover any outstanding debt which is not included in the Bankruptcy Order in accordance with the debt recovery procedure.

7.3 Debt Relief Order

A person can apply for a Debt Relief Order if the debtor is unable to pay their debts and meets the eligibility criteria's.

A Debt Relief Order lasts for 12 months during which time the Council will be unable to proceed with any debt recovery action.

At the end of the 12 Month Period the Council will proceed to take recovery action for any outstanding rent arrears or garage rent arrears which were not included in the Debt Relief Order in line with debt recovery procedures.

When the 12-month period has expired, any rent arrears debt which has been included in the Debt Relief Order will be 'written off' in accordance with the write off procedure.

7.4 Court Costs

Court Costs are accumulated when a Tenant is in arrears on a property and all means of agreements for the Tenant to make payments to clear the arrears have failed, the Council will process with legal actions. This will require the Council to apply to the court for an eviction order and incur court costs of which the Tenant will be required to pay.

7.5 TV Licence

A concessionary TV licence is offered to tenants residing in Sheltered accommodation who fit the criteria to receive this concession.

The Council will request that the scheme manager of the property completes the relevant form listing all residents that qualify. The Council will then make full Payment for a property to receive a TV licence. The payment that the Council makes will vary as it will depend on the number of residents as to the full cost of the Licence. The charge is £7.50 annually per Room, Flat or Bungalow within the Sheltered Residence.

When the Council receive a TV Licence for a property, the Council will then invoice each property £7.50 to cover the cost of the licence.

7.6 Removal Costs

When a Tenant moves from temporary accommodation they do not always have the finances at short notice to cover the cost of the removal of their belongings. Therefore, the Council will make payment for the removal costs and the Tenant will be charged to cover the costs.

8. Debt Recovery Agency

For all former tenant debts, the council will appoint a debt recovery agency.

The Council will securely send all known details of the debtor to the Debt Recovery Agency. On behalf of the Council the Debt Recovery Agency will make contact with the debtor and attempt to recover the debt in full or make a realistic arrangement with the debtor to cover the debt.

Once the debt has been passed to the debt agency to recover the outstanding debt, the debtor will need to contact the Debt Recovery Agency directly to make a payment, request any form of payment arrangement or to make any enquiries as at this point the Council cannot intervene with the recovery of the debt directly from the debtor.

The Debt Recovery Agency will forward monies collected from the debtor to Brentwood Borough Council.

9. Payment Methods

Brentwood Borough Council have made available a range of convenient payment methods for former Tenants via the 'All Pay' system, this includes:

- Payment on Smartphone using the 'All pay' App.
- Payment at the Post Office.
- Payment at any Pay Point terminal.
- Standing Order.
- Direct Debit.
- Automated Telephone Payments □ Internet Payments.

- The Council can also accept credit/debit card payments at our office and by telephone.

10. Irrecoverable Debts

Prompt and appropriate action will be taken in all cases to recover all sums overdue to the Council. However, in cases where payments are not forthcoming or the amount is less than £20 and deemed uneconomical to chase, or where Officers are unable to trace the whereabouts of a Former Tenant, consideration shall be given to writing off the debt in accordance with financial regulations..

Generally, debts under four weeks worth of rent will be approved for write off by the Director of Housing in conjunction with the Section 151 officer.

Debts over four weeks rent will be approved for write off by the Director of Housing in conjunction with the Chair and Vice Chair of the Housing Committee.

All write offs will be reported annually to the relevant Finance Committee.

When a debt has been written off, it will no longer be shown as outstanding in the Council's accounts, however, the debt remains due to the Council in law and if the Tenant is subsequently traced, the debt will be re-instated.

11. Statute Barred

Former Tenant Arrears are 'Statute Barred' after 6 years under the Limitation Act 1980. The six-year period will start from the last payment made or the last acknowledgement between the Council and the tenant. If no contact or payments are made within the 6-year period, the outstanding debt should be considered for 'write off' following this period.

12. Write-Off's

Brentwood Borough Council will not write debts off without taking appropriate steps to recover them or without approval of the responsible officer. there are some circumstances where this will be appropriate:

- Where it is not economical to pursue the debt (typically this will be debts under £100).
- Tracing action has failed to find the debtor
- The External Debt Recovery Agents deem the debt irrecoverable
- The account is 'Statute Barred' (Debt over 6 years old)

- Debtor is overseas
- Recommended by management
- Bankruptcy. Individual Voluntary arrangement. Liquidation. Debt Relief Order.
- Where one partner has left the tenancy due to domestic violence (the victim will not be pursued)
- Debtor is serving a Custodial Sentence
- Vulnerable / Hardship
- Local Authority error
- Deceased (No funds in the estate)

Should an account be written off, it is possible to reactivate if the Council subsequently trace the customer, or if the customer approaches the Council e.g. in the case of a future application for rehousing.

The write off process is undertaken on a regular basis and is considered prudent financial management.

12.1 Authorisation for Write-off's

Debts not exceeding £100 (including aggregated debts for one debtor)

Where the debt is not greater than £100 and normal recovery procedures have failed to secure payment and the debt is deemed to be uncollectable or uneconomic to pursue further, the delegated authority to approve write offs lies with the Housing Principal Officer.

Debts greater than £100 but not exceeding £10,000 (including aggregated debts for one debtor) (and for all credit balances)

Where the debt is greater than £100 but no greater than £10,000, and normal recovery procedures have failed to secure payment and the debt is deemed to be uncollectable, the delegated authority to approve write offs lies with the Section 151 Officer or their Deputy. The above procedures will also apply to how credit balances are treated; irrespective of the amount involved.

Debts of £10,000 and over (including aggregated debts for one debtor)

For the write off of debts £10,000 and over, it will require a full report to be submitted by the relevant council Committee for approval. Once authority has been given by the Committee, the Corporate Debt Manager will be notified that the debt can be written off

13. Performance Monitoring

The Debt Recovery Agency will report monthly on the collection rates, write off amounts recommended and number of traces taking place.

Officers will ensure the recovery process is efficient through regular contract management meetings.

14. Review

The Debt Recovery Policy and Procedures will be reviewed on a 3 year basis to ensure it remains relevant in accordance with other service policies.

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Recharge Policy

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1. Introduction

- 1.1. Brentwood Borough Council (the Council) is committed to providing a cost effective, efficient service whilst meeting all its legal, including contractual obligations. This Recharge Policy sets out the items that existing and former tenants, leaseholders and those who have received other financial assistance may be charged for and how they will be identified.
- 1.2. The Council Tenancy Agreement states, amongst other things, that the Tenant, those living with the Tenant and their visitors must take reasonable care to prevent damage to the property, decoration, fixtures and fittings, Council supplied furniture (if applicable), communal areas and neighbouring properties.
- 1.3. The Lease Agreement states, amongst other things, that the Leaseholder shall be responsible for the performance of the covenants (promises) contained in the Agreement for or relating to the repair, decoration or maintenance of the property.
- 1.4. The Council recognises that the vast majority of Tenants/Leaseholders have high standards and will look after their homes. However, there are a small number of residents who do not value their homes or take responsibility for ensuring they comply with the terms and conditions of their tenancy or lease relating to property standards. This Recharge Policy provides guidance to tenants/leaseholders and to the Council and each case will be dealt with on its merits. In line with this

Policy the Council has the tools to be able to re-charge the residents who do not comply; and thereby help to keep rents and service charges low.

2. Definitions

- 2.1. Bulk Waste – Any build up of items which have not been disposed of in the correct manner including but not limited to: fly tipping, contaminated waste, white goods, unwanted furniture and appliances and general waste.
- 2.2. Communal Areas - These include shared entrances, halls, stairways, passages, balconies, yards, lifts, fire escapes, roads and paths leading from or to your home, grassed, cultivated, drying and play areas, forecourts and other shared areas within a development boundary. This list is not exhaustive.
- 2.3. Leaseholder(s) – The person(s) whom have purchased a property with a lease agreement and who share communal areas of a development with other residents.
- 2.4. Rechargeable Repair(s) - Repairs that are the result of damage or negligence to the property and/or its fixtures and fittings internally or externally by a Tenant or Leaseholder or a member of the Tenant/ Leaseholder's household or an invited visitor to the property and/or communal areas or where a repair falls outside the scope of the Council's i.e. Landlord's legal responsibilities.
- 2.5. Un-authorized alteration – A repair or alteration done to a Council property building, fixture or fitting, without the express prior permission of the Council.
- 2.6. Resident(s) – means Leaseholder(s) and/or Tenant(s)
- 2.7. Tenant(s) - The person(s) to whom the Council have granted the tenancy. If you have a joint tenancy, 'the Tenant' includes all joint tenants.
- 2.8. Those that have received financial assistance, usually, but not always, relates to homeless applicants or those threatened with homelessness - Such as short-term loans to assist with housing payments, rent deposit scheme, removal costs, pet kennelling costs and furniture costs.

3. Aims and objectives

- 3.1. The Recharge Policy sets out which repairs the Council are responsible for and which repairs are the responsibilities of the Tenant/Leaseholder.
- 3.2. The aims of the Recharge Policy are to:
- Promote a responsible attitude from Residents towards their property proactively through the provision of information and support and reactively by ensuring that costs, where justified, are pursued from those who are negligent or deliberately cause damage.
 - Ensure rechargeable items are set out with transparency, clearly communicated and dealt with efficiently and fairly.
 - Recover the costs of rechargeable items where justified from current and former Tenants, those who have previously received short term recoverable financial assistance and Leaseholders.
 - Maximise income by the recovery of debts owed relating to rechargeable items in the interest of both the Council and their Tenants and Leaseholders whilst having regard to the Council's overall statutory duties including to the vulnerable (such as through the provision of affordable repayment plans).
- 3.3. The Council is committed to providing a fair service to all its Tenants and Leaseholders. The Council aim to treat all customers fairly, and with respect and professionalism. To this end the Council will ensure that no individual is discriminated against on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief (including political opinions), sex or sexual orientation and that in the appliance of this Recharge Policy the Council will comply with their duties under the Equality Act 2010 including their public sector equality duty (section 149).

4. Identifying Rechargeable Repairs

Rechargeable Repairs will be identified in any of the ways set out below. This is not an exhaustive list and Rechargeable Repairs may be identified in other areas. Where rechargeable repairs are highlighted, they will be notified to residents in accordance with section 8 and 9 of this policy.

Through programmed inspection of the property

- 4.1. When a Tenant has been selected for an offer of alternative accommodation, the Housing Officer will complete a transfer inspection at the tenancy address.

- 4.2. Mutual Exchange – A Housing Officer will visit the property and advise the Tenant what improvements need to be made in order for the exchange to be progressed.
- 4.3. Pre-Termination Visit- Rechargeable repairs will be identified as far as practically possible before the property becomes vacant.

Through reactive visit

- 4.4. When the Council's employees/contractors are called to address a repair, the repair will be inspected to identify if the damage/repair has been caused either by negligence or deliberate damage. Where this has occurred, it will be reported back to the Repairs Manager, or other officer nominated by the Director of Housing, for consideration to recharge for the call out and repair.

Through information received from external bodies (e.g. The Police, Social Services, Council Contractors)

- 4.5. In certain circumstances requisitions for repairs may be raised by external organisations and highlighted as rechargeable. In these cases details of any required repairs carried out will be sent to the Repairs Manager, or other officers nominated for the purpose by the Director of Housing, for recharge consideration.

Through self-reporting

- 4.6. When a Tenant reports their own repair, discretion will be exercised by the Customer Service Assistants, who can refer to Repairs Team for clarification. They will be asked to make a decision based on the information presented or held on our own records and the customer's circumstances.

Through report to CCTV staff out-of-hours

- 4.7. In an 'Out-of-Hours' situation, discretion will be exercised by CCTV staff who can refer to the Housing Department on-call Supervisor. They will be asked to make a decision based on the information presented or held on our own records and the customer's circumstance. If CCTV is unable to contact the on-call supervisor and the repair is deemed an emergency, work will be carried out and a retrospective recharge will be considered. The Resident will be made aware of this.

Through loan agreement

- 4.8. Where an applicant has agreed in writing to repay a financial assistance loan.

5. Rechargeable Repairs - Deliberate, Accidental or Negligent Damage

Rechargeable Repairs may be imposed for repairs caused by but not limited to any of the circumstances listed in sections 5 ('Rechargeable Repairs – Deliberate, Accidental or Negligent Damage), 6 ('Rechargeable Repairs – Void Properties (when you end your tenancy / mutual exchange') and 7 ('Rechargeable Repairs – Other') in line with the guidelines listed in section 8 ('How Recharges are Raised'). Decisions will be at the discretion of a Corporate Manager for Repairs or Estates or such other officer which the Director of Housing may from time to time nominate for that purpose.

Rechargeable Repairs may be necessary

- 5.1. As a result of the negligence by a Tenant/Leaseholder that impacts on another resident. In such cases the repair to the affected property shall be dealt with in the normal way (section 8) but a recharge invoice will be sent to the Tenant/Leaseholder responsible for the damage caused, as defined under paragraph 2.4. e.g. leaks into the property/s below which has been caused due to incorrect plumbing or plumbing done by a non-certified plumber.
- 5.2. As a result of malicious actions (whether the perpetrator is known or not) and must be reported promptly to the police and a crime reference number obtained. Police incident numbers will be accepted in certain circumstances at the discretion of the Council.
- 5.3. Following malicious damage which have not been reported to the Police, or has not been classed as a crime by the Police (e.g. wilful damage caused by Tenants/Leaseholders, their visitors or pets to any part of the property or communal areas through an act of violence or mistreatment).
- 5.4. As a result of accidental damage, and each case will be considered on its merits, and discretion may be exercised depending on the circumstances, for example, where vulnerable people are involved.
- 5.5. The cost of removing graffiti and rectifying damage where this has been done by the Tenant/Leaseholder or visitors to the property.

6. Rechargeable Repairs - Void Properties (when you end your tenancy / mutual exchange)

- 6.1. The Council will charge Tenants, former Tenants and Leaseholders in line with section 8 ('How Recharges are Raised') and 9 ('Calculating the Cost and Payments of Recharges') of this Policy for the cost of making good any damage, replacement of missing fixtures and fittings, unauthorised alterations and removal

of anything left in the home, garage or garden at the end of the tenancy. Due allowances will be made for expected fair wear and tear.

6.2. Particular attention will be given to:

- Missing items (such as fire doors)
- Property alterations
- Damage other than fair wear and tear
- Clearance of rubbish, floor finishes etc.
- Clearing out of lofts
- Clearing gardens including removal of sheds (sheds in good condition may be left if agreed at pre-tenancy inspection by a Housing Officer)
- Removal or lopping of trees where it is tenant responsibility, and it has not been maintained
- Repairs to pathways, fencing, outbuildings or property where damage has resulted as a consequence of unmaintained trees which are deemed Tenant responsibility
- Removal or making good tenant fixtures.

6.3. Where possible a final inspection of the property should be carried out by a Housing Officer before the property is vacated to ensure all Rechargeable Repairs have been completed to the Council's satisfaction.

6.4. Where it has not been possible to carry out an exit interview or final inspection, (for example when a Tenant has passed away), an inspection will be carried out as soon as possible after the property was vacated and any repairs required dealt with as outlined in section 8 ('How Recharges are Raised'). Care should be exercised to ensure necessary repairs can be attributed to the outgoing Tenant(s) and did not occur since the property became vacant, or were not in that condition when the vacating tenant moved in.

6.5. Each case will be considered on its merits and discretion may be exercised depending on the particular circumstances, for example where vulnerable Tenants are involved.

7. Rechargeable Repairs – Other

7.1. Unauthorised alterations by a Tenant/s where the Council cannot grant retrospective consent - any works that are required to bring the property back up to an acceptable level in accordance with the Decent Homes Standard and the Property Lettings Standard taking into account all relevant legislation relating to Health and Safety.

- 7.2. Replacement of lost or broken door entry key fobs by a Tenant/s – the cost of replacing lost/stolen keys and the cost incurred in gaining entry to change the lock(s) including garage and shed locks and keys.
- 7.3. Storage of a Tenant(s) goods following eviction – the property should be left clean, tidy and empty. If belongings are left in the property, the Council will apply the provisions of section 41 of the Local Government (Miscellaneous Provisions) Act 1982 ('lost and uncollected property'). If the items are not removed by the Tenant in the timescales set out in section 41 of the Local Government (Miscellaneous Provisions) Act 1982 ('lost and uncollected property'), and the Council therefore take ownership of the items, the Tenant will be charged for any costs incurred by the Council relating to the removal, storage, disposal or other costs relating to their property.
- 7.4. Gas Servicing – there are occasions where access to Council property is required to fulfil legal obligations (such as the completion of gas servicing). Where access to the property is denied and legal action is taken, the Tenant will be responsible for costs incurred.
- 7.5. Other court costs and legal fees – there are occasions where it may be necessary for the Council to take a Tenant to court for non-payment of rent or services charges, to seek an eviction warrant, in cases of Anti-Social Behaviour, or other linked charges. The Council will follow any relevant pre-Court action protocols and other legislative procedure. Where awarded, the Tenant will be responsible for cost incurred.
- 7.6. Clearance of bulky items from housing land/communal areas - where Residents have requested the removal of bulky items, they will be asked to make an advance payment. If a Housing Officer deems it necessary for such an item to be removed, the responsible Tenant(s)/Leaseholder(s) will be recharged accordingly. If a bulky item(s) has to be removed from a communal area (such as clearance of waste from blocks of flats) and the person responsible is not known, the Tenants (including Leaseholders) within that area will be recharged in equal amounts where it is considered to be appropriate and reasonable in all the particular circumstances to do so.
- 7.7. Removal of trees/hedges – costs of tidying gardens that have been neglected or left overgrown by a Tenant(s). Also where a Tenant(s) has requested the removal of a tree/hedge/or other natural item, which is not the responsibility of the Council, this must be in line with the Tree Conservation and Maintenance Policy and any necessary consents first obtained.
- 7.8. Any other circumstances that cause an unreasonable cost to the Council.

8. How Recharges are Raised

- 8.1. When a repair request is received or identified and it is considered to be rechargeable, as outlined in the above criteria, the Tenant or Leaseholder will be advised of their responsibility to have the work carried out and that it will be at their cost.
- 8.2. In some circumstances, Tenants are not obliged to have the rechargeable work undertaken by the Council; they can complete it themselves. This is limited to minor works that are not health and safety related.
- 8.3. Where the works are related to health and safety or specialist, EG compliance (gas, electrical, asbestos, heating or other item deemed health and safety by the Repairs officers) or structural works, the council will arrange their own contractors to complete these works as the freeholder of building and the resident will be recharged at the agreed rates we hold with our repairs and maintenance provider.
- 8.4. When a repair request is received or identified and it is rechargeable, as outlined in the above criteria, but the Tenant or Leaseholder is unable to arrange for the repairs to be completed (e.g. late at night or lost keys) then, with agreement of the Tenant or Leaseholder to accept the recharge, the work will be ordered in the normal way and coded to "recharge". If possible, full payment in advance should be taken. If not, once completed, an invoice will be issued for the cost of the works for payment by the Tenant/Leaseholder.
- 8.5. When a repair request is received or identified and it is rechargeable as outlined in the above criteria, but the Tenant or Leaseholder is unwilling to arrange for the repairs to be completed (either by recharge or making their own arrangements) and as a consequence will put other Tenants, Leaseholders or visitors at risk, then the repair shall be ordered in the normal way, coded to "recharge" and an invoice sent to the Tenant /Leaseholder as soon as possible after the completion of the works.
- 8.6. When a repair request is received or identified and it is rechargeable, as outlined in the above criteria, and the Tenant is deceased, an invoice will be raised against the estate.
- 8.7. The Repairs Manager, should be emailed with any proposed recharge details before an invoice is sent. They have the final decision on all recharges and only once their approval is given and they are satisfied with the evidence provided, will the recharge be sent out. Details of any rechargeable repairs, together with supporting evidence (e.g. dated photographs), should be recorded with the

Property Inspection Report and a copy sent to the Tenant/Leaseholder together with the recharge cost for each repair.

9. Calculating the Cost and Payments of Recharges

- 9.1. Once a Rechargeable Repair has been identified, a report will be compiled highlighting each item, details of the repair(s) and an estimated cost. This will be used to create an invoice for the cost of completing all of the listed works.
- 9.2. The costs of Rechargeable Repairs are based on the repair costs (usually in accordance with the schedule of rates unless a specialist repair service is required) and may vary. Admin fees will be charged in accordance with the approved fees and charges for that financial year. VAT will be applied per invoice or such other amount as from time to time may be agreed by the Council.
- 9.3. If there are multiple debts owed by the Tenant, the payment of rent arrears will always be the priority debt.
- 9.4. Where Resident(s) are unable to pay the amount due for a recharge in full, a repayment plan can be discussed with Tenancy Services and, if appropriate in the particular circumstances of the case, agreed at a reasonable/affordable level.
- 9.5. There are various methods by which payments can be made: online payments, automated telephone service; by telephone to the contact centre or Tenancy Services, in person at the Town Hall by debit card or via their service charge accounts.
- 9.6. Where an invoice is raised against an estate and there are no funds available, the executor/administrator of the estate, next of kin or other persons managing the financial affairs must provide a copy of the deceased's closing bank statement.
- 9.7. Residents should not need to wait for a reminder to pay outstanding charges if they know that the payment is due.

10. Enforcement

- 10.1. Where an invoice has been issued but the Resident fails to pay the sums owed, the matter will be dealt with in accordance with the Council's Income Management Policy (including in accordance with any legislative requirements

under the relevant provisions relating to Tenants and the relevant provisions relating to Leaseholders).

11. Disputes and Exceptions

- 11.1. Subject to any legislative requirements, disputes of recharges must be received in writing by the Corporate Manager for Repairs or Estates (or an officer nominated for the purpose by the Director of Housing) within 21 days of the invoice been sent.
- 11.2. When a dispute is lodged a decision will be made in writing to the Tenant/Leaseholder within 21 days. The Tenant/Leaseholder will be notified of what evidence is required within the same time scale. It is the Tenant's/Leaseholder's responsibility to provide the requested evidence. If not received then it will be assumed that the Tenant(s)/Leaseholder(s) no longer wishes to pursue the matter.
- 11.3. The Council will fully investigate any disputed rechargeable costs. If after investigation the original costs are upheld, the Tenant/Leaseholder/ person responsible will be advised that steps will need to be taken to repay the amount owing; or if they remain dissatisfied with this, a complaint may be lodged within 21 days of the review decision which will be investigated through the formal complaints process.
- 11.4. The cost of a recharge may be waived (in full or in part) in exceptional circumstances where evidence can be provided to justify such waiver, e.g. it may be appropriate to waive if the Tenant/Leaseholder has a disclosed, prolonged or considerable disability, mental health issue, learning difficulties or where a recharge would result in considerable financial hardship.
- 11.5. The Council has the right to refuse to carry out Rechargeable Repairs providing that by doing so, the Council are not placing the Tenant/Leaseholder or any other residents at risk of harm and the Council is not acting in breach of any legal obligations to the Tenant/Leaseholder. Reasons for this include requests for additional works where previous payments have not been made or repayment plans have not been kept.

12. Review

- 12.1. This Recharge Policy will be reviewed on a 3 yearly basis. The next review is June 2026.

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Electrical Safety Policy

**Housing Department
Brentwood Borough Council**

Version Control

1

Version	Date of change	Author	Changes	Approval
1	July 2021	Ark Consultancy	First policy	Environment, Enforcement & Housing Committee on 5 July 2021
2	August 2023	Johanna Batchelor-Lamey and David Wellings	Updated legislation to 18 th Edition Electrical Regulations	

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1. Introduction

The purpose of this policy is to set out specific guidance to ensure the safety of fixed electrical installations and portable appliances (where applicable) in properties we own and manage. Installations in dwellings owned and managed are to be installed, maintained, and serviced to required standards and inspected at appropriate intervals to minimise the risk of electrocution, fire, damage to property, injury and or death.

We will ensure that a specific Electrical contract is in place, in accordance with legislative requirements and best practice, which provides adequate provision for suitably qualified and accredited electrical contractors to manage all aspects of the delivery of electrical testing, repairs, upgrades and the provision of new installations.

2. Aims and objectives

This policy aims to ensure that the Council meet its obligations as a landlord and seeks to provide assurance that electrical safety is adequately managed, ensuring the safety of our tenants, leaseholders, Council employees, contractors, and the general public.

The main objectives of this policy are to:

- Ensure legal compliance and promote good practice
- Outline a comprehensive electrical inspection and monitoring system.
- Ensure adequate records and quality monitoring systems are implemented.
- Ensure a prompt, efficient and cost-effective electrical repair and servicing
- Ensure remedial works are carried out within appropriate timescales so that homes remain safe and electrical installations are maintained to a high standard.
- Set out a clear approach for the maintenance and upgrading of electrical equipment and installations.

3. Scope

This policy covers electrical installation, equipment, and maintenance. This will be covered under the two headings of

- Electrical Installations and Equipment
- Portable Electrical Appliances including Inspection and Testing

4. Responsibilities

The following roles have responsibilities:

- 4.1 Brentwood Borough Council – Duty Holder
- 4.2 Chief Executive – Statutory Duty Holder
- 4.3 Director of Housing – Senior Duty Holder
- 4.4 Corporate Manager - Technical Services
- 4.5 Contracts Manager
- 4.6 Compliance Manager
- 4.7 Technical Surveyors
- 4.8 Competent Repairs and Maintenance Contractor Responsibilities
- 4.8 Tenant Responsibilities
- 4.10 Leaseholder Responsibilities

4.1 Brentwood Borough Council is a Duty Holder

Is accountable in law for the implementation of all aspects of Health and Safety legislation in the UK. The Duty Holder has chosen to appoint a Deputy Duty Holder to act on their behalf to oversee the management of Electrical Safety within the Housing Directorate for Brentwood Borough Council.

4.2 The Chief Executive Officer is the Statutory Duty Holder

As the senior person responsible, has overall accountabilities for all aspects of the management of health and safety in Brentwood Borough Council. All staff within departments must comply with this Policy and the associated arrangements, instructions, and guidance.

4.3 The Director of Housing is the Senior Duty Holder

Has a responsibility to support this policy by ensuring the allocation of resources including an adequate budget, implementation of this policy, suitable procurement, suitable and sufficient equipment, personnel, time, and training. All staff within departments must comply with this Policy and the associated arrangements, instructions, and guidance.

4.4 The Corporate Manager - Technical Services role

Is responsible for the strategic overview of systems and policies to ensure statutory compliance with this policy.

4.5 The Contract Manager role

Is responsible for the operational delivery of and compliance with this policy, staff awareness, and communication to staff and contractors. They will take the lead on contract management for the main service areas, installation and repairs and maintenance. Ensuring adequate processes and procedures are in place to manage the risks arising from electrical works; ensuring sufficient information, instruction and training is carried out; monitoring the performance

of contractors. Regularly review and monitor the qualifications of all contractors' employees delivering works to ensure that only appropriately trained and skilled employees are engaged on these works.

4.6 The Compliance Manager role

Has day-to-day responsibility for monitoring the effectiveness of policy compliance and reviewing and updating the policy following significant changes. Ensuring the periodic electrical testing, emergency lighting testing and associated remedial works are undertaken.

4.7 The Technical Officer role

Take reasonable care for their own health and safety and that of other persons who may be adversely affected by electrical works, including members of the public, tenants, visitors, and contractors. Co-operate as appropriate with other staff and agencies to ensure compliance with this policy and all other legal requirements. Halt works that, constitutes a serious risk to health and safety. Report any concerns to their line manager they may have in relation to the management of electrical compliance and electrical safety.

4.8 The Competent Repairs and Maintenance Contractor role

All appointed electrical contractors shall be registered with the National Inspection Council for Electrical Installation Contracting (NICEIC), Electrical Contractors' Association (ECA), The National Association of Professional Inspectors and Testers (NAPIT) or other similar body approved by the Ministry of Housing, Communities & Local Government (MHCLG). The contractor is to provide the Client with a copy of the approval certificate and the contractor is to remain registered for the duration of the contract.

Other ancillary training must be undertaken and current to support the contractors works e.g., Asbestos Awareness, Fire Awareness, First Aid at Work and CSCS electrical cards.

When undertaking any electrical installation, repairs and maintenance works, the contractor will be required to conform in full with the requirements of this policy.

All electrical work is to be installed to comply with the current Institution of Engineering and Technology (IET) Regulations Wiring BS 7671:2018, Amendment 2:2022. Contractors should comply with subsequent editions as they are released and to be certified to achieve compliance with Part P of the Building Regulations where so prescribed.

Prior to undertaking any works, the contractor will arrange an agreed appointment with the tenant.

To ensure an appropriate qualified contactor has sufficient competency for the activity being undertaken. If in doubt, will refer to their line manager for competent advice.

All contactor works undertaken will be left in a safe condition.

4.9 The tenant's role

Under the terms of their Tenancy Agreement tenants must allow access to their property for maintenance and/ or safety checks to be carried out. In order to undertake works it may be necessary to cut the electrical supply to the property. Not complying with this policy will be a breach of the tenancy agreement.

It is the tenant's responsibility to ensure that:

- They or anyone in their household or their visitors do not hinder or prevent the safe system of work from being undertaken. The Council has a duty of care to ensure any electrical wiring is secured safely and this may include using trunking and installation of safety devices such as smoke/heat/carbon monoxide detection.
- Any action in relation to saving electronic files i.e. IT related software, programmes or other electronic storage is taken prior to the commencement of the work.
- Any contingency arrangements arising from the absence of electrical supplies are highlighted and agreed in advance of works.
- Appropriate access and relocation/removal of any obstacles will need to be undertaken (in situations where the tenant is unable to manage support will be agreed). The emptying and storage of freezers/ fridges etc.
- Loft spaces kept empty.
- Any repairs or faults are reported in a timely manner.

Where tenants carry out property alterations and improvements, which include additions/alterations to the electrics, they should seek authorisation prior to any works being undertaken. If works are approved, tenants are responsible for ensuring appropriate contentment persons are employed/used to undertake this work, and safety checks are carried out and all relevant certificates are supplied following the works/installation. Tenants are also responsible for meeting the cost of this.

Any defective or unauthorised works needing rectification may incur a recharge. If any installation has been undertaken without our permission, and is found to be defective, the supply may be terminated.

The Council will take every opportunity to involve interested tenants, through Tenant Talkback, to feedback on contractor performance, and revised policy changes.

4.10 The Leaseholders role

It is the leaseholder's responsibility to ensure that:

- Ensuring the electrical safety of the accommodation to prevent fire or electrical shock to the occupants or persons visiting.
- Ensuring their electrical installation condition report (EICR) safety inspection/testing is undertaken by a competent and qualified electrician every 5 years, as defined by the IET.
- Replace/repair any faulty electrical equipment where found.

5. Electrical Installations

An electrical installation is made up of all the fixed electrical wiring and equipment that is supplied beyond the electric meter of a property. It includes the cables that are usually hidden in the fabric of the building (walls, floors, and ceilings), accessories (sockets, switches, and light fittings), and the customer consumer unit (CCU or fuse box) that contains all the fuses, mini circuit breaker (MCB), circuit-breakers and residual current devices (RCDs). Certain CCU's may contain additional safety devices where applicable.

Typical installations and systems covered include:

Domestic electrical installation.

Communal landlord installations.

Lighting systems.

Emergency lighting systems.

Electric heating systems (including convectional and sustainable heating systems, i.e., air source heat pumps and solar panels).

Fixed hard-wired fire, heat, or carbon monoxide alarm installations.

CCTV/Door entry systems.

Lifts and Lifting Equipment

Further information about electrical installations is covered below.

5.1 Signage and Warning Notices

As part of any installation inspection or maintenance signage and warning notices must be displayed where electrical installation equipment could be present and cause harm. They should be affixed to the outside of a cupboard/access door where the installation equipment is located.

6. Electrical installation inspection, testing, and certification

The Council will ensure that all Council owned homes and communal installations are inspected and tested in accordance with the Institute of Engineering Technology (IET) Regulation statutory timescales of every 5 years. We test and issue certification prior to the re- letting of our properties. We will also carry out Electrical Installation Condition Reports (EICR) testing on all Council owned housing properties every 5 years and improvement works where electrical circuits are affected.

Only appropriately skilled and competent persons will carry out electrical inspection and testing. A person shall be deemed skilled to carry out the appropriate inspection and testing only if they have sufficient training, qualification, knowledge, and experience. We will regularly review and monitor the qualifications of all contractors' employees delivering works to ensure that only appropriately trained and skilled employees are engaged on these works.

Electrical systems will be inspected, tested, repaired, upgraded, in accordance with industry standards and manufacturers recommendations.

The frequency of inspection and testing will be determined considering:

- The type of installation and adequacy of earthing and bonding.
- Suitability of the switchgear and control gear e.g., Building management systems, Residual Current Device (RCD's), Residual Current Breaker with Over-Current (RCBO's).
- Serviceability of accessories and fittings.
- Type of systems and their condition.
- Extent of any wear and tear, damage, or other deterioration of other parts of the installation and level of misuse (e.g., vandalism).
- Presence of adequate identification and notices.
- Any change in use of the premises which have led to, or might lead to, deficiencies in the installation.
- EICR observations.
- The frequency and quality of maintenance.

On completion of an electrical installation condition periodic test, certification will be issued. The certificate will state if the electrical installation is in a satisfactory or unsatisfactory condition. The report will advise observations which will be reviewed by a competent person and the necessary remedial works prioritised accordingly.

Electrical works identified on certification are recorded using the following categories:

Code C1: Where a real and immediate danger is observed that puts the safety of those using the installation at risk. The contractor will immediately address the code C1 deficiencies and notify the Council when completed.

Code C2: 'Potentially Dangerous' Urgent remedial action required
An observed deficiency not considered to be dangerous at the time of inspection but, would become a real and immediate danger if a fault or other foreseeable events were to occur.

Code C3: Used to indicate that, whilst an observed deficiency is not considered to be a source of immediate or potential danger, improvement would contribute to an enhancement of the safety of the electrical installation.

Code FI: Further investigation required where an anomaly and electrical system is operating outside expected parameters.

Where appropriate, works of a similar nature will be collated and delivered through programmes, although all code C1 and C2 (where immediately dangerous) observations will be addressed and completed at the time of the electrical installation condition periodic test.

Where observations relate to observations only (i.e., C3), these will be monitored through subsequent inspection and testing.

Our homes will be subject to a full electrical condition report (EICR) test at the following times:

- All properties and communal areas are to be inspected every five years.
- At a change of occupancy, including mutual exchanges.
- Following any major upgrade works where electrical installations are affected.
- After any significant fire, flood or activity or occurrence that would warrant inspection.

All new installations shall be provided with an Electrical Installation Certificate complete with a schedule of observations and test results. The documents shall be suitably completed and comply with the appropriate regulations.

Every effort will be made to arrange a convenient time and date with the tenant for access to complete the works. Appointments will be made and in certain situations written notice provided. In cases where access is denied on a number of pre-arranged occasions and following several written notifications, we will consider using legal action to gain access.

The Council recognises that in certain cases there may be underlying issues that contribute to access problems. These can relate to a support need, language or format issue, or a specific tenancy management problem. In these circumstances, where it is reasonably practicable to identify the need, we will try to overcome or resolve the cause of the problem and be sensitive to the issue before pursuing legal action.

7. Portable Appliance Testing

The Council will have portable electrical appliances inspected, tested, and maintained by a Competent Electrician.

All portable electrical equipment owned/managed by the Council to provide services or located in communal areas will be subject to an annual portable electrical and inspection appliance test (PAT). Appropriate labelling of equipment and recording of all equipment will be undertaken in accordance with the Electrical Equipment (Safety) Regulations 1994.

Council employees need to follow the Health & Safety Executive (HSE) guidance below in Table 1 and ensure that portable electrical equipment used at work is inspected, tested, and maintained in accordance with HSG 107.

Table 1. HSE Suggested Initial Maintenance Intervals from HSG 107.

Type of business	User checks	Formal visual inspection	Combined inspection and test
Equipment hire	N/A	Before issue/after return	Before issue
Battery operated equipment (less than 40 V)	No	No	No
Extra low voltage (less than 50 V ac), telephone equipment, low-voltage desk lights	No	No	No
Construction 110V equipment	Yes, weekly	Yes, monthly	Yes, before first use on site then 3-monthly
Construction 230V equipment	Yes, daily/every shift	Yes, weekly	Yes, before first use on site then monthly
Construction Fixed RCDs	Yes, daily/every shift	Yes, weekly	Yes, before first use on site, then 3-monthly (portable RCDs – monthly)
Construction Equipment site offices	Yes, monthly	Yes, 6-monthly	Yes, before first use on site then yearly
Heavy industrial/high risk of equipment damage (not construction)	Yes, daily	Yes, weekly	Yes, 6–12 months
Light industrial	Yes	Yes, before initial use then 6-monthly	Yes, 6–12 months
Office information technology rarely moved, e.g., desktop computers, photocopiers, fax machines	No	Yes, 2–4 years	No if double insulated, otherwise up to 5 years
Double insulated (Class II) equipment moved occasionally (not hand-held), e.g., fans, table lamps	No	2–4 years	No
Hand-held, double insulated (Class II) equipment, e.g., some floor cleaners, some kitchen equipment	Yes	Yes, 6 months – 1 year	No
Earthed (Class I) equipment, e.g., electric kettles, some floor cleaners	Yes	Yes, 6 months – 1 year	Yes, 1–2 years
Cables, leads and plugs connected to Class I equipment, extension leads and battery charging equipment	Yes	Yes, 6 months – 4 years depending on type of equipment it is connected to	Yes, 1–5 years depending on the equipment it is connected to

Any portable appliance testing of any of the above equipment types will require a risk assessment to be undertaken to find the frequency of inspection and

testing. Council employees will need to undertake the user checks, where applicable, for the type of equipment being used.

User checks

The person using the equipment should be encouraged to look at it before use and check for signs that it may not be in sound condition, for example:

- damage (apart from light scuffing) to the supply cable, including fraying or cuts. damage to the plug or connector, e.g., the casing is cracking, or the pins are bent,
- inadequate joints, including taped joints in the cable,
- the outer sheath of the cable is not effectively secured where it enters the plug or the equipment. Evidence would be if the coloured insulation of the internal cable cores were showing,
- the equipment has been subjected to conditions for which it is not suitable, e.g., it is wet or excessively contaminated,
- damage to the external casing of the equipment,
- loose parts or screws,
- evidence of overheating (burn marks or discolouration).

These checks also apply to extension leads, plugs, and sockets. A user check should be made when the equipment is taken into use and during use.

Any faults should be reported to the relevant manager and the equipment taken out of use immediately. Managers should take effective steps to ensure that the equipment is not used again until it is repaired (or replaced) by a person competent to carry out the task (e.g., the defective equipment could be labelled as 'faulty' and if it has a rewirable plug this could be removed and cut off).

7.1 Recharging of batteries and maintenance of Mobility Scooters

The Mobility Scooters in our Sheltered Schemes Policy defines the requirements regarding the PAT testing of tenant's own mobility scooters.

Charging of scooters can only be undertaken within the designated charging area, if applicable, behind a fire-resistant door, in a purpose-built room or within the tenant's home if this meets the requirements. Charging and maintenance should be undertaken in accordance with the manufacturer's instructions.

Mobility scooters should not be left on permanent charge, only charged for the manufacturer's recommended time, and not be left on charge overnight (unless on a trickle feed supply, however, refer to manufacturer's instruction booklet before charging the Mobility Scooter).

All scooters kept within a sheltered scheme must have an annual electrical test, known as a Portable Appliance Test (PAT) to ensure the charging equipment is in good condition. Residents must ensure their equipment is tested by a competent and qualified NICEIC registered electrician before the next due date

at their expense. If any equipment fails the electrical test, it will be the scooters owner's responsibility to repair/replace the damaged item within 7 calendar days before it can be used again. Evidence of repair or disposal must be provided. Evidence of this test being carried out and, a copy of the competent and qualified NICEIC registered electrician registration details, must be produced to the Sheltered Housing Officer or Estate Housing Officer.

Mobility scooters should be serviced and maintained regularly, at least annually. This is the responsibility of the scooter owner. Evidence of this must be provided to the Sheltered Housing Officer or Estate Housing Officer annually.

Advice and guidance will be provided in conjunction with Essex County Fire and Rescue Service to residents who chose to store their scooters in their homes.

8. Monitoring and control

This section is split into two parts;

- Electrical Installation Condition Report (EICR)
- Portable Electrical Appliances

8.1 Electrical Installation Condition Report (EICR)

To ensure full compliance, monitoring will be undertaken regularly using the asset management database which documents all assets and their relevant testing timescales. EICR's will be reviewed to ensure the information on the certificate matches the asset management database confirming the testing timescale has been adhered. All certification is stored electronically on the asset management database.

The Council also engages a third-party external auditing company to check for errors in the condition reports provided, and to check the quality of work undertaken on site.

8.2 Portable Electrical Appliances

To ensure full compliance in line with the testing timescales, monitoring will be undertaken yearly using the asset management database which documents all assets. The testing document will be reviewed ensuring the information matches the asset management database confirming the testing timescale has been adhered and, confirm the remedial action of any failed equipment has been completed i.e., repaired, or replaced. All testing documentation is stored electronically on the asset management database.

9. Risk

Prior to commencement of any work activities, the principal contractor and sub-contractor, will undertake a suitable risk assessment covering the full scope of works to be completed. This assessment will include the impact of the works on all tenants and leaseholders affected, especially those who are vulnerable.

The main hazards would include:

Understanding the capacity of the tenant or leaseholder and their abilities to understand the works to be undertaken.

Contact with exposed live parts.

Faults which could cause fires or electrocution.

Fire or explosion where electricity could be the source of the ignition.

Defective and inoperable systems.

System overload.

Inadequate or deficient earthing and bonding.

Failure to comply with legislative requirements.

Ensuring part completion of works are left in a safe condition.

10. Electrical car charging points

10.1 Installation

Electric car charging points are now becoming more common place and are required under new legislation The Electric Vehicles (Smart Charge Points) Regulations 2021, which came into force on 30 June 2022, will require full new buildings (domestic & commercial) to have a trickle car charging installation.

Where car charging installations are installed the following legislation and guidance should be followed, but not limited to:

- Electric vehicles (Smart Charging Points) Regulations 2021
- IET Code of Practice for Electric Vehicle Charging Equipment Installation, 4th Edition, BS:7671:2018 + A1:2020
- Safety and functional testing BS EN IEC 61851 series
- Electric vehicle conductive charging – IEC CB scheme for IEC 61851
- Plugs, sockets – outlets, vehicle connectors and vehicle inlets – BS EN 62196

All tenants and leaseholders residing in Council domestic properties are required to contact the Council's Estate Management department to seek permission before considering installing an electrical car charging point. This is to ensure that the electrical consumer unit is appropriately sized and will not be overloaded causing an electrical fire. Also, the competency of the electrical installation contractor.

10.2 Maintenance

Maintenance of the respective electrical car charging point will be based on the individual specific design and model of charger and, details of the maintenance schedule will be contained in the installation and operation manual for the device. With all new installations, instigated by the Council, the maintenance schedules will be set up to maintain the charging points. These maintenance schedules should be adhered to.

11. E-Scooters and E-Bikes

E-scooters and e-bikes are becoming increasingly popular, but we are seeing an increase in fires involving them. The fire safety concerns relate to their charging and storage.

It is important when charging e-bikes and e-scooters, tenants and leaseholders do so safely to avoid the risk of a fire starting and putting their family and home at risk.

Brentwood Borough Council discourages charging E-scooters and E-bikes in council properties, we accept that some tenants are in possession of them and in this case we strongly advise you follow guidance below from the Essex County Fire and Rescue Service.

When an e-scooter/bike is involved in a fire, it can release large volumes of smoke, get very hot, and sometimes have a violent reaction leading to a rapidly developing fire.

Essex County Fire & Rescue Service have provided the following guidance on charging, storing, buying, and damage and disposal of e-scooters and e-bikes.

Charging

- Follow the manufacturer's instructions when charging and always unplug your charger when it's finished charging.
- Ensure you have working smoke alarms. If you charge or store your e-bike or e-scooter in a garage or kitchen, ensure hard-wired heat detection has been fitted before charging.
- Charge batteries whilst you are awake and alert so if a fire should occur you can respond quickly. Don't leave batteries to charge while you are asleep or away from your home.
- Always use the manufacture approved charger for the product, and if you spot any signs of wear and tear or damage, ensure to buy an official replacement charger for your product from a reputable seller.
- Do not cover chargers or battery packs when charging as this could lead to overheating or even a fire.

- Do not charge batteries or store your e-bike or e-scooter near combustible or flammable materials.
- Do not overcharge your battery – check the manufacturer’s instructions for charge times.
- Do not overload socket outlets or use inappropriate extension leads (use un-coiled extensions and ensure the lead is suitable rated for what you are plugging in to it).
- In the even of an e-bike, e-scooter, or lithium-ion battery fire – do not attempt to extinguish the fire. Get out, stay out, call 999.

Storage

- Avoid storing or charging e-bikes and e-scooters on escape routes or in communal areas of a multi occupied building. If there’s a fire, it can affect people’s ability to escape.
- Store e-bikes and e-scooters and their batteries in a cool place. Avoid storing them in excessively hot or cold areas.
- Following manufacturer’s instructions for the storage and maintenance of lithium-ion batteries if they are not going to be used for extended periods of time.

Buying

- Buy e-bikes, e-scooters and chargers and batteries from reputable retailers and ensure they meet all safety requirements.
- Many fires involve counterfeit electrical goods. Items which don’t meet British or European standards pose a huge fire risk and while genuine chargers (or battery packs) may cost more. It’s not worth putting your life at risk and potentially destroying your home by buying a fake charger to save a few pounds.
- If buying an e-bike conversion kit, purchase from a reputable seller and check that it complies with British or European standards. Take particular care if buying from online auction or fulfilment platforms. Also be aware that if buying separate components, you should check that they are compatible.
- Register your product with the manufacturer to validate any warranties – batteries are usually included in warranties. Registering makes it easier for manufacturers to contact you in the event of safety or recall information.
- Check any products you have bought are not subject to a product recall. You can do this but check the Electrical Safety First’s website (www.electricalsafetyfirst.org.uk/product-recalls/) or the government website (www.gov.uk/guidance/product-recalls-and-alerts).

Damage and disposal

- Batteries can be damaged by dropping them or crashing e-bikes or e-scooters. Where the battery is damaged, it can overheat and catch fire without warning. Check your battery regularly for any signs of damage

and if you suspect it is damaged it should be replaced and should not be used or charged.

- If you need to dispose of a damaged or end of life battery, don't dispose of it in your household waste or normal recycling. These batteries, when punctured or crushed can cause fires in bin lorries, recycling and waste centres. Your e-bike or e-scooter manufacture may offer a recycling service. Alternatively check with your local authority for suitable battery recycling arrangements in your area.

12. Electromagnetic Fields

Any employees or contractors working on behalf or for the Council, will need to ensure a risk assessment has been completed and, where hazardous zones need to be worked in, the contractor will need to ensure sufficient controls are in place which will include either shut down of the electromagnetic field whilst operating in this area or, to wear an RF hazard meter warning device to ensure safety of the contractor and other persons.

The Control of Electromagnetic Fields at Work Regulations 2016 sets out minimum requirements for exposure of workers to risks from electromagnetic fields.

HSG281: July 2016 - Electromagnetic Fields at Work Regulations 2016. For persons who have duties under the regulations provides guidance on how the requirements on how the regulations should be met.

13. Legislation

The Council is committed to ensuring our domestic housing accommodation is safe. In achieving this we will comply with all relevant electrical legislation and regulations.

Electricity at Work Regulations (1989) apply to all aspects of the use of electricity within the workplace. They place duties on employers, employees and the self-employed to prevent danger and any work carried out on electrical systems in a way that prevents danger.

In particular, the Council is committed to achieving compliance with the current 18th Edition of the Institution of Engineering and Technology Wiring Regulations (BS 7671:2018+A2:2022). This determined that all domestic wiring installations must now be designed, constructed, inspected, tested, and certificated to meet the requirements of the above British Standard. Although these standards are not applicable to all the works covered by this policy, we will endeavour to apply them when undertaking any electrical improvement work.

Legislation applicable to this policy:

- The Health and Safety at Work etc. Act 1974
- The Management of Health & Safety at Work Regulations 1999

- The Construction (Design & Management) Regulations 2015
- The Control of Asbestos Regulations 2012
- The Control of Electromagnetic Fields at Work Regulations 2016
- Control of Substances Hazardous to Health Regulations 2002 (as amended),
- Workplace (Health, Safety and Welfare) Regulations 1992
- Provision and Use of Work Equipment Regulations 1998
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013
- Building Safety Act 2022
- Commonhold and Leasehold Reform Act 2002
- Maintaining Portable Electrical Equipment HSG 107 2013
- The Electric Vehicles (Smart Charge Points) Regulations 2021
- IET Code of Practice for Electric Vehicle Charging Equipment Installation, 4th Edition, BS:7671:2018 + A1:2020

14. Equality and Diversity

The Council are aware that some of our residents are vulnerable either through age, mental health, ill health or other circumstances. Where we are made aware of a vulnerable resident, we will comply with the Council's safeguarding policy.

Additional consideration will be given to the timescales for access, types of communication sent and where additional explanation may be required.

15. Review

This policy will be reviewed every 3 years to ensure compliance with the relevant safety acts.

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Housing Policy Schedule September 2023

Housing Services					
Housing Strategy	2021-2026	Mar 21	Mar-26	NA	
7 year affordable housing delivery	2012 - 2028	Jul 21	Jul-27	NA	
Resident Engagement Strategy	2022 - 2027	Mar 22	Mar-27	NA	
Service Standard	2022-2027	Mar 22	Mar-27	NA	
Asset Management Strategy	New Strategy		Jul-22	Jun 24	2023 Municipal year, being reviewed.
Community Cohesion & Resilience Strategy	New Strategy	n/a	Jul-22	Jun 24	
Training Plan/Matrix	Ongoing	n/a	Jun-24	NA	Working Document
Billing Policy	New Policy	Jun-23	Jun-24	NA	
Managing Tenancies					
Tenancy Strategy	2021-2026	Jun 21	Jun-26	NA	
Tenancy Agreement	2014		Jun-24	NA	Under review 10 year review
Leasehold/Tenant Handbook	New Document	n/a	Jun-24	NA	To be reviewed in line with the Tenancy Agreement
End of Fixed term tenancy policy	2021-2026	Jul 21	Jul-26	NA	
Rent Setting Policy	2022-2024	Dec 21	Dec-24	NA	
Pets Policy	2021-2024	Dec 21	Dec-24	NA	
Recharge Policy	2015-2018	Sep 15	Sep-22	Sep 23	Delayed to go hand in hand with the income management policy
Income Management Policy	2014	Apr 14	Apr-19	Sep 23	Delayed as we work with Mobyssoft on best practice
Mobility Scooter Policy	2022-2025	Mar 22	Mar-25	NA	
Tenancy Sustainment Policy	New Policy	Mar 22	Jun-23	NA	
Hoarding Policy	New Policy	Jul 22	Jun 23	NA	
Former Tenant Debt Recovery Policy	Jun-18	Jun-18	Jun-23	Sept-23	
Repairs and Compliance					

Electrical Policy	2021 - 2023	Jun 21	Jul-23	Sept-23	
Lift Policy	2022-2025	Sep 22	Sep-25	NA	
Fire Policy	2022-2025	Sep 22	Sep-25	NA	
Asbestos Policy	2022-2025	Dec 22	Dec-25	NA	
Damp, Mould and Condensation Policy	2022-2025	Jun 22	Jun-25	NA	
Gas Safety Policy	2022-2025	Mar 21	Mar-24	NA	
Water Hygiene Policy	2023-2026	Feb 23	Feb-26	NA	
Aids and Adaptions Policy	2022-2025	Sep 22	Sep-25	NA	
Solid Fuel Policy	2022-2025	Dec 22	Dec-25	NA	
Housing Needs and Options					
Allocations Policy	2021-2026	Mar 21	Mar-26	NA	
Discharge of Duty Policy	2021-2026	Jul 21	Jul-26	NA	
Meanwhile Offer	2021-2024	Sep 21	Sep-24	NA	
Decant Policy	2022-2026	Sep 21	Sep-26	NA	
Downsizing Scheme	New Policy		Mar- 23	Mar 24	
Tenancy Changes Policy	New Policy	n/a	Mar-23	Jun 23	To ask Angela
Succession Policy	2022-2026	Sep 22	Sep-26	NA	
Homelessness and Rough Sleeping strategy and Delviery Plan	2020-2025	Mar 22	Mar-25	NA	
Placement Policy	2020-2024	Jan 20	Jan-24	NA	
Management Move Policy	2022-2025	Jun 22	Jun-25	NA	
Home Ownership					
Leasehold Payment Options Policy	2022-2025	Mar-22	Mar-25	NA	



Committee Title: Housing, Health & Community

Date: 18th September 2023

REPORT TITLE:	Hoarding Policy
REPORT OF:	Lauren Stretch, Director of Housing

REPORT SUMMARY

In the last two years the housing team have identified two serious hoarding cases within our stock. It quickly became apparent that there were no guidance documents or policies to help and support officers, only information from Social Care.

With the implementation of Tenancy Audits imminent, we are proposing to introduce a new Hoarding Policy to support officers and provide clear guidance on how to deal with these cases as we anticipate finding more as the new audits progress.

Our aim is to deal with each identified case in a safe, supporting, considerate and efficient manner.

RECOMMENDATIONS

For members to endorse the Health & Safety and Wellbeing Policy.

SUPPORT ING INFORMATION

1.0 REASONS FOR RECOMMENDATIONS

- 1.1 By implementing this policy, officers will have a guide to dealing with complex hoarding cases and if they are questioned on their actions, can refer to the document accordingly.
- 1.2 This will also be shared with residents should they query why we are doing something and will also assist in their understanding of hoarding.

2.0 OTHER OPTIONS CONSIDERED

- 2.1 Do nothing and rely on the guidance documents from social care was considered but as we are about to enter into a new phase of regular Tenancy Audits, it was felt that

more cases may present and having a policy to guide how we deal with these would be beneficial.

3.0 BACKGROUND INFORMATION

- 3.1 During the last 18 months, during routine visits to properties, Officers have identified two serious cases of hoarding.
- 3.2 It immediately became apparent that there were no supporting or guidance documents to assist them in resolving these cases and the need for a new policy and procedure was identified.
- 3.3 The Housing department have engaged with Social care on how best to approach these types of cases and have used the guidance and support provided to deal with the two existing cases.
- 3.4 We have engaged with external accredited Hoarding specialists who have not only provided invaluable advice but have assisted with our residents.
- 3.5 Through this process, we have done lessons learnt exercises and built the policy and procedure off the back of this developing and improving it as we progress.

4.0 FINANCIAL IMPLICATIONS

Name & Title: Tim Willis, Director – Resources & Section 151 Officer
Tel & Email : 01277 312500 / tim.willis@brentwood.rochford.gov.uk

- 4.1 Hoarding cases can bring high void cost if they are not dealt with in a timely manner and this will affect the Housing Revenue Account.
- 4.2 There will also be cost implications to the support packages Housing choose to put in place to help Hoarders in their stock in the first instance.

5.0 LEGAL IMPLICATIONS

Name & Title: Claire Mayhew, Acting Joint Director – People & Governance & Monitoring Officer
Tel & Email 01277 312500 / claire.mayhew@brentwood.rochford.gov.uk

- 5.1 There are no direct legal implications however, legal input may be required where Tenancy Action is taken.

6.0 RESOURCE IMPLICATIONS: STAFFING, ICT AND ASSETS

- 6.1 None

7.0 RELEVANT RISKS

- 7.1 Failure to have a Hoarding Policy could put the Council at risk when dealing with such cases.

8.0 ENGAGEMENT/CONSULTATION

8.1 Tenant Talkback have been consulted on this policy.

9.0 EQUALITY & HEALTH IMPLICATIONS

Name & Title: Kim Anderson, Corporate Manager - Communities, Leisure and Health

Tel & Email 01277 312500 kim.anderson@brentwood.gov.uk

9.1 Hoarding is a recognised Mental Health illness and treatment can vary. Officers will require training on dealing with the sensitivities surrounding Hoarding and should ensure that any external professional is accredited to deal with such illnesses.

10.0 ECONOMIC IMPLICATIONS

Name & Title: Phil Drane, Director - Place

Tel & Email 01277 312500 / phil.drane@brentwood.rochford.gov.uk

10.1 There are no direct economic implications.

REPORT AUTHOR: Name: Nicola Marsh

Title: Corporate Manager - Housing Estates

Phone: 01277 312 981

Email: nicola.marsh@brentwood.gov.uk

APPENDICES

Appendix A: Hoarding Policy

Appendix B: Hoarding Guidance Essex Safeguarding

BACKGROUND PAPERS

None

SUBJECT HISTORY (last 3 years)

Council Meeting	Date
N/A	

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HOARDING POLICY

Contents

- Introduction
- Aims of the Policy
- Scope
- Identifying Hoarding Behaviour
- Approaches to Hoarding
- Management of Hoarding
- Risk Assessment
- Support
- Action Plan
- Clearance of property
- Management Move
- Legal Powers and Duties
- Equality and Diversity
- Review
-

INTRODUCTION

This Policy has been implemented to deal with the issue of hoarding at properties owned by Brentwood Council. It describes:-

- How Brentwood Council will deal with tenants who display hoarding tendencies.
- The steps that Brentwood Council will take to assist tenants in dealing with the issue.
- The action Brentwood Council will take against tenants who fail to address hoarding issues.

Hoarding Definition

In May 2021, the World Health Organisation recognised hoarding as a distinct mental health difficulty. Hoarding is the excessive acquisition of, and inability to discard, items even though they appear to others to have no value or use. Excessive hoarding may affect day-to-day living and create a potential hazard or nuisance to others as well as to the individual. The causes may be widespread but may form part of other health problems; physical illness, dementia, depression, alcohol and drug misuse, schizophrenia, bipolar disorder, learning disability or obsessive compulsive disorder; however, not all hoarders have mental health issues.

This Policy exclusively deals with hoarding cases where it creates severe deterioration of the tenants' home to the point that it is no longer able to function as a viable living space.

AIMS OF THE POLICY

1. Brentwood Council takes the issue of compulsive hoarding and unsanitary properties seriously and recognises the impact it can have on customers and their neighbours' lives, on our properties and workforce, including
 - Impact on other household members and neighbours;
 - Health and Safety: unsafe and unhealthy living conditions and fire risk;
 - Damage and deterioration of property due to excessive weight on ceilings;
 - Condensation problems due to build-up of belongings around walls; and
 - Being unable to carry out essential repairs and maintenance due to areas being inaccessible or unsanitary.
2. This Policy aims to ensure that issues are dealt with in a supportive, fair and consistent manner, ensuring a flexible approach for tenants with disabilities or vulnerability, complying with current legislation.
3. This Policy will also ensure that cases of hoarding are investigated in a collaborative way and that information on the problems related to hoarding is shared amongst partner agencies, in compliance with data sharing protocols and arrangements. This will enable incidents of hoarding to be dealt with in an evidence based, structured, systematic, co-ordinated and consistent way.
4. This Policy enhances and develops the "informal" multi-agency arrangements in place which maximise the use of existing services and resources and which may reduce the need for compulsory solutions, but ensures that when formal solutions are required, there is a process for planning solutions tailored to meet the needs of the customer.

SCOPE

- This Policy covers all types of tenure within Brentwood Council's housing stock and applies to all staff working for Brentwood Council.
- All staff and contractors that enter a property are responsible for reporting hoarding cases to their Line Manager.
- There is an expectation that all staff will engage fully to achieve the best outcome for tenants whilst meeting the requirements and duties of partnership agencies.

IDENTIFYING HOARDING BEHAVIOUR

(1) Types of hoarding:-

- Inanimate objects : defined as a collection of a mixture of objects such as old clothes, newspapers, food, containers or papers.
- Animal hoarding : defined as the obsessive collecting of animals, often with an inability to provide minimal standards of care.
- Data hoarding : defined as the collection of data collection equipment such as computers, electronic storage devices or paper combined with a need to store copies of information in an electronic format.

(2) General characteristics of hoarders:-

- Fear and anxiety
- Excessive attachment to possessions
- Indecisiveness
- Unrelenting standards: hoarders often find faults with others while struggling to organise themselves
- Social isolation and loneliness
- Strong positive feeling after accumulating items
- Embarrassment
- Large number of pets and self-confessed "rescuer of strays".
- Has mental capacity as defined in the Mental Capacity Act 2005 and the Mental Health Act 1983
- Extreme clutter preventing rooms of a property from being used for its intended purpose.
- Churning involving moving items from one part of a property to another without ever

discarding anything.

- Lack of self-care or care of others
- Poor insight: hoarders typically see nothing wrong with their behaviour and fail to recognise the impact it has on others.

(3) Hoarding insight characteristics

- Good or fair insight: the tenant recognises that hoarding-related beliefs and behaviours are problematic.
- Poor insight: the tenant is mostly convinced that hoarding-related beliefs and behaviours are not problematic and has little self-recognition or acceptance of their own hoarding behaviour.
- Absent (delusional) insight: the tenant is convinced that hoarding-related beliefs and behaviours are not problematic and is completely accepting of their living environment.
- Detached with assigned blame: The tenant has been away from their property for an extended period and has formed a detachment and is convinced a 3rd party is to blame (for example; citing a burglary has taken place, squatters or other household members).

Brentwood Council promotes tenancy sustainment and the right for tenants to make individual choices even when this requires tolerance of unconventional lifestyles or where tenants appear to act in ways that are against their best interests.

However, in cases where the tenant displays behaviours that pose a risk or has a detrimental impact on themselves or others, Brentwood Council will, take a graded approach to dealing with the issue of hoarding and will try and work with individuals to identify issues and work towards a resolution.

APPROACHING TO HOARDING

The following approaches will be attempted to ensure tenancy sustainment in accordance with our policies and procedures.

Provision of Support

Brentwood Council will initially provide support from within its own resources. This may include involving care and support staff for tenants who have support packages and increasing the frequency of visits from Housing Officers or Housing Support Officers. This approach may also involve contacting known next-of-kin, advocates, social work departments and support workers for low level assistance where appropriate and with consent of the tenant.

In all cases, prior to making an assessment of the best course of action, cases in which safeguarding issues or suspected hoarding will be escalated to the appropriate manager. In the first instance to the Estates Manager or in cases where a potential threat to life is noted, the Corporate Manager Housing Estates.

Referral Approach

Brentwood Council may involve the use of partnership agencies or departments, including the referral to Health and Social Care Agencies, Essex Fire & Rescue Service, Environmental Health Officers or any other organisation or person that can offer assistance. This may be a single referral or multiple referrals which form part of a multi-agency approach.

Enabling Approach

Brentwood Council may provide clearing and cleaning services and, in some circumstances, a complete "clean start" approach. This approach may involve the tenant being decanted from the affected property for a short period of time. Prior to any work being undertaken, consent is required from the tenant and they would be consulted on the possible costs of the work, for which they will be liable to pay via affordable payment plans

Prior to proceeding with any clearing or cleaning services Brentwood Council will ensure that the tenant as contacted a health professional or other agencies to ensure adequate support is in place throughout the clearing and cleaning process.

Enforcement

If the above actions fail to bring about appropriate improvements, and only as a last resort, Brentwood Council will consider taking legal action to recover possession of the property in accordance with our Tenancy Agreement.

MANAGEMENT OF HOARDING

In all identified hoarding cases the Housing Officer or Housing Support Officer will consult with the Estates Managers to ensure that an objective, sensitive, solution based and non-judgmental approach is adopted.

Brentwood Council will assume that the tenant has mental capacity as outlined in the Mental Capacity Act 2005 and the Mental Health Act 1983 unless an assessment by a relevant professional proves otherwise. In instances where the tenant is deemed not to have capacity, Brentwood Council will ensure the appropriate guardians/advocates are consulted.

Early intervention is essential to tackle any emerging issues by providing the right support at the right time.

Visits to the Property

In cases where it has been identified that a tenant has started to hoard and prior to a visit, the relevant Housing Officer or Housing Support Officer will discuss the matter the Corporate Health & Safety Officer and a risk assessment will be completed. The Housing Officer or Housing Support Officer will arrange a visit to the property and decide the best course of action.

To ensure Brentwood Council obtain an accurate portrayal of the issue, an approved clutter scale test will be used and the tenants will be asked to select a photograph which represents the clutter within their home. In general, hoarding that reaches the level of a Category 7, 8 or 9 would potentially threaten a person's life and, as such, Brentwood Council will encourage the tenant to seek assistance.

RISK ASSESSMENT

If the Corporate Health & Safety Officer identifies that a risk assessment is required, a joint visit will be arranged.

Fire Safety

There are a vast range of risks associated with hoarding. Where a property is identified, regardless of the risk, the tenants will be advised of the increased risk and a safe exit route will be identified. In this regard, advice will be sought from Essex Fire & Rescue Services and a property assessment may be undertaken.

The operational problems for the Fire Service posed by properties with large quantities of hoarding materials include:

- Difficulty in gaining access to property;
- Difficulty in making progress due to walking on top of hoarded materials rather than the ground;
- Difficulty in locating casualty;
- Difficulty in locating Gas and Electricity shut-offs;
- Potential for fires being hotter due to higher than average quantities of flammable materials within the property; and
- Difficulty in applying water to seat of the fire.

Brentwood Council will work with Essex Fire & Rescue Services to identify tenants who display hoarding tendencies by assisting them to:

- Eliminate trailing electrical leads, especially under carpets and through doorways;
- Reduce overloaded sockets;

- Clear doorways to allow doors to close;
- Make utility shut offs accessible;
- Move flammable materials away from heat sources;
- Ensure the smoke alarms are clear from clutter and are working;
- Create alternative escape routes; and
- Manage materials used for smoking.

If a Housing Officer or Housing Support Officer deems it necessary, information may be shared with appropriate emergency services which will allow an appropriate response from an attending crew.

Environmental Health implications

- Hoarding may adversely impact on the hoarder's home environment and also result in infestations and complaints from neighbouring properties.
- Section 83 of the Public Health Act 1936 states that where the 'filthy or unwholesome' condition of premises is 'prejudicial to health' (likely to cause disease), or the premises 'are verminous', Environmental Health shall give notice to the owner or occupier requiring them to take steps to cleanse the premises
- Section 79(1) of the Environmental Protection Act 1990, states that 'any premises in such a state as to be prejudicial to health or a nuisance' or 'any accumulation or deposit which is prejudicial to health or a nuisance' are considered statutory nuisances
- The same section also states that it is the duty of every local authority, where a complaint of a statutory nuisance is made to it by a person living within its area, to take such steps as are reasonably practicable to investigate the complaint
- Where a nuisance is found to exist or is likely to occur or recur, the authority has a further duty to serve an abatement notice.
- The Refuse Disposal (Amenity) Act 1978, the Town and County Planning Act 1990 and the Anti-Social Behaviour, Crime and Policing Act 2014 must all be taken into consideration when assessing an individual and property where hoarding is displayed to prevent serious risk of harm to tenants, cohabittees, animals or neighbours.

SUPPORT

1. Where family or friends are already involved, and willing to co-operate, we encourage their assistance, however in doing this we will always comply with GDPR principles. Our priority is to engage with the resident personally, wherever possible.
2. Where the hoarder is already engaging with a support service, we will try to work alongside this existing arrangement. This is important because hoarders can at times be mistrustful of new services intervening.
3. Where the hoarder is not currently engaged, but appears willing to accept assistance, we will:
 - Persevere to find ways to engage with the customer and we will work over a long period of time to get a result;
 - Find the right person who can best engage with the customer – this may not be the person who would normally take the role but an effective relationship where there is trust is essential to getting successful outcomes;
 - set up multi agency meetings early on to determine who has the best engagement and how efforts can be co-ordinated most effectively;
 - Invest in resources as these cases take a disproportionate amount of time compared to other cases. Damage as a result of hoarding can result in costly repair works so preventative work is key and cost effective in the long run;
 - Take a "hands on" approach and work with the customer to physically clear the property;
 - Arrange for items to be collected on the same day as the clearance to ensure the customer does not bring items back into their home; and
 - When a case is resolved, regular check-up visits are needed to ensure the issue does not occur again.
4. Where support is offered but refused, it is important to note this in the case records, as this may be crucial evidence later, if legal action should be required.

ACTION PLAN

The Housing Officer or Housing Support Officer will create an action plan detailing the issue. This will be shared with the tenant and any guardians / advocates. Brentwood Council's emphasis is the provision of support to the tenant and will practice 'Action By Consent' in the first instance. The action plan will outline a realistic timescale for tenants' adherence.

Failure of Action Plan

If the tenant fails to adhere to the action plan and timescale or there is a sudden deterioration of the condition of the property, Brentwood Council will consider the following:

- **Stage 1**
The tenant will be issued with a written Breach of Tenancy Warning and copies will be shared with guardians/advocates, support agencies, next-of-kin, social work department and support workers. Following the issue of the 1st written warning, the Housing Officer or the Housing Support Officer will undertake a home visit to discuss breaches of tenancy.
- **Stage 2**
If the tenant fails to respond to the 1st written warning and the property condition does not improve within the specified timeframe and/or the tenant fails to make a concerted effort to improve the condition of the property, a 2nd written warning will be issued. Following the issue of the 2nd written warning the Housing Officer or the Housing Support Officer will carry out a further home visit to discuss breaches of tenancy. At this stage consideration will be given as to whether the action plan is being adhered to.
- **Stage 3**
Where Stage 1 and Stage 2 have failed and it is believed that external agencies no longer have any influence to impose the suggested measures, consideration will be given regarding enforced actions.

Assuming that all mental capacity checks have been completed, a PSED form has been issued and satisfactory progress have not been made to resolve the hoarding issue, Brentwood Council will issue a Notice of Seeking Possession to the tenant to recover the property.

CLEARANCE OF PROPERTY

Brentwood Council will adopt an 'Action By Consent' approach as far as possible. If the condition of the property continues to deteriorate and the tenant fails to cooperate, Brentwood Council may decide to clear and clean the property. Brentwood Council will ensure that any clearing of items from a property is carried out in accordance with relevant legislation.

Recharging of Work

If a decision is undertaken to clear and/or clean the property, Brentwood Council may choose to recharge the tenant for the associated costs of any work undertaken. Each case will be considered on its merits and recharging will adhere to the Council's Recharge Policy. Brentwood Council will assist in contacting charities and other organisations to assist the tenant to gain financial assistance. This may be The Samaritans, church organisations, Mind, Brentwood Mutual Aid, Essex Community Tree, Essex Floating Support Service or charities specifically aimed at hoarding (Help for Hoarders). See Appendix 7.

MANAGEMENT MOVE

In certain circumstance Brentwood Council may consider moving the tenant to alternative accommodation to provide a "clean start". This will be undertaken as part of a managed solution and will require the consent of the tenants.

LEGAL POWERS AND DUTIES

Brentwood Council will always try and work with a tenant to identify a solution to a hoarded property. However, in cases where the tenant is not willing to co-operate, Brentwood Council can serve notice on the occupier.

A selection of the key Acts, duties and powers are included below:

The Care Act 2014

Please note that this Act does not provide a right of entry.

- Section 6: Co-operation : Brentwood Council should work in tandem with the County Council where appropriate.
- Section 9: Assessing a tenant's needs for care and support : The offer of an assessment should be made as the tenant may have care and support needs.
- Section 42: Safeguarding : Hoarding may qualify as self-neglect and poses a possible safeguarding risk to others. The statutory guidance states "this covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding. It should be noted that self-neglect may not prompt a section 42 enquiry. An assessment should be made on a case-by-case basis. A decision on whether a response is required under safeguarding will depend on the adult's ability to protect themselves by controlling their own behaviour".

Mental Capacity Act 2005

Please note that this Act does not provide a right of entry.

- Section 4: Best Interests: If a tenant has been assessed as lacking capacity regarding their hoarding, then a Best Interest Decision can be made on their behalf. Depending on the situation, an application may have to be made to the Court of Protection.

Mental Health Act 1983

There is a power of entry by the police on grant of a warrant if an Approved Mental Health Professional (AMHP) presents relevant information and the Police can enter with the AMHP. There is a strict legal procedure regarding this and only applicable in exceptional circumstances.

- Section 2: Admission for Assessment : This would allow a tenant to be admitted to hospital against their will if:
 - ❖ They suffer from a mental disorder to the degree which warrants their detention in hospital for a limited period of time for the purposes of assessment; and
 - ❖ They ought to be detained for their own protection or the protection of others.

Homelessness Reduction Act 2017

- Section 175 of the Homelessness Prevention Act 1996 defines that a person is threatened with homelessness if it is likely that they will become homeless within 28 days. The Homelessness Reduction Act 2017 extends the number of days from 28 to 56 and, in addition, tenants who have received a valid notice under section 21 of the Housing Act 1988 and the expiry date is within 56 days, will be treated as being threatened with homelessness. There is a duty on Brentwood Council to ensure that advice and information about homelessness and prevention is available free of charge.
- Brentwood Council would be required to provide or secure the provision of free services to give people in their area information and advice on:
 - ❖ preventing homelessness securing accommodation if homeless
 - ❖ the rights of people who are homeless or threatened with homelessness, and
 - ❖ any help that is available for people who are homeless or likely to become homeless as well as how to access that help.

Housing Act 2004

This Act allows Brentwood Council powers to inspect housing and enforce repair and works where a significant hazard exists.

Anti-Social Behaviour, Crime & Policing Act 2014

Allows Brentwood Council to have power to control hoarding where it is likely to have a detrimental effect on the quality of life to others in the locality and Environmental ASB can be issued and breaches are a criminal offence.

Public Health Act 1936

Section 79: Power to require removal of noxious matter by the tenant and allows the cost to be recovered.

Section 83: Cleaning of filthy and/or verminous premises applies where the property is found to be;

- ❖ In such a filthy or unwholesome condition as to be prejudicial to health; or
 - ❖ verminous (relating to rats, mice other pests including insects, their eggs and larvae),
- Then the LA can serve a notice requiring clearance of materials and objects that are filthy, cleansing of surfaces, carpets etc. within a specified time period. This is generally a minimum of 21 days. If not complied with, Environmental Health (EH) can carry out works in default and recover the costs. Appeal provisions are in place.

Section 84: Cleansing or destruction of filthy or verminous articles. Any article that is so filthy as to need cleansing or destruction in order to prevent injury to persons in the premises or is verminous. The LA can serve notice requiring the identified article to be cleansed, purified, disinfected or destroyed at their expense. This section is also seldom used, if it were to be used it would be in conjunction with action taken under section 83.

Prevention of Damage by Pests Act 1949

Section 4: Power of LA to require action to prevent or treat rats and mice. Notice may be served on the owner or occupier of land/ premises where rats and/or mice are or may be present due to the conditions at the time. The notice served on the owner or occupier would specify a reasonable period of time in which to carry out reasonable steps to eradicate the rats/mice from the land/premises. This could entail pest control treatment, requirement to remove materials that may feed or harbour them and carry out necessary structural works. The LA may carry out works in default if the Notice is not complied with and charge for this. However, there is no power of entry available under this section, so if refused access to carry out works in default the LA are unable to enter.

Environmental Protection Act 1990

Section 79: Statutory nuisances and inspections are defined in Section 79 of the Act and include the following:

- ❖ any premises in such a state as to be prejudicial to health or a nuisance
- ❖ fumes or gases emitted from the dwelling so as to be prejudicial to health or a nuisance
- ❖ any accumulation or deposit which is prejudicial to health or a nuisance
- ❖ any animal kept in such a place or manner as to be prejudicial to health or a nuisance.

It is the duty of every local authority to cause its area to be inspected from time to time to detect any statutory nuisances which ought to be dealt with under section 80 and, where a complaint of a statutory nuisance is made to it by a person living within its area, to take such steps as are reasonably practicable to investigate the complaint. 'Nuisance' means something which interferes with another's land (or more rarely the population at large).

Section 80: Summary proceedings for statutory nuisances.

- Where a local authority is satisfied that a statutory nuisance exists, or is likely to occur or recur, in the area of the authority, the local authority shall serve a notice ("an abatement notice") imposing all or any of the following requirements –
- requiring the abatement of the nuisance or prohibiting or restricting its occurrence or recurrence;
- requiring the execution of such works, and the taking of such other steps, as may be necessary for any of those purposes;
- and the notice shall specify the time or times within which the requirements of the notice are to be complied with. Appeal provisions are in place. Environmental Health (EH) can also carry out works in default and recharge the costs.

Equality and Diversity

The Council are aware that some of our residents are vulnerable either through age, mental health, ill health or other circumstances. Where we are made aware of a vulnerable resident, we will comply with the Council's safeguarding policy.

Additional consideration will be given to the timescales for access, types of communication sent and where additional explanation may be required.

- **Review**
-
- This policy will be reviewed every 1 years to ensure it is updated with current Hoarding guidance and to ensure procedures are relevant. If there have been no current cases, this will be extended to 2 years.

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Hoarding Guidance

Southend Safeguarding Adults Board
Essex Safeguarding Adults Board
Thurrock Safeguarding Adults Board

In partnership with Southend, Essex and Thurrock
Safeguarding Children Boards

December 2021

Title:	Hoarding Guidance
Purpose:	A guide for local partnerships and agencies in Southend Essex and Thurrock how to deal with Hoarding
Type:	Policy & Guidelines
Target Audience:	All professionals working in Southend, Essex and Thurrock
Date approved: Review Date:	December 2021 December 2024
This replaces:	Hoarding Guidance Version 2
This should be read alongside:	This document is compliant with all relevant legislation at the time of publication and adheres to the current SET Safeguarding Adults Guidelines and SET Safeguarding and Child Protection Procedures .
Leads / Authors:	Paula Ward (Thurrock SAB) /Michala Jury (ESAB) / Paul Hill (SSP)

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This guidance has been adapted from The London Borough of Merton Hoarding Protocol.

1. Introduction

This guidance sets out an understanding of the issues of hoarding behaviour and details the path a practitioner should take to risk assess and safeguard the individual using a person-centred, outcome focused, solution-based model. This guidance should be read alongside the [SET safeguarding adult guidelines¹](#) and [SET Safeguarding Childrens Guidelines](#)

2. Who does the guidance apply to?

This guidance applies to all those who may come across hoarding behaviour as part of their day-to-day duties. There is an expectation that everyone engages fully in partnership working to achieve the best outcome for the adult and any child(ren), while meeting the requirements and duties of individual agencies.

3. Aims of guidance

The aims of this guidance are to:

- Gather and share information on the complex personal and spatial issues arising from hoarding behaviour from different perspectives including the person with hoarding behaviour, professional and community perspectives.
- Develop “informal” multi-agency solutions which maximise the use of existing services and resources and which may reduce the need for compulsory solutions.
- Ensure that when formal solutions are required, there is a process for planning solutions tailored to meet the needs of the adult(s) and/or any child(ren).
- To establish best practice and improve knowledge of legislation that relates to hoarding behaviour.

4. Definition of hoarding

Mental disorder is defined by the World Health Organisation as:

- Comprise a broad range of problems, with different symptoms.
- Generally characterised by some combination of abnormal thoughts, emotions, behaviour and relationships with others
- Most of these disorders can be successfully treated.
- Mental health problems range from the worries we all experience as part of everyday life to serious long-term conditions.
- The majority of people who experience mental health problems can get over them or learn to live with them, especially if they get help early on.

According to [international classification of Diseases 11 \(2018\)²](#) hoarding disorder is characterised by:

¹ <https://www.essexsab.org.uk/professionals/guidance-policies-protocols/>

² <https://icd.who.int/browse11/l-m/en#/http%3a%2f%2fid.who.int%2f%2fid%2f%2f1991016628>

- *“accumulation of possessions due to excessive acquisition of or difficulty discarding possessions, regardless of their actual value.*
- *Excessive acquisition is characterized by repetitive urges or behaviours related to amassing or buying items.*
- *Difficulty discarding possessions is characterized by a perceived need to save items and distress associated with discarding them.*
- *Accumulation of possessions results in living spaces becoming cluttered to the point that their use or safety is compromised.*
- *The symptoms result in significant distress or significant impairment in personal, family, social, educational, occupational or other important areas of functioning”.*

5. What is hoarding disorder?

As so few people with hoarding behaviour have a formal diagnosis of hoarding disorder, this guidance will use the descriptor of person with hoarding behaviour.

The Care Act (2014) statutory guidance includes self-neglect as a type of abuse. It states ‘this covers a wide range of behaviour neglecting to care for one’s personal hygiene, health or surroundings and includes behaviour such as hoarding’. Hoarding can also be result of other health problems; physical illness, dementia, depression, alcohol and drug misuse, schizophrenia, bipolar disorder, learning disability or obsessive-compulsive disorder.

It is important to remember that over 90% of all people with hoarding behaviour have other mental health and physical health issues and would meet the criteria in an assessment based solely on a level 5 or above Clutter Image Rating (Appendix 2). As such it is important to holistically assess social care and other needs.

Hoarding disorder is distinct from the act of collecting and is also different from people whose property is generally cluttered or messy. The main difference between someone who hoards and a collector is that person with hoarding behaviours have strong emotional attachments to their objects which are well in excess of their real value. Hoarding does not favour a particular gender, age, ethnicity, socio-economic status, educational/occupational history or tenure type. Anything can be hoarded, in areas including the adult’s property, garden or communal areas.

6. Types of hoarding

There are three types of hoarding:

- **Inanimate objects:** This is the most common. This could consist of one type of object or a collection of a mixture of objects such as old clothes, newspapers, food, containers or papers.
- **Animal hoarding:** Animal hoarding is on the increase. This is the obsessive collecting of animals, often with an inability to provide minimal standards of

care. The person with hoarding behaviour is unable to recognise that the animals are or may be at risk because they feel they are saving them. In addition to an inability to care for the animals in the home, people who hoard animals are often unable to take care of themselves. The homes of animal person with hoarding behaviours are often eventually destroyed by the accumulation of animal faeces and infestation by insects. Animal hoarding is not classified under Hoarding Disorder.

7. General characteristics of hoarding

- **Fear and anxiety:** hoarding behaviour may have started as a learnt behaviour or following a significant traumatic event such as bereavement. The adult hoarding collects compulsively as a dysfunctional coping mechanism e.g. I feel bad and collecting this makes me feel better. Attempt to discard hoarded items can induce distressing feelings varying from mild anxiety to a full panic attack and/or dissociation.
- **Long term behaviour pattern:** possibly developed over many years, or decades, of “buy and drop”. Collecting and saving, with an inability to throw away items without experiencing fear and anxiety.
- **Excessive attachment to possessions:** people who hoard may hold an inappropriate emotional attachment to items.
- **Indecisiveness:** people who hoard struggle with the decision to discard items that are no longer necessary, including items which may seem to have no value.
- **Socially isolated:** people who hoard can be socially isolated for a range of reasons, including shame. They may refuse home visits from individuals including professionals, in favour of office-based appointments and/or declining support / services.
- **Large number of pets:** people who hoard may have a large number of animals that can be a source of complaints by neighbours. They may be a self-confessed “rescuer of strays”.
- **Mental capacity:** people who hoard are typically able to make decisions that are not related to the hoarding.
- **Extreme clutter:** hoarding behaviour may prevent several or all the rooms of an adults’ property from being used for its intended purpose.
- **Churning:** hoarding behaviour can involve moving items from one part of an adult’s property to another, without ever discarding anything.
- **Self-care:** while an adult who hoards may appear unkempt and dishevelled, due to lack of toileting or washing facilities in their home, most people who hoard will use public facilities, in order to maintain their personal hygiene and appearance.

8. Hoarding insight characteristics

The following is a guide on whether the adult has insight into their hoarding behaviour.

Good or fair insight: The adult recognises that hoarding-related beliefs and behaviours are problematic. The adult recognises these behaviours in themselves.

Poor insight: The adult is mostly convinced that hoarding-related beliefs and behaviours are not problematic despite evidence to the contrary. The adult might recognise a storage problem but has little self-recognition or acceptance of their own hoarding behaviour.

Absent (delusional) insight: The adult is convinced that hoarding-related beliefs and behaviours are not problematic despite evidence to the contrary. The adult is completely accepting of their living environment despite it being hoarded and possibly a risk to health.

Detached with assigned blame: The adult has been away from their property for an extended period. The adult has formed a detachment from the hoarded property and is now convinced a 3rd party is to blame for the condition of the property. For example, a burglary has taken place, squatters or other household members.

9. Legal powers and duties

Local Authorities (LA) where appropriate will always try and work with an adult to identify a solution to a hoarded property, and professionals should contact the environmental waste services department they can be aware of procedures for waste collection and other local facilities available. However, in cases where the adult is not willing to co-operate the LA can serve notice on the owner or occupier.

A selection of the key Acts, duties and powers are included below:

The Care Act 2014

Please note that this Act does not provide a right of entry.

Section 6: Co-operation

Local authorities should co-operate in cases such as this. Specifically, this will mean that the local authorities should work in tandem with each other where appropriate.

Section 9: Assessing an adult's needs for care and support

The offer of an assessment should be made to the adult because it will likely appear to the local authority that the adult may have care and support needs.

Section 42: Safeguarding

Hoarding may qualify as self-neglect and also pose a safeguarding risk to others, for example family or carers. The statutory guidance states "this covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding. It should be noted that self-neglect may not prompt a section 42 enquiry. An assessment should be made on a case-by-case basis. A decision on whether a response is required under safeguarding will depend on the adult's ability to protect themselves by controlling their own behaviour. A decision on whether a response is required under safeguarding will depend on the

adult's ability to protect themselves by controlling their own behaviour. There may come a point when they are no longer able to do this, without external support.”. For further information regardg this the [SET Safeguarding Adult Guidelines³](#) should be reviewed.

Mental Capacity Act 2005

The Mental Capacity Act 2005 provides a statutory framework for people who lack capacity to make decisions for themselves. The Act has 5 statutory principles which underpin the legal requirements of the Act. Should a capacity assessment be considered, this is an assessment of capacity for whether the client has capacity to access help for their hoarding – so, does the client understand they have a problem with hoarding?; is the client able to weigh up the alternative options? e.g. being able to move around their accommodation unhindered, being able to sleep in their bed, take a bath, cook in their kitchen, sit down on a chair/sofa? (this list is not exhaustive!); can the client retain the information given to them? (e.g., if the accommodation is cleared, you would be able to move around your accommodation etc); can the client communicate their decision? It is essential that any mental capacity assessment is clearly documented on case records. The [Mental Capacity Act guidance⁴](#) should be followed. Please note that this Act does not provide a right of entry.

Section 4: Best Interests: If a person with hoarding behaviour has been assessed as lacking capacity regarding their hoarding, then a best interest decision can be made on their behalf. Depending on the situation, an application may have to be made to the Court of Protection.

Mental Health Act 1983

Section 2: Admission for Assessment

This section would allow a person with hoarding behaviour to be admitted to hospital against their will if:

- They suffer from a mental disorder to the degree which warrants their detention in hospital for a limited period of time for the purposes of assessment; and
- They ought to be detained for their own protection or the protection of others.

There is a strict legal procedure for this and it would only be applicable in extreme circumstances. Please note there is a power of entry by the police on grant of a warrant. The warrant is only granted if an Approved Mental Health Professional (AMHP) presents the Magistrate with the relevant information. It is at this point that the warrant can be issued and Police can enter with the AMHP.

³ <https://www.essexsab.org.uk/professionals/guidance-policies-protocols/>

⁴ <https://www.essexsab.org.uk/professionals/mental-capacity-act-and-deprivation-of-liberty-safeguards/>

Homelessness Reduction Act

Section 175 of the Homelessness Prevention Act 1996 defines that a person is threatened with homelessness if it is likely that they will become homeless within 28 days.

The Homelessness Reduction Act 2017 extends the number of days from 28 to 56. In addition, people who have received a valid notice under section 21 of the Housing Act 1988 and the expiry date is within 56 days, will be treated as being threatened with homelessness duty on English LAs to ensure that advice and information about homelessness, and preventing homelessness, is available free of charge to everyone in their district.

Under the 2017 Act, LAs would be required to provide or secure the provision of free services to give people in their area information and advice on:

- preventing homelessness
- securing accommodation if homeless
- the rights of people who are homeless or threatened with homelessness, and
- any help that is available for people who are homeless or likely to become homeless as well as how to access that help.

Housing Act 2004 - gives local authorities duties and powers to inspect housing and enforce repair and enforcement works where a significant hazard exists. Whilst this legislation applies to all tenures, it is usually applied to rented properties where a landlord fails to carry out essential repairs and in doing so, puts the tenants health and safety at risk.

Anti-Social Behaviour, Crime & Policing Act 2014 - powers to control hoarding where it is likely to have a detrimental effect on the quality of life to others in the locality. 'Environmental' ASB - Community Protection Notices are aimed at tackling littering, dog fouling, noise etc and can be issued against individuals and companies. The notices can be issued by more agencies than current measures, including police, local authorities and housing associations (if authorised to do so). Breach can result in fixed penalty notices and will be a criminal offence. A further step would be to issue an ASB injunction.

The following legislation is available to Environmental Health Officers.

Public Health Act 1936

Section 79: Power to require removal of noxious matter by occupier of premises

This is seldom used as there is more appropriate legislation. If it is used it would generally be in respect of outdoor areas. Allows the cost to be recovered.

Section 83: Cleansing of filthy and/or verminous premises

Where any premises is found to be;

- a) In such a filthy or unwholesome condition as to be prejudicial to health; or
- b) verminous (relating to rats, mice other pests including insects, their eggs and larvae),

Then the LA can serve a notice requiring clearance of materials and objects that are filthy, cleansing of surfaces, carpets etc. within a specified time period. This is generally a minimum of 21 days. If not complied with, Environmental Health (EH) can carry out works in default and recover the costs. Appeal provisions are in place.

Section 84: Cleansing or destruction of filthy or verminous articles

Any article that is so filthy as to need cleansing or destruction in order to prevent injury to persons in the premises or is verminous. The LA can serve notice requiring the identified article to be cleansed, purified, disinfected or destroyed at their expense. This section is also seldom used, if it were to be used it would be in conjunction with action taken under section 83.

Prevention of Damage by Pests Act 1949

Section 4: Power of LA to require action to prevent or treat rats and mice

Notice may be served on the owner or occupier of land/ premises where rats and/or mice are or may be present due to the conditions at the time. The notice served on the owner or occupier would specify a reasonable period of time in which to carry out reasonable steps to eradicate the rats/mice from the land/premises. This could entail pest control treatment, requirement to remove materials that may feed or harbour them and carry out necessary structural works. The LA may carry out works in default if the Notice is not complied with and charge for this. However, there is no power of entry available under this section, so if refused access to carry out works in default the LA are unable to enter.

Environmental Protection Act 1990

Section 79: Statutory nuisances and inspections therefor.

Statutory Nuisances (SN) are defined in Section 79 of the Act and include the following:

- (a) any premises in such a state as to be prejudicial to health or a nuisance
- (c) fumes or gases emitted from [private dwellings] premises so as to be prejudicial to health or a nuisance
- (e) any accumulation or deposit which is prejudicial to health or a nuisance
- (f) any animal kept in such a place or manner as to be prejudicial to health or a nuisance.

It is the duty of every local authority to cause its area to be inspected from time to time to detect any statutory nuisances which ought to be dealt with under section 80 and, where a complaint of a statutory nuisance is made to it by a person living within its area, to take such steps as are reasonably practicable to investigate the complaint. 'Nuisance' means something which interferes with another's land (or more rarely the population at large).

Section 80: Summary proceedings for statutory nuisances.

Where a local authority is satisfied that a statutory nuisance exists, or is likely to occur or recur, in the area of the authority, the local authority shall serve a notice (“an abatement notice”) imposing all or any of the following requirements -

(a) requiring the abatement of the nuisance or prohibiting or restricting its occurrence or recurrence;

(b) requiring the execution of such works, and the taking of such other steps, as may be necessary for any of those purposes;

and the notice shall specify the time or times within which the requirements of the notice are to be complied with. Appeal provisions are in place. Environmental Health (EH) can also carry out works in default and recharge the costs.

10. Fire safety

Hoarding may pose a significant fire risk to both the people living in the hoarded property and those living nearby. Where a hoarded property is identified regardless of the risk rating, adults need to be advised of the increased fire risk and identify a safe exit route. Appropriate professional fire safety advice must be sought and a fire safety visit requested. Following organisational policies (GDPR, confidentiality, etc) information should be shared with appropriate emergency services by alerting them to hoarded properties. This will allow crews to respond appropriately. Once properties are cleared the information must be updated. A fire safety check undertaken by [Essex County Fire and Rescue Service⁵](#) may be appropriate.

11. Early work

Early work means getting involved early or as soon as possible to tackle any emerging issues by providing the right support at the right time. In most cases, this is achieved by services working together and may take the form of a multi-agency meeting involving the individual. Where appropriate seek support from the local housing department who can give advice on homelessness.

12. Information sharing

Practitioners must always seek the consent of the adult at the heart of the concern before taking action or sharing information. However, there may be circumstances when consent cannot be obtained because the adult lacks the capacity to give it but the best interests of the individual or others at risk of harm demand action. In these cases [Mental Capacity Act guidance⁶](#) should be followed.

In some cases, where an adult refuses consent, information can still lawfully be shared if it is in the public interest to do so. This may include protecting someone

⁵ http://www.essex-fire.gov.uk/Home_fire_safety/?_sm_au=iVVZtfNH50KZQrFP

⁶ <http://www.essexsub.org.uk/professionals/mental-capacity-act-and-deprivation-of-liberty-safeguards/>

from serious harm or preventing crime and disorder. The key factors in deciding whether or not to share confidential information are:

- Necessity** –sharing is likely to make an effective contribution to preventing the risk,
- Proportionality** –the public interest in sharing outweighs the interest in maintaining confidentiality.

If there is any doubt about whether to share information, advice should be obtained from your organisations safeguarding lead. For more information see Wider Eastern Information Stakeholder Forum (WEISF) [information sharing protocols](#)⁷ and General Data Protection Regulations (GDPR).

13. The referral process (see flowchart)

Hoarding is a complex condition and requires a multiagency response. Any professional working with an individual who may have or appear to have a hoarding condition should ensure they complete the [Practitioners Hoarding Assessment](#) and use the [Clutter Image Rating](#) to inform decision making. Organisations should gather as much information as they can prior to making any referral. Where the hoarding behaviour of the adult places a child at risk of harm then this information should be shared with Children’s Social Care in the area as appropriate (see below).

a) Safeguarding children - Safeguarding children is everybody’s business and refers to protecting children from maltreatment, preventing the impairment of their health or development and ensuring that they are growing up in circumstances consistent with the provision of safe and effective care. Growing up in a hoarded property can put a child at risk of harm by affecting their physical and emotional development and in some cases, leading to the neglect of a child. Where a child is residing in a property with a parent/carer who hoards, the interests of the child are paramount; where there are concerns that the child is at risk of harm the child must be referred to Children’s Social Care; GP’s, Health Visitors and Teachers are a few examples of professionals who are most likely to come into contact with a child growing up in a hoarded house. The needs of the child at risk must come first and any actions we take reflect this. See the [Southend, Essex & Thurrock Safeguarding Children’s Guidelines](#)⁸ for further guidance. The Local Safeguarding Children Boards in Southend, Essex and Thurrock also provide information regarding accessing Early Help and Intervention for children and young people (see appendix 7).

b) Safeguarding adults - Incidents that are low risk may be managed outside of safeguarding adults formal procedures and could potentially be addressed through mechanisms such as engagement with the adult, i.e. supporting the person to address their concerns; engagement with community activities; coordinating a multi-agency meeting; or access to health care and counselling. It is recognised that not

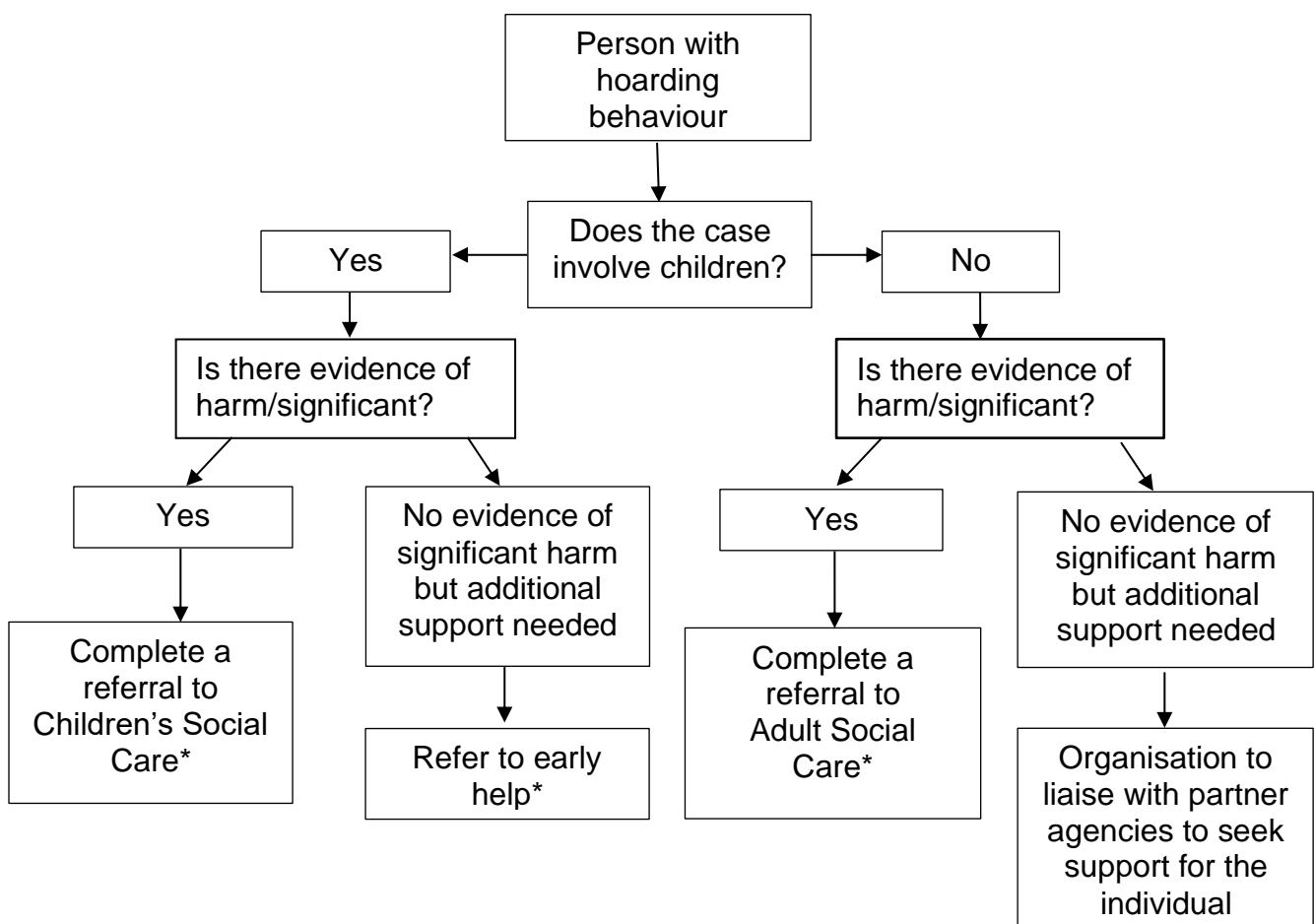
⁷ <https://weisf.essex.gov.uk/information-sharing-protocols/>

⁸ <http://www.escb.co.uk/working-with-children/policies-and-guidance/>

all individuals that hoard will have care and support needs and an assessment may result in a more appropriate pathway being followed to support the adult, instead of the safeguarding process. Where the risk to the safety and wellbeing of an adult or others are becoming more critical, a more formal safeguarding adults approach will be required and a SET SAF should be raised (see [SET Safeguarding Adult Guidelines⁹](#)). The Care and Support statutory guidance identified that not all cases of self-neglect need to go to a S42 enquiry – perhaps the situation is not impacting on the person’s wellbeing, does not impact on others, or is not a result of abuse or neglect.

c) **Animals** - Evidence of animal hoarding at any level should be reported to the RSPCA.

Referral Process Flowchart



*See Appendix 7 for contact details

⁹ <http://www.essexsab.org.uk/professionals/guidance-policies-protocols/>

14. Multi-agency approach

A coordinated response with a person-centred approach will lead to improved outcomes. The Lead Coordinating Agency will be the agency best placed to coordinate the process. This could be for example the Local Authority, Fire Service, Housing, Mental Health Services or Environmental Health. When considering which agency is the best to coordinate the process the following should be considered;

- The agency concerned is already involved with the individual
- That agency has a duty of care to that individual because of their needs
- They hold the majority of information relating to the individual
- The individual engages well with that organisation
- The individuals' main needs relate to the service provided by the Agency
- The degree and immediacy of risk to the individual and/or the wider community.

Some areas of the county (i.e. Thurrock, Southend) have Hoarding Panels to provide support.

15. Multi-agency meetings

A multi-agency meeting may provide an opportunity for increased collaboration, shared decision making and provide a more innovative approach to engaging with the Adult, increasing feelings of support. The professionals involved should have a lead that is aware of their legal responsibilities and duties and comes fully prepared with all information that will be needed to develop a coherent and fully coordinated response. The purpose of the meeting is to:

- To review individuals views and wishes
- Develop an Action Plan
- Discuss and reassess risk
- Coordinate information sharing
- To discuss timescales and further reviews.

The meeting should include:

- Updating the support plan and risk assessment
- Actions – including contingency plans should the Adult refuse the support plan decided at the meeting
- Monitoring and review arrangements
- How communication is maintained with the Adult and who will take responsibility to liaise with the person and advocate (if necessary) in order that they understand what support plan is in place and what will happen if there is a continued refusal to engage.

Appendix 1 - Practitioners hoarding assessment

Date:

Assessment Number:

Resident	
Name:	
Address:	
DOB:	Age:
Telephone:	
Household Members including Children under 18 or anyone other person with care and support needs:	
Pets / Animals:	
Other Agencies Involved:	

Property Details						
Owner / Occupier:						
Landlord:						
Contact Details:						
	Sheltered Accommodation <input type="checkbox"/>	Bed Sit <input type="checkbox"/>	Flat <input type="checkbox"/>	Maisonette <input type="checkbox"/>	Bungalow <input type="checkbox"/>	House <input type="checkbox"/>
On what floor is the front door:		How many steps to the front door:				
On what floor is the bathroom:		How many steps inside the property:				
On what floor is the W.C:		How many rooms in the property:				

Description of Hoarding Problem (Presence of human or animal waste, rodents or insects, rotting food; combustibles, blocked exits etc)

Clutter Rating Index-Support Overview								
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	7 <input type="checkbox"/>	8 <input type="checkbox"/>	9 <input type="checkbox"/>
Room:								
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	7 <input type="checkbox"/>	8 <input type="checkbox"/>	9 <input type="checkbox"/>
Room:								
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	7 <input type="checkbox"/>	8 <input type="checkbox"/>	9 <input type="checkbox"/>
Room:								
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	7 <input type="checkbox"/>	8 <input type="checkbox"/>	9 <input type="checkbox"/>
Room:								

Clutter Rating Index-Person's Overview								
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	7 <input type="checkbox"/>	8 <input type="checkbox"/>	9 <input type="checkbox"/>
Room:								
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	7 <input type="checkbox"/>	8 <input type="checkbox"/>	9 <input type="checkbox"/>
Room:								
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	7 <input type="checkbox"/>	8 <input type="checkbox"/>	9 <input type="checkbox"/>
Room:								
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	7 <input type="checkbox"/>	8 <input type="checkbox"/>	9 <input type="checkbox"/>
Room:								

Condition of the Dwelling (to be completed at the property)

Please indicate whether the following appliances/utilities are in working order

	Yes	No	Unknown		Yes	No	Unknown
Stove/Oven	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Fridge/Freezer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kitchen Sink	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Bathroom Sink	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Washer/Dryer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Toilet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Electricity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Water Heater	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Boiler/Heat	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Shower/Bath	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please indicate the extent of each of the following problematic living conditions

	None	Mild	Moderate	Severe
Structural damage to house	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rotten food in house	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Insect or rodent infestation in house	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Large number of animals in house	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Animal waste in house	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clutter outside of the house	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cleanliness of the house	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (e.g. human faeces)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please indicate the extent to which each of the following safety problems exist

	Not at all	Somewhat	Very much	Description
Does any part of the house pose a fire hazard? (e.g. unsafe electrical cords, flammable object next to heat sources like boiler, radiator, stove).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
How difficult would it be for emergency personnel to move equipment through the home?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are the exits from the home blocked?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Are any of your stairwells unsafe?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Is there a danger of falling due to the clutter?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Please indicate the extent to which clutter interferes with the ability of the client to do each of the following activities.

	N/A	Can Do	Can Do with Difficulty	Unable to Do	Comments
Prepare food (cut up food, cook, it)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Use refrigerator	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Use stove	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Use kitchen sink	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Eat at table	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Move around inside the house	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Exit home quickly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Use toilet (getting to the toilet)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Use bath/shower	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Use bathroom sink	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Answer door quickly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Sit in your sofas and chairs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Sleep in your bed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Clean the house	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Do laundry	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Find important things (e.g. bills)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Care for animals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Client Assessment (to include e.g. mental health issues; dementia; substance misuse; disability issues / equipment; mental capacity)

Family (including care and parenting) / Social Support / Network

Financial Situation / Ability / Willingness to pay for Services

Hoarding Interview (Questions to ask the client)			
1) Because of the clutter or number of possessions, how difficult is it for you to use the rooms in your home?			
Not at all difficult <input type="checkbox"/>	Mildly <input type="checkbox"/>	Moderately <input type="checkbox"/>	Extremely difficult <input type="checkbox"/>
2) To what extent do you have difficulty discarding (or recycling, selling, giving away) ordinary things that other people would get rid of?			
No difficulty <input type="checkbox"/>	Mild <input type="checkbox"/>	Moderate <input type="checkbox"/>	Extreme difficult <input type="checkbox"/>
3) To what extent do you currently have a problem with collecting free things or buying more things than you need or can use or can afford?			
No problem <input type="checkbox"/>	Mild problem <input type="checkbox"/>	Moderate problem <input type="checkbox"/>	Severe problem <input type="checkbox"/>
4) To what extent do you experience emotional distress because of clutter, difficulty discarding or problems with buying or acquiring things?			
No distress <input type="checkbox"/>	Mild distress <input type="checkbox"/>	Moderate distress <input type="checkbox"/>	Severe distress <input type="checkbox"/>
5) To what extent does the clutter, problems discarding, or problems with buying or acquiring things impair or interfere with your life (daily routine, job/school, social activities, family activities, financial difficulties)?			
Not at all <input type="checkbox"/>	Mildly <input type="checkbox"/>	Moderately <input type="checkbox"/>	Severely <input type="checkbox"/>

Summary

Level of risk	None <input type="checkbox"/>	Mild <input type="checkbox"/>	Moderate <input type="checkbox"/>	Severe <input type="checkbox"/>
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(Based on assessment of condition of the dwelling)

Level of insight	None <input type="checkbox"/>	Mild <input type="checkbox"/>	Moderate <input type="checkbox"/>	Aware <input type="checkbox"/>
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(Level of insight should be determined by comparing responses to the Hoarding Interview to the observed conditions of the dwelling)

Complicating factors (including care and parenting responsibilities)

Recommendations:

Appendix 2 - Clutter image rating tool

Clutter Image Rating Scale - Bedroom

Please select the photo that most accurately reflects the amount of clutter in the room



1



2



3



4



5



6



7



8



9

Clutter Image Rating Scale - Lounge

Please select the photo that most accurately reflects the amount of clutter in the room



1



2



3



4



5



6



7



8



9

Clutter Image Rating Scale – Kitchen

Please select the photo that most accurately reflects the amount of clutter in the room



1



2



3



4



5



6



7



8



9

Appendix 3 - Questions for practitioners

Listed below are examples of questions to ask where you are concerned about someone's safety, where you suspect a risk of self-neglect and hoarding.

Note – 'you' means 'you and other occupants including children'

- How do you get in and out of your property, do you feel safe living here?
- Have you ever had an accident, slipped, tripped up or fallen? How did it happen?
- How do you move safely around your home? (where the floor is uneven or covered, or there are exposed wires, damp, rot, or other hazards)
- Has a fire ever started by accident?
- Do you have hot water, lighting, heating? How do you get hot water, lighting, heating in here? Do these services work properly? Have they ever been tested?
- Do you ever use candles or an open flame to heat and light here or cook with camping gas?
- How do you manage to keep yourself warm? Especially in winter?
- When did you last go out in your garden? Do you feel safe to go out there?
- Are you worried about other people getting in to your garden to try and break-in? Has this ever happened?
- Are you worried about mice, rats or foxes, or other pests? Do you leave food out for them?
- Have you ever seen mice or rats in your home? Have they eaten any of your food? Or got upstairs and be nesting anywhere?
- Can you prepare food, cook and wash up in your kitchen?
- Do you use your fridge? Can I have look in it? How do you keep things cold in the hot weather?
- How do you keep yourself clean? Can I see your bathroom? Are you able to use your bathroom and use the toilet ok? Have a wash, bath? Shower?
- Can you show me where you sleep and let me see your upstairs rooms? Are the stairs safe to walk up? (if there are any)
- What do you do with your dirty washing?
- Where do you sleep? Are you able to change your bed linen regularly? When did you last change them? Have you got extra covers to put on your bed if you are cold?
- Are there any broken windows in your home? Any repairs that need to be done?
- Because of the number of possessions you have, do you find it difficult to use some of your rooms? If so which ones?
- Do you struggle with discarding things or to what extent do you have difficulty discarding (or recycling, selling, giving away) ordinary things that other people would get rid of?

Appendix 4 - Assessment tool guidelines

	Level 1 <i>Clutter image rating 1 - 3</i>	Level 2 <i>Clutter Image Rating 4 – 6</i>	Level 3 <i>Clutter image rating 7 - 9</i>
Page 198	<p>1. Property structure, services & garden area</p> <ul style="list-style-type: none"> • All entrances and exits, stairways, roof space and windows accessible. • Smoke alarms fitted and functional or referrals made to Essex Fire and Rescue service to visit and install. • All services functional and maintained in good working order. • Garden is accessible, tidy and maintained. 	<ul style="list-style-type: none"> • Only major exit is blocked. • Only one of the services is not fully functional. • Concern that services are not well maintained. • Smoke alarms are not installed or not functioning. • Garden is not accessible due to clutter. • Evidence of indoor items stored outside. • Evidence of light structural damage including damp. • Interior doors missing or blocked open. 	<ul style="list-style-type: none"> • Limited access to the property due to extreme clutter. • Evidence may be seen of extreme clutter seen through windows. • Evidence may be seen of extreme clutter outside the property. • Garden not accessible and extensively overgrown. • Services not connected or not functioning properly. • Smoke alarms not fitted or not functioning. • Property lacks ventilation due to clutter. • Evidence of structural damage or outstanding repairs including damp. • Interior doors missing or blocked open. • Evidence of indoor items stored outside.
	<p>2. Household functions</p> <ul style="list-style-type: none"> • No excessive clutter, all rooms can be safely used for their intended purpose. • No additional unused household appliances appear in unusual locations around the property. • Property is maintained within terms of any lease or tenancy agreements where appropriate. • Property is not at risk of action by environmental health. 	<ul style="list-style-type: none"> • Clutter is causing congestion in the living spaces and is impacting on the use of the rooms for their intended purpose. • Clutter is causing congestion between the rooms and entrances. • Inconsistent levels of housekeeping throughout the property. • Some household appliances are not functioning properly and there may be additional units in unusual places. 	<ul style="list-style-type: none"> • Clutter is obstructing the living spaces and is preventing the use of the rooms for their intended purpose. • Rooms not used for intended purposes or very limited. • Beds inaccessible or unusable due to clutter or infestation. • Entrances, hallways and stairs blocked or difficult to pass.

		<ul style="list-style-type: none"> • Property is not maintained within terms of lease or tenancy agreement where applicable. • Evidence of outdoor items being stored inside. 	<ul style="list-style-type: none"> • No gas, electric or water is working at the property. • Toilets, sinks not functioning or not in use. • Adult at risk due to living environment. • Household appliances are not functioning or inaccessible. • Adult has no safe cooking environment. • Adult is using candles. • Evidence of outdoor clutter being stored indoors. • No evidence of housekeeping being undertaken. • Broken household items not discarded e.g. broken glass or plates. • Concern for declining mental health. • Property is not maintained within terms of lease or tenancy agreement where applicable. • Property is at risk of notice being served by Environmental Health.
3. Health and safety	<ul style="list-style-type: none"> • Property is clean with no odours, (pet or other). • No rotting food. • No concerning use of candles. • No concern over flies. • Adult is managing personal care. • No writing on the walls. • Quantities of medication are within appropriate limits, in date and stored appropriately. 	<ul style="list-style-type: none"> • Kitchen and bathroom are not kept clean. • Offensive odour in the property. • Adult is not maintaining safe cooking environment. • Some concern with the quantity of medication, or its storage or expiry dates. • No rotting food. • No concerning use of candles. • Adult trying to manage personal care but struggling. • No writing on the walls. 	<ul style="list-style-type: none"> • Human urine and or excrement may be present. • Excessive odour in the property, may also be evident from the outside. • Rotting food may be present. • Evidence may be seen of unclean, unused and or buried plates & dishes. • Broken household items not discarded e.g. broken glass or plates. • Inappropriate quantities or storage of medication. • Pungent odour can be smelt inside the property and possibly from outside. • Concern with the integrity of the electrics. • Inappropriate use of electrical extension cords or evidence of unqualified work to the electrics. • Concern for declining mental health.

			<ul style="list-style-type: none"> • Concern of increasing self-neglect, resulting in deteriorating physical health, eg. Pressure ulcer development, uncontrolled Diabetes etc
4.Safeguarding children, adults & family members	<ul style="list-style-type: none"> • No Concerns 	<ul style="list-style-type: none"> • Hoarding on clutter scale 4 -7 doesn't automatically constitute a safeguarding alert. • Please note all additional concerns for householders. • Properties with children, young people or adult is with additional support needs may trigger a safeguarding alert under a different risk. 	<ul style="list-style-type: none"> • Hoarding on clutter scale 7-9 constitutes a safeguarding alert regarding the adult (see SET safeguarding adult guidelines appendix 8) and a Safeguarding Referral for children and young people where appropriate. • Please note all additional concerns for other family members.
5. Animals and pests	<ul style="list-style-type: none"> • Any pets at the property are well cared for. • No pests or infestations at the property. • No concern for the amount of pets at the property 	<ul style="list-style-type: none"> • Pets at the property are not well cared for. • Adult is not unable to control the animals. • Animal's living area is not maintained and smells. • Animals appear to be under nourished or over fed. • Any evidence of mice, rats at the property. • Spider webs in house. • Light insect infestation (bed bugs, lice, fleas, cockroaches, ants, etc). • Are animals cared for in preference to other household members? 	<ul style="list-style-type: none"> • Animals at the property at risk due the level of clutter in the property. • Adult may not able to control the animals at the property. • Animal's living area is not maintained and smells. • Animals appear to be under nourished or over fed. • Hoarding of animals at the property. • Heavy insect infestation (bed bugs, lice, fleas, cockroaches, ants, silverfish, etc.). • Visible rodent infestation.

Appendix 5 - Agency actions roles and responsibilities

	Level 1	Level 2	Level 3
Referring Agency	<ul style="list-style-type: none"> • Discuss concerns with adult. • Raise a request to the Fire Service to provide fire safety advice. • Refer for support assessment if appropriate. • Refer to GP if appropriate. 	<p>Possible referrals to</p> <ul style="list-style-type: none"> • Landlord if adult is a tenant. • Raise a request to the Fire Service to provide fire safety advice • Support assessment. • GP. • Debt advice. • RSPCA/ animal welfare. • Environmental health. <p>Ensure information sharing with all agencies involved to ensure a collaborative approach and a sustainable resolution.</p>	<ul style="list-style-type: none"> • Contact police and social care to request a welfare check where children or adults are at risk of harm • Raise Safeguarding Alert within 24 hours • Raise a request to Essex Fire and Rescue Service within 24 hours to provide fire prevention advice. • Attend safeguarding multi agency meetings on request
Environmental health	<ul style="list-style-type: none"> • No action. 	<ul style="list-style-type: none"> • At time of inspection, environmental health officer decides on appropriate course of action. • Consider serving notices under Environmental Protection Act 1990, Prevention of Damage By Pests Act 1949 or Housing Act 2004 Consider Works in Default if notices not complied by occupier. 	<ul style="list-style-type: none"> • At time of inspection, Environmental Health Officer (EHO) decides on appropriate course of action. • Consider serving notices under Environmental Protection Act 1990, Prevention of Damage by Pests Act 1949 or Housing Act 2004. • Consider works in Default if notices not complied by occupier. • Attend safeguarding multi agency meetings on request.
Social landlords	<ul style="list-style-type: none"> • Provide details on debt advice if appropriate to circumstances. • Refer to GP if appropriate. • Refer for support assessment if appropriate. • Provide details of support streams open to the adult via charities and self-help groups. 	<ul style="list-style-type: none"> • Visit adult to inspect the property & assess support needs. • Referral to your local housing support assist in the restoration of services to the property where appropriate. • Ensure adults are maintaining all tenancy conditions. 	<ul style="list-style-type: none"> • Visit adult to inspect the property & assess support needs. • Attend multi agency Safeguarding meeting. • Enforce tenancy conditions relating to adults responsibilities.

	<ul style="list-style-type: none"> • Provide details on debt advice if appropriate to circumstances. • Ensure adults are maintaining all tenancy conditions. 	<ul style="list-style-type: none"> • Enforce tenancy conditions relating to adults responsibilities. • Ensure information sharing with all agencies involved to ensure a collaborative approach and a sustainable resolution. 	<ul style="list-style-type: none"> • If adult refuses to engage serve Notice of Seeking Possession under Ground 13 to Schedule 2 of the Housing Act 1988.
Emergency services	<ul style="list-style-type: none"> • Ensure information is shared with statutory agencies & feedback is provided to referring agency on completion of home visits. 	<ul style="list-style-type: none"> • Ensure information sharing with all agencies involved to ensure a collaborative approach and a sustainable resolution. • Provide feedback to referring agency on completion of home visits. 	<ul style="list-style-type: none"> • Attend safeguarding multi agency meetings on request. • Ensure information sharing with all agencies involved to ensure a collaborative approach and a sustainable resolution. • Provide feedback to referring agency on completion of home visits.
Safeguarding children and young people	<ul style="list-style-type: none"> • No action unless any other risk of harm is identified 	<ul style="list-style-type: none"> • Consider completion of a CAF or Early Help Assessment to access early help or intervention services (see appendix 7) 	<ul style="list-style-type: none"> • Safeguarding referral should be made following the SET Child Protection Procedures (see appendix 7).
RSPCA/ Animal welfare	<ul style="list-style-type: none"> • No action unless advice requested. 	<ul style="list-style-type: none"> • Visit property to undertake a wellbeing check on animals at the property. • Educate adult regarding animal welfare if appropriate • Provide advice / assistance with re-homing animals 	<ul style="list-style-type: none"> • Visit property to undertake a wellbeing check on animals at the property. • Remove animals to a safe environment. • Educate adult regarding animal welfare if appropriate. • Take legal action for animal cruelty if appropriate. • Provide advice/assistance with re-homing animals. • Attend safeguarding multi agency meetings on request.
Safeguarding adults	<ul style="list-style-type: none"> • No action unless other concerns of abuse are noted. 	<ul style="list-style-type: none"> • No action unless other concerns of abuse are noted. • If other concerns of abuse are of concern or have been reported, progression to safeguarding referral and investigation may be necessary (see appendix 7). 	<ul style="list-style-type: none"> • Safeguarding alert should be made using the SETSAF form and following procedures set out in the SET Safeguarding Adult Guidelines (see appendix 8).

Appendix 6 – Hoarding Risk Assessment and Management Plan

Name of adult	
LA/NHS number	

Where significant risk has been identified, this form should be attached to full assessments and care plans (in accordance with guidance on sharing of information and confidentiality). Because this form is likely to contain sensitive information or information from third parties it must not be shared with the adult without prior agreement of those third parties and the team manager unless it has been completed with the adult. For Mental Health service users, use the Child Protection Assessment/Risk Assessment documentation provided by the NHS Trust.

Categories of Risk Identified: *Please tick all appropriate categories*

Category	Yes/No	Category	Yes/No
Aggression / Violence		Self-harm	
Exploitation (of others)		Self-neglect	
Risk to children (refer to Child Protection Policy)		Adult (refer to Safeguarding Adults Policy)	
Carer breakdown		Homelessness	
Extreme social isolation		Other <i>(please specify)</i>	

If Yes to any of the above, continue Risk Assessment:

Current factors which suggest there is apparent risk; on what is this assessment based (e.g. history; report from adult, carer or others); Severity of risk (low; medium, high, emergency); Consider alcohol or drug misuse; Threats to harm self or others; Reports of actual harm towards self or others in the past; Possible symptoms of mental illness such as excessively suspicious or paranoid ideas; Unexplained anger or other emotional or behavioural disturbance; Criminal record or self-reported forensic history; Is there a history of unpredictable or impulsive acts?; If violence is indicated have weapons been used?; If aggression is this verbal?; Has there been a damage to property?; Is there any evidence of racist abuse - is adult the person alleged to have caused harm or a victim?

Who is at risk - has any particular individual been identified or is the adult the only person at risk?
How immediate is the risk - is it part of an ongoing pattern / a "one off" past event / a current risk?
Are there any "early warning" signs or "triggers" to risk? Is there a predictable pattern or any factors that are known to increase / reduce risk - please provide details.
Are there any special safety factors that others working with the adult should be aware of (e.g. should they only be visited in pairs or not seen alone in the office or referred to another specialist service).

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Outcome			
Risk Management Plan required?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Review Date _____
If "No" – Signature of Assessor	_____		Date _____
Agreed by Manager	_____		Date _____

Risk Management - To be completed in all situations where a significant risk has been identified.

Action plan to reduce/ minimise the risk and who will be responsible for maintaining the plan
Contingency Plan - what action should be taken if the Action Plan breaks down?
Emergency Plan- What action should be taken in a crisis situation, with particular reference to out-of-hours responses

Assessors Signature: _____	Date: _____
Agreed by Manager: _____	Date: _____
Review Date: _____	

Risk History - CONFIDENTIAL

Record of incidents of risk behaviours including violence or aggression or episodes of self-harm or known criminal activity. State whether actual or threatened, in date order. New episodes must be recorded.

Date of Incident	Record of Incident - Give as full an account as is possible, including source of information, Whether this has been verified and outcome of incident.	Assessors Signature + date	Managers Signature + date

Appendix 7 - Useful Contacts

Southend Safeguarding Service (adults and children)	Tel: 01702 215008 Email: acessteam@southend.gov.uk
Essex – Adult Operations	Tel: 0345 603 7630 Email: Socialcaredirect@essex.gov.uk
Essex – Children and Families Hub	If you are concerned that a child or young person is being harmed or neglected or is at risk of this you should go to Report a concern about a child: Report a concern about a child - Essex County Council . Tel: 0345 603 7627 Out of Hours: 0345 606 1212
Thurrock Safeguarding Adults Team	Tel: 01375 511000 Email: Thurrock.First@thurrock.gov.uk Out of hours: 01375 372468
Thurrock MASH (childrens)	Tel: 01375 652802 Out of hours: 01375 372468 Address: Civic Offices, New Road, Grays, RM17 6SL
EPUT	Tel: 0300 123 0808
Essex County Fire and Rescue	Website: http://www.essex-fire.gov.uk/Home_Fire_Safety/
HoardingUK	Website: www.hoardinguk.org
The Association of Professional De-clutterers & Organisers (UK)	Website: www.apdo-uk.co.uk/about.php
Help for Person with hoarding behaviours	Website: www.helpforhoarders.co.uk

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Committee Title: Housing, Health & Community

Date: 18th September 2023

REPORT TITLE:	Strategic Housing Delivery Programme (SHDP)
REPORT OF:	Steve Summers (SHDP Programme Sponsor)

REPORT SUMMARY

This report summarises progress since the last committee in June 2023 on a pipeline of new affordable homes through the development and regeneration of various Housing Revenue Account (HRA) owned sites.

As a reminder, the 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 alongside Harewood Regeneration which consists of 40 new zero carbon homes, and 2) the development of a range of smaller HRA sites to deliver further affordable homes on further council owned sites.

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...".

SUPPORT ING INFORMATION

1.0 Brookfield Close and Courage Court Regeneration Update

The site is fully decanted and under the ownership of the HRA. At the last committee (June 2023) members resolved to proceed to Tendering for the Demolition of structures at Brookfield Close and Courage Court and proceed to proceed to Tender of the Main Construction Contract.

At the time of writing this report the Tender for Demolition has closed and in evaluation. The Main Contract remains at Tender stage on the Crown Commercial Services (CCS) Framework, this Tender is due to close at midday on the 29th of September 2023.

Members of this committee are requested to note the planning application for Courage Court (variation of the extant permission as reported last Committee) is expected to be heard at Planning Committee on the 19th of September 2023.

Security at the site remains along with resident and community engagement including the local schools through the SHDP Education Programme.

A Local Lettings Policy for this new development will be brought to a future Housing, Health & Community Committee.

2.0 Harewood Regeneration Update

This scheme was unanimously approved by Brentwood Borough Council's Planning Committee in December 2022, it will result in 29 of the Council's poorest quality and currently rented homes, mostly of a post-war 'prefabricated' construction with timber and felt roofs, being replaced with 40 new energy efficient homes using modern construction methods. Most affected homes are currently rented or void and therefore no 'buy-back' of homes is required to facilitate the regeneration.

At the time of writing this report the Main Contract remains at Tender stage on the Crown Commercial Services (CCS) Framework, this Tender is due to close at midday on the 29th of September 2023.

The 'Landlord Offer' approved by members of Housing Committee (27th February 2023) has been actively implemented, at the time of authoring this report two thirds of residents have been decanted to appropriate accommodation by the Housing Services Department. Resident support and coordination of the decant remains in place led by the Corporate Manager of Housing Needs and Delivery.

A Local Lettings Policy for this new development will be brought to a future Housing, Health & Community Committee.

3.0 Small Sites Programme Update

Willingale Close, Hutton

The scheme offers the provision for 3 x 3 Bed Zero Carbon (in use) Council Homes. Members are reminded this development was expected to be included within the Tender Pack for Brookfield Close, however given the complexities of the Construction at Brookfield Close, its delivery is proposed through a separate competitive tender. A scheme review of the technical elements of the units is planned for Autumn 2023.

Ingleton Regeneration

This scheme was previously reported as Ingleton House.

An engagement programme has commenced, including bespoke 121 sessions with those residents directly affected, at the time of writing this report a community co-design and direct stakeholder engagement is pending (6th September) Ward Members and Parish Councillors have been updated along with residents within the immediate area of influence. Future Exhibition and briefings form part of the engagement programme and members of this committee will be notified of the events in advance.

This scheme will see a hybrid approach to an SHDP scheme, which will deliver new zero carbon affordable homes and energy efficiency with decarbonisation methods applied upon a range of bungalows to the west of the former Ingleton House building. This scheme endeavours to demonstrate high quality and reduced carbon affordable accommodation without full demolition of all structures.

Members of this committee will be updated of the engagement process along with Ward Members and Parish Council representatives.

A PPA (Planning Performance Agreement) has been facilitated with the LPA and will be subject to a series of preapplications and member briefings. The scheme is expected to be submitted to the LPA by the end of the calendar year.

Highwood Close

A detailed planning submission has been validated by the LPA (August 2023) the development proposes 12 Net Zero Carbon (in use) Affordable Units on HRA land along with the provision of storage and parking for the existing tenants of Highview Close and 'hot spot' parking for Care Workers visiting St Georges Court.

Members are asked to note this scheme does not have direct impact upon tenants in terms of housing decants or housing buy backs, this is part garage site and part vacant undeveloped land. No Landlord Offer is required. A structured approach to the site arrangement through community and Ward Member engagement, has seen the layout, mix and density adapt over the period of design development.

Sir Francis Way

In April 2022 as part of the Small Sites by technical partner Pelling's LLP, a planning submission was made to the LPA which proposed 'Demolition of existing garages and construction of 4 x 3no bedroom, 3 storey houses with associated car parking along with alterations to existing car parking and bin stores'.

This application (reference 22/00572/BBC) was heard at a March 2022 Planning Committee and resolved for Approval.

Members are asked to note this scheme does not have direct impact upon tenants in terms of housing decants or housing buy backs, this is a HRA garage site. No Landlord Offer is required.

The next stage technical brief is currently being reviewed by the SHDP Team in parallel with viability assumptions and SHDP delivery milestones.

Four Oaks

Community engagement bespoke to this site was due to commence late September 2022, this was reordered to efficiently resource the delivery of the two major regeneration sites within the SHDP. The programme for delivery of this site remains a priority.

In advance of consultation Ward Members will be notified and issued with the consultation methodology and programme by the delivery team, in addition Ward members will be invited to any consultation sessions planned.

4.0 SHDP Education Programme

As part of the scheme 'Land at Brookfield Close', the SHDP team engaged with two local primary schools 'Willowbrook' and 'St Joseph the Worker'. Engagement in this type of project is vital, not only for directly affected residents but also those young people who are in close vicinity of SHDP schemes. Artwork was produced in the summer term and handed to the team, Chief Executive Officer and Chair of this committee in July 2023, this artwork will be displayed on the hoarding by the end of the year. The chair of this committee will be updated on this progress and other school engagement events and initiatives.

5.0 Grant Funding of the Programme

Ongoing discussions with Homes England have taken place around access to grant levels for the programme. To bid for grant, Investment Partner (IP) status will be required as reported and resolved at EE&H Committee December 2020. In August 2023 representatives from Homes England visited a selection of sites within the SHDP. An application for Investment Partner Status is planned for Autumn 2023 along with AHP (Affordable Housing Programme) Grant Funding application expected by the end of the financial year for Brookfield and Harewood Regeneration. This committee will be updated on progress of Grant Level awards.

References to the Corporate Plan

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 these strategic objectives.

6.0 FINANCIAL IMPLICATIONS

Name & Title: Tim Willis, Director – Resources & Section 151 Officer
Tel & Email: 01277 312500 / tim.willis@brentwood.rochford.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.

7.0 LEGAL IMPLICATIONS

Name & Title: Claire Mayhew – Acting Joint Director of People and Governance & Monitoring Officer
Tel & Email 01277 312741 /claire.mayhew@brentwood.rochford.gov.uk

The Council must follow the statutory process when looking to develop or regenerate areas. This includes serving the statutory notices and holding consultations. The Council in following the process is mitigating the risks of challenge as the programme moves forward.

8.0 ECONOMIC IMPLICATIONS

Name & Title: Phil Drane, Corporate Director -Place
Tel/Email: 01277 312500 / philip.drane@brentwood.rochford.gov.uk

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.

Housing, Health & Community Committee

The functions within the remit of the Housing, Health & Community are set out below:

1. Community and Localism Initiatives including Assets of Community Value
2. The Voluntary Sector and community partnerships
3. Leisure and cultural initiatives
4. Parish Council Liaison
5. Health and Wellbeing
6. Grants to organisations/voluntary organisations.
7. Parks, open spaces, countryside, allotments
8. Affordable housing
9. Housing strategy and investment programme where the Finance, Assets, Investment & Recovery Committee does not decide to exercise such functions as the superior Committee.
10. The Housing Revenue Account Business Plan where the Finance, Assets, Investment & Recovery 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 (was this going to (Finance, Assets, Investment & Recovery Committee)
14. Private sector housing and administration of housing grants
15. Tenancy Management and landlord functions

16. To make recommendations to Finance, Assets, Investment & Recovery Committee on the setting of rents for Council homes.

17. Food safety

18. Health & Safety

19. To take the lead on community leadership and consultation with stakeholders.

20. To implement working parties as required.