

ENVIRONMENT, ENFORCEMENT AND HOUSING COMMITTEE, YEAR IN REVIEW



Brentwood 2025

Where everyone matters

www.brentwood.gov.uk



YEAR IN REVIEW 2020/21

This presentation provides the opportunity to review and reflect on what has been achieved on behalf of this committee for the municipal year 2020-21.

This is keeping in line with the Council's Corporate Strategy 2020-2025 to incorporate annual targets for achievement thereby enhancing accountability and maintaining progress.



Brentwood 2025

Where everyone matters

www.brentwood.gov.uk



BRENTWOOD
BOROUGH COUNCIL

PROTECTING OUR ENVIRONMENT



Brentwood 2025

Where everyone matters

www.brentwood.gov.uk



BRENTWOOD
BOROUGH COUNCIL



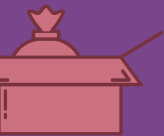
Recycling collection resulted in £180,000 forecast savings following introduction of a new recycling scheme.

New anti-littering signage introduced across the Borough and pilot with NES to enforce against litter dropping.



Prevented 200+ tonnes of carbon emissions by eliminating single use orange recycling sacks.

Introduced a new recycling scheme to improve the quality of recycling and reduce the number of polymer sacks we issue by 80%.



347 fly tips cleared.

Installed and electric vehicle charging port at the Town Hall as part of a new pilot to introduce them across the Borough.



Project underway to introduce more electric vehicles onto Council fleet.

Developed an anti-littering campaign involving junior schools.



Discussion started regarding the potential implementation of a car club.

£27,000 grant funding secured through Thames Chase Partnership to plant 6,000 trees this spring, as part of a Carbon Offset initiative.



Brentwood 2025

Where everyone matters

www.brentwood.gov.uk



BRENTWOOD
BOROUGH COUNCIL



Conducting a feasibility study on the development of a compost facility. Work will begin in November 21 and progress to 2023.

Working with Shenfield Conservators to improve the Common.



Begun developing a zero carbon strategy.

Recycled Brentwood timber to repair Borough benches and bus stops. Each piece has 'I grew up in Brentwood' embossed into the wood.



Work to develop the woodland planting for Hutton Country park being drawn up.

Sold wood products to raise revenue in excess of £14,000.



Brentwood 2025

Where everyone matters

www.brentwood.gov.uk



ENFORCEMENT ASSISTING COMMUNITY



Brentwood 2025

Where everyone matters

www.brentwood.gov.uk

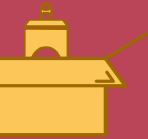


BRENTWOOD
BOROUGH COUNCIL



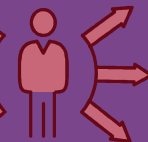
Over 1000 hours of enforcement patrols out of hours.

Coordinated the Christmas Giving Tree appeal with Essex Police, providing gifts for those families in need.



Assisted Mana Meals and Brentwood Food Banks to deliver food for those families in need.

First closure order for Brentwood Borough Council obtained and successfully used.



Acted as a liaison with Housing Officers and helped complete visits while resources were low.

Service Level Agreement with South Essex Parking Partnership signed and implemented, resulting in over 300 PCN's.



Responded to over 260 incidents of (ASB) Anti-Social Behaviour.

Assisted Licensing and Essex Police with covid compliance enforcement and patrols.



Community Hub approval granted.

Pilot project with National Enforcement Solutions (NES) to enforce against litter dropping and flytipping.



Brentwood 2025

Where everyone matters

www.brentwood.gov.uk



BRENTWOOD
BOROUGH COUNCIL

IMPROVING HOUSING



Brentwood 2025

Where everyone matters

www.brentwood.gov.uk



BRENTWOOD
BOROUGH COUNCIL

Slide 8

AA1

Angela Abbott, 16/03/21



Instructed and prepared papers for 134 pending court cases.

Submitted a planning application for 60 carbon neutral homes.



Created 5 'Covid crash pads' for use as emergency or Temporary accommodation.

A quarterly newsletter was created for sheltered accommodation.



Reviewed 16,640 individual cases with new rent management software.

Joint working with the DWP secured £40,000 of emergency funding for tenants.



801 Housing Advice Requests Actioned and 689 applicants processed.

New procedures ensured all fire assessment and compliance checks took place.



The use of Temporary Accommodation reduced by 42%.

Completed major works on our blocks, including starting a new door scheme.



Brentwood 2025

Where everyone matters

www.brentwood.gov.uk



BRENTWOOD
BOROUGH COUNCIL



Reduced overall debt on all accounts that do not receive Universal Credit.

151 new boilers installed and more planned.



Continued to complete an average of 25 Stock Condition and Asbestos surveys per month.

Mobile working procedures and training videos created to assist mobile working.



Continued to do 173 LGSR Inspections, 61 EICR assessments and 3 Fire Risk surveys per month.

136 Universal Credit Applications reviewed and processed.



Increased property offers and reduced empty properties from 64 to 19 within the last quarter.

9800 repairs completed, of which 2380 were emergency work.



36,000 Welfare calls to elderly tenants, including 199 Fire Alarm Checks.

24,377 recorded actions via online forms or telephone calls.



Brentwood 2025

Where everyone matters

www.brentwood.gov.uk



BRENTWOOD
BOROUGH COUNCIL



Allocations, Housing Heating & Servicing, Asbestos, Water Hygiene, Homeless & Rough sleeper and Placement policies reviewed.

We engaged in a prevention and family mediation program to assist with homelessness.



Drafted the Council's Strategic Housing Delivery Plan and started a Housing Digital Transformation.

Despite lockdown restrictions Housing Officers managed to complete all Estates Inspections.



Purchased anti-bac misting equipment and carried out 144 treatments, as well as installing sanitising stations throughout all Sheltered Housing schemes.

Garage and parking development plans begun with site-wide economic viability surveys.



Conducted 23,060 daily welfare calls. 6,593 weekly, 6,593 fortnightly and 180 monthly; totalling 36,000 calls.

Tested and implemented new predictive analytic rent management software (RentSense).



Made 35 Safeguarding referrals, completed 68 support plan reviews.

Upgraded existing Locata software services to include reporting and case management.



Brentwood 2025

Where everyone matters

www.brentwood.gov.uk



BRENTWOOD
BOROUGH COUNCIL

WHAT THE YEAR HAS LOOKED LIKE



Brentwood 2025

Where everyone matters

www.brentwood.gov.uk



BRENTWOOD
BOROUGH COUNCIL

MEETINGS HELD TO ENSURE BUSINESS CONTINUITY WHILE IN LOCKDOWN.

INFORMATION PASSED TO STAFF AND AN ACTION PLAN CREATED.

RESIDENT CONTACT LOGS CREATED AND OFFICERS BEGIN TO MAKE EMERGENCY CONTACT TO OFFER SUPPORT TO OUR MOST VULNERABLE TENANTS.

SOLUTIONS FOR MOBILE WORKING CONSIDERED AND COMMUNICATED WITH THE IT DEPARTMENT.

WELFARE CALLS TO VULNERABLE TENANTS STARTED.

TESTING FOR RENT SENSE STARTED IN A FULLY MOBILE ENVIRONMENT.

SOCIALLY DISTANCED PROPERTY LETTING INTRODUCED.

SHELTERED HOUSING REVIEW BEGINS.

THE HOUSING TRANSFORMATION WAS PROPOSED AS A RESULT OF THE INCREASED FOCUS ON MOBILE WORKING.

A NEW PERMANENT REPAIRS TEAM WAS RECRUITED.

WEEKLY BIDDING CYCLE INTRODUCED.

POSITIONS FILLED FOR 3 NEW ADMIN ROLES.

7 YEAR NEW HOMES DELIVERY PLAN APPROVED.

PLANNING APPLICATION SUBMITTED FOR BROOKFIELD CLOSE RE-DEVELOPMENT.

SNAKES HILL AND CHURCH ROAD SEWAGE REPLACEMENT PLANT WORK STARTED.

GARAGE SITES INSPECTED AND CONDITION REPORTS CREATED TO ENABLE US TO CONSIDER BETTER USES.

REDVELOPMENT OF BARNSTON WAY AND ADDITIONAL PARKING FOR WHITTINGTON ROAD STARTED.

REVIEW OF TENANCY AGREEMENT STARTED TO STRENGTHEN THE COUNCIL'S STANCE WHEN TAKING ACTION.

NEW PARKING SITES IDENTIFIED FOR PARKING SCHEMES TO BE IMPLEMENTED.

REVISED ALLOCATIONS POLICY PRODUCED FOR MEMBERS APPROVAL.

REVISED HOUSING STRATEGY PRODUCED FOR MEMBERS APPROVAL.

MAR 20

APR 20

APR 20

JUN 20

JUN 20

AUG 20

AUG 20

OCT 20

OCT 20

JAN 21

JAN 21

MAR 21

MAR 21

MAR 21

Brentwood 2025

Where everyone matters

www.brentwood.gov.uk



BRENTWOOD
BOROUGH COUNCIL

THE BIGGEST CHALLENGES



Brentwood 2025

Where everyone matters

www.brentwood.gov.uk



BRENTWOOD
BOROUGH COUNCIL

GENERAL HOUSING

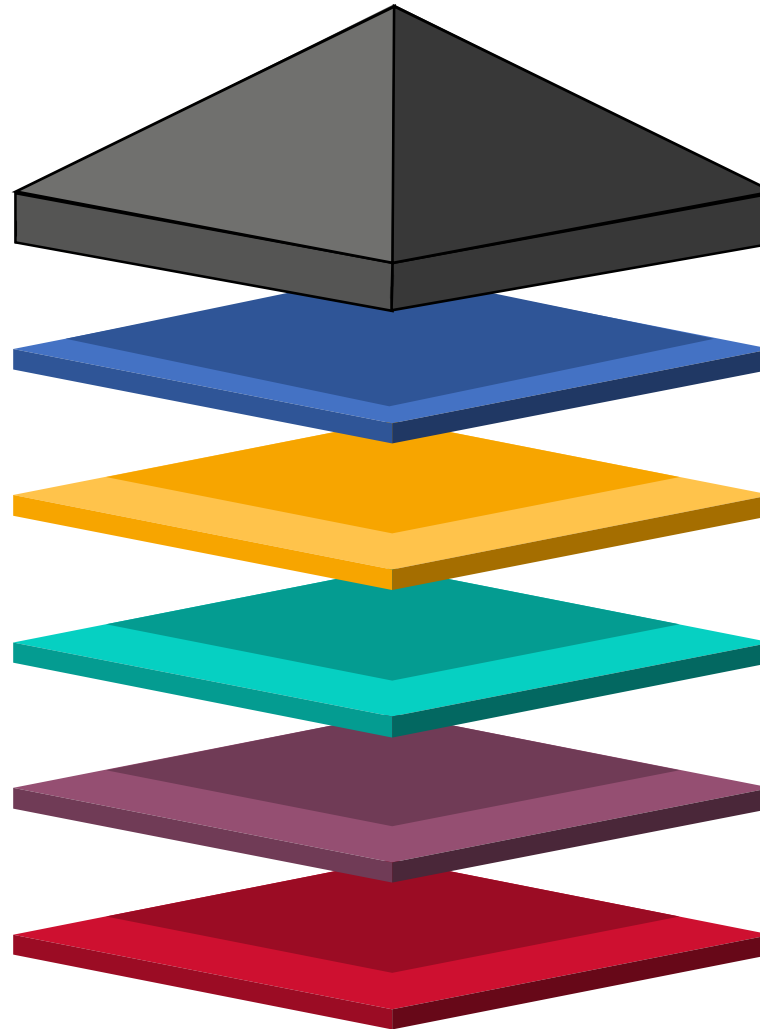
TRYING TO ENSURE BUSINESS AS USUAL
STAFF MORALE
MANAGING RESIDENT EXPECTATIONS

COMMUNITY SAFETY

TOOK ON NEW RESPONSIBILITY
ENFORCING GOVT GUIDELINES
HOUSING SUPPORTED COMMUNITY SAFETY

SHELTERED HOUSING

NEW SAFETY PROVISIONS FOR COVID-19
INCREASED SAFEGUARDING REFERRALS
ENSURING SAFETY OF VULNERABLE TENANTS



HOUSING NEEDS

DIFFICULT STAFF TRANSITION
ADDED PROVISION FOR COVID-19 CASES

REPAIRS

BUSINESS CONTINUITY DURING A PANDEMIC
DIFFICULTY SOURCING ESSENTIAL PARTS
ACCESS IS RESTRICTED TO SITES

ESTATES MANAGEMENT

COURT HEARINGS FROZEN UNTIL JUNE 21
INCREASED WELFARE SUPPORT CASES
NEW PROCEDURES FOR VISITING OFFICERS



Brentwood 2025

Where everyone matters

www.brentwood.gov.uk



BRENTWOOD
BOROUGH COUNCIL

THE WORKLOAD COMPARED TO LAST YEAR



Brentwood 2025

Where everyone matters

www.brentwood.gov.uk



BRENTWOOD
BOROUGH COUNCIL

2019/20

COMMUNICATION

2020/21

6945

HOUSING NEEDS
CALLS (1000'S)

8501

9932

ESTATES AND
SHELTERED
CALLS (1000'S)

9569

76

FORMAL
COMPLAINTS

62

Not available

REPAIRS CALLS

20,890

6971

ONLINE FORM
SUBMISSIONS

6107

300

E-MAILS PER
OFFICER PER
MONTH (100'S)

760



Brentwood 2025

Where everyone matters

www.brentwood.gov.uk



BRENTWOOD
BOROUGH COUNCIL

2019/20

CASELOAD

2020/21

230

TRANSFER APPLICATIONS

215

729

HOMESEAKER APPLICATIONS

689

323

AVERAGE REVIEW OF RENT ACCOUNTS PER MONTH

556

74

COURT CASES PREPARED

136

82

UNIVERSAL CREDIT APPLICATIONS

136

4630

DASH ACTIONS (1000'S)

3644

Brentwood 2025

Where everyone matters

www.brentwood.gov.uk



BRENTWOOD
BOROUGH COUNCIL

INCOME COLLECTION PERFORMANCE



Brentwood 2025

Where everyone matters

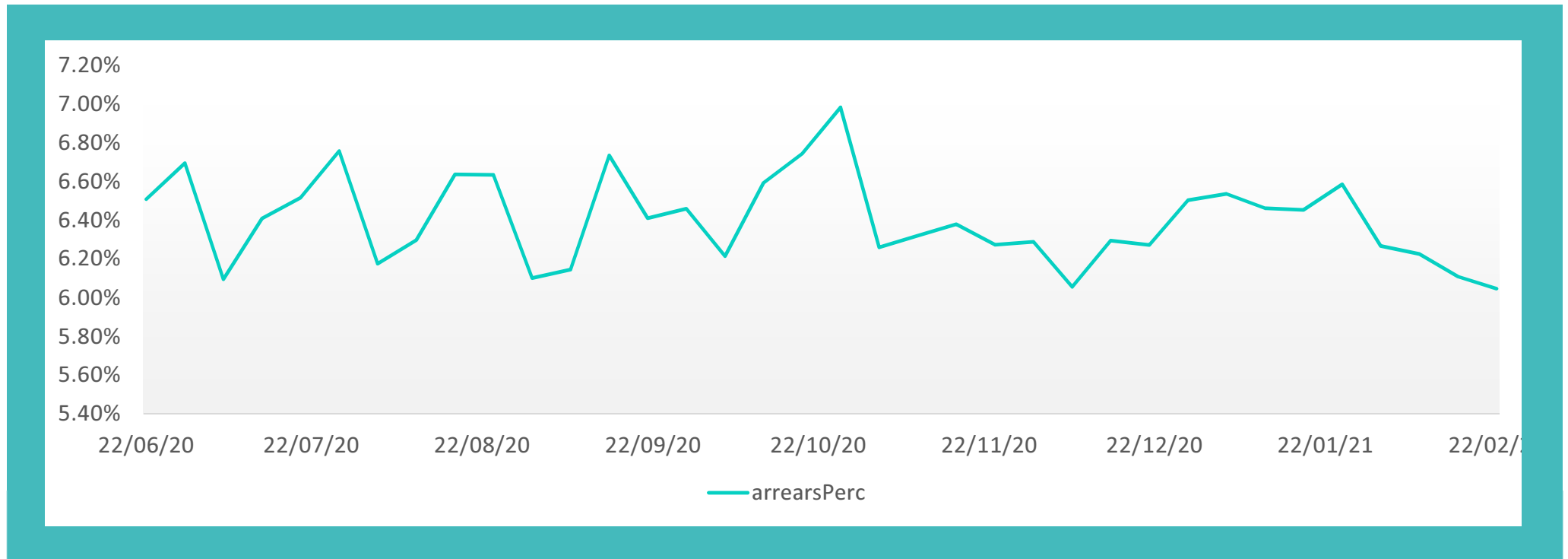
www.brentwood.gov.uk



BRENTWOOD
BOROUGH COUNCIL

RENT PERFORMANCE

Despite the challenges of the pandemic, since the introduction of RentSense the council have seen a positive impact on arrears performance with gradual month on month arrears reductions. This is in stark contrast to latest figures showing that collectively loss of similar authorities. This strong performance is illustrated in the table below showing the council's gross arrears as percentage of rent roll.



Brentwood 2025

Where everyone matters

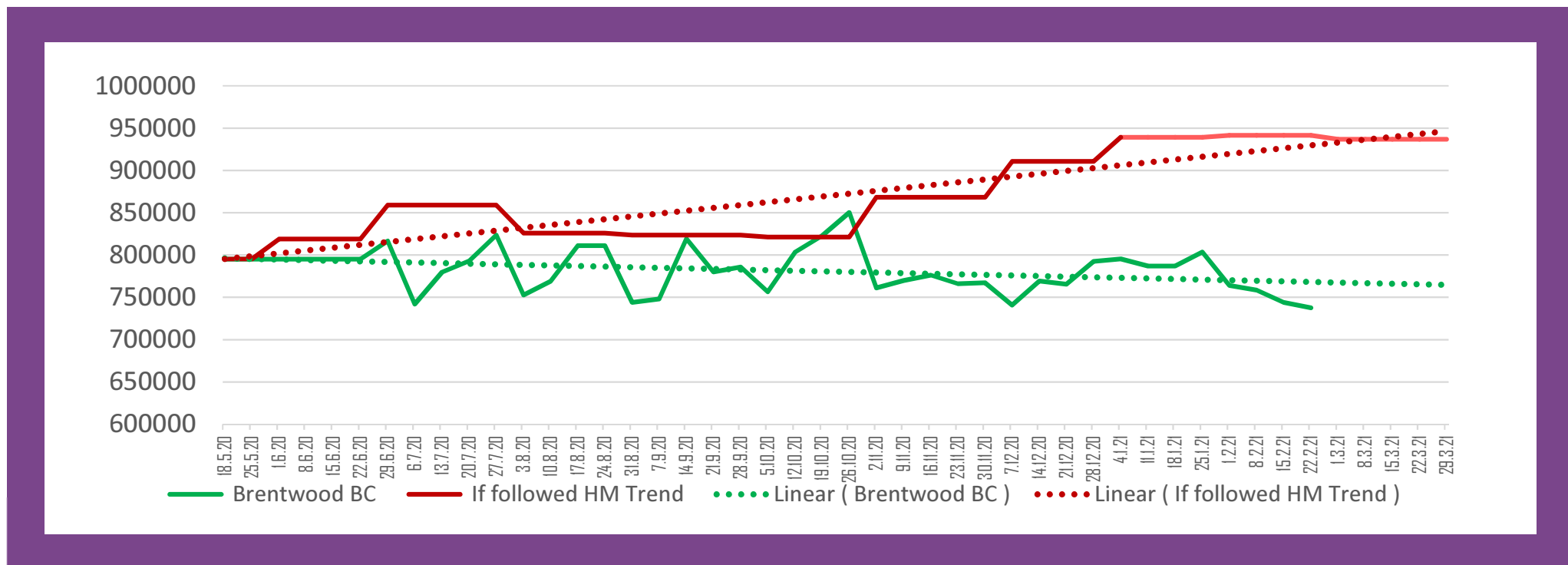
www.brentwood.gov.uk



BRENTWOOD
BOROUGH COUNCIL

PROJECTED ARREARS IMPACT USING HOUSEMARK TRENDS 20/21

When set against HouseMark's December 2020 Impact of Covid-19 Report, the council's strong performance is put in context with the graph below showing that Brentwood's arrears would have been £200k higher than actual if performance had followed the HouseMark sector median average.



Brentwood 2025

Where everyone matters

www.brentwood.gov.uk



BRENTWOOD
BOROUGH COUNCIL

COMPLIMENTS ABOUT OUR SERVICE



Brentwood 2025

Where everyone matters

www.brentwood.gov.uk



BRENTWOOD
BOROUGH COUNCIL

Tenant to Housing Estates Officer -

He is without doubt a rare human, as he cares about the people he comes in to contact with as part of his job and treats them with respect.

"We are truly very grateful you have such a wonderful employee."

Data Analyst working with Mobysoft -

"I'm actually surprised at how well you have performed considering the data we have gathered on the effect of Covid-19"



External Solicitor Regarding Court Process

"You're strides ahead of other Councils."

Tenant to Housing Needs Officer -

"I really appreciate your reply I was just panicking as I know with the bidding if I have rent due I am not able to be accepted so I just don't want to get myself in that situation.

Thank you so much for replying I can't imagine how much you are dealing with without the office equipment.

You have been great support thank you so much



Brentwood 2025

Where everyone matters

www.brentwood.gov.uk



BRENTWOOD
BOROUGH COUNCIL