

Thurrock - An ambitious and collaborative community which is proud of its heritage and excited by its diverse opportunities and future

Extraordinary Housing Overview and Scrutiny Committee

The meeting will be held at **7.00 pm** on **14 January 2020**

Committee Room 3, Civic Offices, New Road, Grays, Essex RM17 6SL

Membership:

Councillors Lynn Worrall (Chair), Chris Baker (Vice-Chair), Qaisar Abbas, Colin Churchman, Andrew Jefferies and Joycelyn Redsell

Lynn Mansfield, Housing Tenant Representative

Substitutes:

Councillors Daniel Chukwu, Sara Muldowney, Terry Piccolo and Luke Spillman

Agenda

Open to Public and Press

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Queries regarding this Agenda or notification of apologies:

Please contact Kenna Victoria Healey, Senior Democratic Services Officer by sending an email to Direct.Democracy@thurrock.gov.uk

Agenda published on: **6 January 2020**

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DECLARING INTERESTS FLOWCHART – QUESTIONS TO ASK YOURSELF

Breaching those parts identified as a pecuniary interest is potentially a criminal offence

Helpful Reminders for Members

- *Is your register of interests up to date?*
- *In particular have you declared to the Monitoring Officer all disclosable pecuniary interests?*
- *Have you checked the register to ensure that they have been recorded correctly?*

When should you declare an interest at a meeting?

- **What matters are being discussed at the meeting?** (including Council, Cabinet, Committees, Subs, Joint Committees and Joint Subs); or
- If you are a Cabinet Member making decisions other than in Cabinet **what matter is before you for single member decision?**



Does the business to be transacted at the meeting

- relate to; or
- likely to affect

any of your registered interests and in particular any of your Disclosable Pecuniary Interests?

Disclosable Pecuniary Interests shall include your interests or those of:

- your spouse or civil partner's
- a person you are living with as husband/ wife
- a person you are living with as if you were civil partners

where you are aware that this other person has the interest.

A detailed description of a disclosable pecuniary interest is included in the Members Code of Conduct at Chapter 7 of the Constitution. **Please seek advice from the Monitoring Officer about disclosable pecuniary interests.**

What is a Non-Pecuniary interest? – this is an interest which is not pecuniary (as defined) but is nonetheless so significant that a member of the public with knowledge of the relevant facts, would reasonably regard to be so significant that it would materially impact upon your judgement of the public interest.

Pecuniary

If the interest is not already in the register you must (unless the interest has been agreed by the Monitoring Officer to be sensitive) disclose the existence and nature of the interest to the meeting

If the Interest is not entered in the register and is not the subject of a pending notification you must within 28 days notify the Monitoring Officer of the interest for inclusion in the register

Unless you have received dispensation upon previous application from the Monitoring Officer, you must:

- **Not participate or participate further in any discussion of the matter at a meeting;**
- **Not participate in any vote or further vote taken at the meeting; and**
- **leave the room while the item is being considered/voted upon**

If you are a Cabinet Member you may make arrangements for the matter to be dealt with by a third person but take no further steps

Non- pecuniary

Declare the nature and extent of your interest including enough detail to allow a member of the public to understand its nature



You may participate and vote in the usual way but you should seek advice on Predetermination and Bias from the Monitoring Officer.

Our Vision and Priorities for Thurrock

An ambitious and collaborative community which is proud of its heritage and excited by its diverse opportunities and future.

1. **People** – a borough where people of all ages are proud to work and play, live and stay
 - High quality, consistent and accessible public services which are right first time
 - Build on our partnerships with statutory, community, voluntary and faith groups to work together to improve health and wellbeing
 - Communities are empowered to make choices and be safer and stronger together
2. **Place** – a heritage-rich borough which is ambitious for its future
 - Roads, houses and public spaces that connect people and places
 - Clean environments that everyone has reason to take pride in
 - Fewer public buildings with better services
3. **Prosperity** – a borough which enables everyone to achieve their aspirations
 - Attractive opportunities for businesses and investors to enhance the local economy
 - Vocational and academic education, skills and job opportunities for all
 - Commercial, entrepreneurial and connected public services

14 January 2020		ITEM: 4
Housing Overview and Scrutiny Committee		
Fees & Charges Pricing Strategy 2020/21		
Wards and communities affected: All		Key Decision: Non-Key
Report of: Dulal Ahmed, Housing Enforcement Manager		
Accountable Assistant Director: Carol Hinvest, Assistant Director, Housing		
Accountable Director: Roger Harris, Corporate Director of Adults, Housing and Health/Interim Director Children's Services		
This report is Public		

Executive Summary

Local Authorities are involved in a wide range of services and the ability to charge for some of these services has always been a key funding source to Councils.

This report specifically sets out the charges in relation to services within the remit of this Overview and Scrutiny Committee. The charges dealt with are for the General Fund by the Housing Service. Charges will take effect from the 1 April 2020 unless otherwise stated. In preparing the proposed fees and charges, Directorates have worked within the charging framework and commercial principles set out in the report.

The full list of proposed charges is detailed in Appendix 1 to this report. The proposed deletion of current fees and charges are detailed in Appendix 2 to this report.

1 Recommendations

- 1.1 That Housing Overview and Scrutiny Committee note the revised fees, including those no longer applicable, and that Housing Overview and Scrutiny Committee comment on the proposals currently being considered within the remit of this committee.**

2 Background & Introduction

- 2.1 The paper describes the fees and charges approach for the services within the Housing Scrutiny Committee remit for 20/21 and will set a platform for certain pricing principles moving forward into future financial years.

2.2 The paper provides narrative for the General Fund aspects of the Housing area and includes:

- Houses in Multiple Occupation (HMO) License
- Housing Enforcement Notices
- Penalty Charges – Housing Planning Act 2016
- Penalty Charges – Smoke & Carbon Monoxide Alarm Regulations 2015
- Energy Efficiency Regulations 2015
- Mobile Homes Act 2013
- Travellers Sites
- Selective Licensing (proposal)

2.3 The fees & charges that are proposed are underpinned by statutory, regulatory and discretionary conditions.

3 Thurrock Charging Policy

3.1 The strategic ambition for Thurrock is to adopt a policy on fees and charges that is aligned to the wider commercial strategy and ensures that all services cost recover.

3.2 Furthermore, for future years, while reviewing charges, services will also consider the level of demand for the service, the market dynamics and how the charging policy helps to meet other service objectives.

3.3 Rather than set a blanket increase across all service lines, when considering the pricing strategy for 2020/21 some key questions were considered:

- Where can we apply a tiered/premium pricing structure
- How sensitive are customers to price (are there areas where a price freeze is relevant)
- What new charges might we want to introduce for this financial year
- How do our charges compare with neighbouring boroughs
- How do our charges compare to neighbouring boroughs and private sector competitors (particularly in those instances where customers have choice)
- How can we influence channel shift
- Can we set charges to recover costs
- What do our competitors charges
- How sensitive is demand to price
- Statutory services may have discretionary elements that we can influence

- Do we take deposits, charge cancellation fees, and charge an admin fee for duplicate services (e.g. lost certificates.)
- 3.4 For Housing, a number of different methods to tier their charges depending on the service area are used:
- **Houses in Multiple Occupation** – are tiered based on the number of rooms, and whether the landlord is accredited or unaccredited.
 - **Enforcement Notices** – are tiered around the number of hazards in conjunction with the number of bedrooms in the accommodation.
 - **Mobile Homes Licensing** - These charges are tiered around number of pitches
- 3.5 The key following points should be noted for 2020/21 fees and charges:
- **Houses in Multiple Occupation** – These charges are comparable to neighbouring boroughs therefore will remain unchanged for 2020/21
 - **Enforcement Notices** – These will increase by inflation
 - **Penalty Charges – Housing Planning Act 2016**. These charges were introduced in 2018/19 and are scaled up to the maximum sum allowed
 - **Penalty Charges – Smoke & Carbon Monoxide Alarm Regulations 2015**. These charges remain unchanged
 - **Penalty Charges - Energy Efficiency Regulations 2015**. These remain unchanged
 - **Mobile Homes** - These charges are comparable to neighbouring boroughs therefore will remain unchanged for 2020/21
 - **Travellers Sites** - These will increase by inflation
 - **Selective Licensing** - (proposal for 2021- no fee yet allocated)
 - **Non-Statutory Housing Reports** – These have been removed as these will be captured as a Traded Service for 2020/21

4 Proposals and Issues

- 4.1 The fees and charges for each service area have been considered and the main considerations are set out below.
- 4.2 The increased fees and charges are challenging and represent our commercial ambitions as a Council.
- 4.3 Unless indicated otherwise, Housing fees and charges for 2020/21 will increase in line with RPI forecast for 2020/21 of circa 3.0% (subject to rounding).
- 4.4 The following sections outline the fees and charges implications for the individual service streams.

5 Mandatory and Additional Houses of Multiple Occupation (HMO) Licenses

- 5.1 The HMO license fee is regulated under Section 63(3) of the Housing Act 2004. This allows the Council to set its fee taking into account all costs it incurs in carrying out its licensing function. This has been done for all license applications for up to 5 years.
- 5.2 The regulations do not allow the Council to make a surplus by increasing its license fee above the fully loaded costs of issuing a license.
- 5.3 Additional licensing of Houses of Multiple Occupation came into force on June 1 2019 for shared houses let to 3 to 4 unrelated persons in certain parts of the borough. It lasts for 5 years ending on May 31 2024.
- 5.4 Legislative changes require the HMO fee structure to be split into two parts to take into account of the actual staff time required to process HMO licenses.

Part 1 the amount that becomes payable on application

Part 2 – the amount that becomes payable on the grant of a license

Both parts give a total for licensing a dwelling.

All licensing income must be ring fenced to administer the licensing scheme as per the regulatory guidance on HMO license fees.

- 5.5 Mandatory and Additional licensing fees will remain the same for the financial year 20/21. They remain comparable to our neighbouring boroughs.

6 Housing Enforcement Notices

- 6.1 Housing enforcement Notices are discretionary charges. The council will only serve an Improvement Notice on the landlord if this is the 'only way' of protecting the health and safety of the occupiers requiring the landlord to meet the minimum housing standards. The Housing Act 2004 allows the Councils to charge for the service of legal notices under the Act. The regulations state the costs should be reasonable and auditable.
- 6.2 These charges will increase by inflation for the financial year 20/21.

7 Penalty Charges – Housing Planning Act 2016

- 7.1 Legislative changes under this Act allow the Council to serve civil financial penalties for certain housing offences under the Housing Act 2004.
- 7.2 Civil penalties cover:
- Failure to comply with an improvement notice [section 30]
 - Offences in relation to licensing of HMO [section 72]
 - Offences in relation to licensing of houses under Part 3 of the Act [Section 95]
 - Offences of contravention of an overcrowding notice [section 139]

- Failure to comply with management regulations in respect of HMO [section 234]
- 7.3 The standard of proof must meet a criminal prosecution standard to serve a Civil Financial Penalty.
- 7.4 The Council charge applied is scalable from the published minimum fee up to a maximum of £30k; at the discretion of the Private Housing Service based on the severity, repetition and cooperation of the third party in resolving the issues.
- 7.5 Under this framework the Council retain the financial penalty imposed rather than the Courts for the fine paid as punishment for the offence. This new income from civil penalties must be ring fenced on private housing enforcement activities as per the regulation guidance.
- 7.6 This will be a transparent process which will be outlined in the council statement of principles, to be issued with the new fee structure. Appeals may also be made against the civil penalty charge, with the charge varied or waived dependent on individual mitigating circumstances. Where non-payment occurs the civil debt recovery process will be used to recover the outstanding liabilities.
- 7.7 These charges will remain the same for the financial year 20/21. The tiered fee structure is comparable to neighbouring boroughs. The Council has issued a total of £60k at the end of August 2019 with 5 appeals pending against their civil penalty charges.

8 Penalty Charges - Smoke and Carbon Monoxide Alarm Regulations 2015

- 8.1 Legislative changes under this Act allow the Council to require the Landlord to pay a penalty charge for failing to comply with a remedial notice in regards to installing smoke and carbon monoxide alarms within a single dwelling private rented home. The amount to be charged has not been prescribed by the regulations; however, it must not exceed £5k.
- 8.2 The setting of a minimum charge of £1k increasing to the maximum sum of £5k allowed will be levied for repeated breaches within two years.
- 8.3 The service expects most landlords to comply with the law than face this financial penalty imposed by the Council.
- 8.4 The charges will remain the same in the financial year 20/21.

9 Penalty Charge - Energy Efficiency [Private Rented Property] 2015

- 9.1 This legislation requires private landlords of single dwellings to reach an Energy Performance Certificate (EPC) rating of E before granting a tenancy from 1 April 2018 and will continue to apply to all tenancies from 1 April 2020.

Landlords with an EPC rating of band F or below G may not grant a tenancy to new or existing tenants.

- 9.2 The Private Housing Service can impose a civil penalty notice if it is satisfied that a property has been let in breach of the Regulations or if the landlord has lodged false information on the PRS Exemption Register. A publicity campaign raising awareness of the changes in the private rented sector will be promoted.
- 9.3 The council will impose a civil penalty if the landlord has let a substandard property in breach of the Regulations for a period of less than 3 months scalable up to £4k at the discretion of the Private Housing Service. Also, if the landlord has registered false formation or misleading information on the PRS Exemptions Register it will impose the maximum fine of £1k.
- 9.4 The charges will remain the same for the financial year 20/21.

10 Mobile Homes Act 2013

- 10.1 The Mobiles Homes Act provides greater protection to occupier's rights of residential park homes and caravans with planning permission under Part III of the Town and Country Planning Act 1990.
- 10.2 Under this Act it allows for licensing of '*relevant protected sites*' to ensure they are properly managed and health safety standards are maintained. A relevant protected site is defined in the Act as any land to be used as a caravan site with planning consent.
- 10.3 The council can charge a licensing fee for this function that includes:
- A license fee for application to grant or transfer a license or an application to alter the conditions of a license
 - An annual license fee for administering and monitoring licenses
- 10.4 Examples of relevant protected sites are typically residential parks, mobile home parks, and or Traveller sites.
- 10.5 There are exemptions to this legislation where a caravan site license is not required under the Caravan Sites and Control of Development Act 1960. For example:
- Use within curtilage of a dwelling house
 - Use by a person travelling with a caravan for one or two nights
 - Use of holdings of five acres or more in certain circumstances
 - Sites granted for holiday use only
 - Travelling Showman sites are exempt from licensing
 - It does not include sites that are owned by the council
- 10.6 The charge will remain the same for the financial year 20/21. They remain

comparable to our neighbouring boroughs.

11 Travellers Sites

- 11.1 The Travellers Charges for 20/21 will be increased in line with inflation to manage this function. The Council has three Travellers Sites with a total of 64 operational plots. The Gammon Field site is at risk by the proposed Thames Level Crossing to be relocated elsewhere in the borough. Housing remain engaged in discussions about the site's future with Highways England.

Location	Number of Plots
Ship Lane, Aveley, RM15 4HB	21 plots
Gammon Field site, Long Lane, Grays, RM16 2QH	21 plots
Pilgrims Lane site, North Stifford, Grays, RM16 5UZ	22 plots

- 11.2 An average of 83% of the residents receive full or partial Housing Benefit.

Location	HB Percentage
Ship Lane, Aveley, RM15 4HB	100%
Gammon Field site, Long Lane, Grays, RM16 2QH	76%
Pilgrims Lane site, North Stifford, Grays, RM16 5UZ	86%

12 Selective Licensing (Proposal)

- 12.1 The Council's Housing Strategy 2015-20 recommended the exploration of a Selective Licensing scheme to address the impact of poor quality landlords and anti-social tenants in the private rented accommodation sector in Thurrock. Although this is not in place at present and therefore there are no set fees and charges, this is something we are looking to introduce in 20/21.
- 12.2 Selective Licensing is a discretionary scheme that local authorities have to adopt, to license all private landlords in a designated area, estimated to affect around 15,000 properties.
- 12.3 However, to implement the scheme, the council must evidence poor housing conditions, low housing demand and significant and persistent anti-social behavior meets the statutory conditions for a selective designation. This process is currently underway.
- 12.4 The scheme requires, all and landlords obtaining a license for the local authority with the exception of registered providers of social housing and landlords awarded a House of Multiple Occupation [HMO] license under Mandatory or Additional Licensing.
- 12.5 The benefits of the scheme, consists of:
- Improved housing conditions
 - A reduction in ASB and environment crime
 - Safer and better neighbourhoods

- Reduced levels of property related crime
- An increase in good landlord and tenant behavior's

12.6 Private landlords would have to pay a license fee to the council with their license application if selective license is approved. The fee would cover all the costs incurred by the council in carrying out its licensing function. Fees are typically in the region of £500 to £800 for a single property. The council will carry out a public consultation of the proposed scheme and license fees in 2020/21.

13 Reasons for Recommendation

- 13.1 The setting of appropriate fees and charges will enable the Council to generate essential income for the funding of Council services.
- 13.2 Under Director's delegated authority, fees and charges can be varied within the financial year in response to commercial requirements.

14 Consultation (including Overview and Scrutiny, if applicable)

- 14.1 Consultations will be progressed where there is specific need. However, with regard all other items, the proposals in this report do not affect any specific parts of the borough. Fees and charges are known to customers before they make use of the services they are buying.

15 Impact on corporate policies, priorities, performance and community impact

- 15.1 The changes in these fees and charges may impact the community; however it must be taken into consideration that these price rises include inflation and no profit will be made on the running of these discretionary services.

16 Implications

16.1 Financial

Implications verified by: **Joanne Freeman**
Finance Manager

The effect of any changes to fees and charges on individual income targets will be determined as part of the 2020-21 budget setting process in which Corporate Finance and service areas will review anticipated level of demand, fee increases, previous performance and potential associated costs. Future reports will set out the 2020-21 targets across all directorates.

16.2 Legal

Implications verified by: **Tim Hallam**

**Interim Assistant Director Law & Governance,
Interim Head of Legal and Monitoring Officer**

Fees and charges generally fall into three categories – Statutory, Regulatory and Discretionary. Statutory charges are set in statute and cannot be altered by law since the charges have been determined by Central government and all authorities will be applying the same charge.

Regulatory charges relate to services where, if the Council provides the service, it is obliged to set a fee which the Council can determine itself in accordance with a regulatory framework. Charges have to be reasonable and must be applied across the borough.

Discretionary charges relate to services which the Council can provide if they choose to do so. This is a local policy decision. The Local Government Act 2003 gives the Council power to charge for discretionary services, with some limited exceptions. This may include charges for new and innovative services utilising the Council's general power of competence under section 1 of the Localism Act 2011. The income from charges, taking one financial year with another, must not exceed the cost of provision. A clear and justifiable framework of principles should be followed in terms of deciding when to charge and how much, and the process for reviewing charges.

A service may wish to consider whether they may utilise this power to provide a service that may benefit residents, businesses and other service users, meet the Council priorities and generate income.

Decisions on setting charges and fees are subject to the Council's decision making structures. Most charging decisions are the responsibility of Cabinet, where there are key decisions. Some fees are set by full Council.

16.3 Diversity and Equality

Implications verified by: **Rebecca Lee**
Community Development Manager

The Council is responsible for promoting equality of opportunity in the provision of services and employment as set out in the Equality Act 2010 and Public Sector Equality Duty. Decisions on setting charges and fees are subject to Community Equality Impact Assessment process and the Council's wider decision-making structures to determine impact on protected groups and related concessions that may be available.

16.4 Other implications (where significant) – i.e. Staff, Health, Sustainability, Crime and Disorder, and Impact on Looked After Children)

- None

17 Background papers used in preparing the report (including their location on the Council's website or identification whether any are exempt or protected by copyright):

- None

18 Appendices to the report

Appendix 1 – Schedule of Proposed Fees and Charges for 2020/21 (attached as a separate A3 document)

Appendix 2 – Schedule of Fees and Charges no longer applicable (attached as a separate A3 document)

Report Author:

Dulal Ahmed

Housing Enforcement Manager

Name of fee or Charge	Directorate	Overview and Scrutiny Committee	Owner	Statutory/ Discretionary Charge	VAT Status 19/20	Charge excl. VAT 2019/20	VAT Amount 2019/20	Charge incl. VAT 2019/20	VAT Status 20/21	Charge excl. VAT 2020/21	VAT Amount 2020/21	Charge incl. VAT 2020/21	Change from last year (incl. VAT)	Change from last year (% incl. VAT)	New, Removed, Unchanged
HMOs 5 year License (Fees for single tenancies and shared houses) - 2 to 5 rooms - Landlord Accredited (Application Fee £550, License Fee £425)	Adults, housing and Health	Housing	Dulal Ahmed	D	O	£ 975.00	£ -	£ 975.00	O	£ 975.00	£ -	£ 975.00	£ -	-	UNCHANGED
HMOs 5 year License (Fees for single tenancies and shared houses) - 2 to 5 rooms - Non Accredited (Application Fee £625, License Fee £505)	Adults, housing and Health	Housing	Dulal Ahmed	D	O	£ 1,130.00	£ -	£ 1,130.00	O	£ 1,130.00	£ -	£ 1,130.00	£ -	-	UNCHANGED
HMOs 5 year License (Fees for single tenancies and shared houses) - 6 to 10 rooms - Landlord Accredited (Application Fee £570, License £455)	Adults, housing and Health	Housing	Dulal Ahmed	D	O	£ 1,025.00	£ -	£ 1,025.00	O	£ 1,025.00	£ -	£ 1,025.00	£ -	-	UNCHANGED
HMOs 5 year License (Fees for single tenancies and shared houses) - 6 to 10 rooms - Non Accredited (Application Fee £650, License Fee £530)	Adults, housing and Health	Housing	Dulal Ahmed	D	O	£ 1,180.00	£ -	£ 1,180.00	O	£ 1,180.00	£ -	£ 1,180.00	£ -	-	UNCHANGED
HMOs 5 year License (Fees for single tenancies and shared houses) - 11 to 15 rooms - Landlord Accredited (Application Fee £680, License Fee £450)	Adults, housing and Health	Housing	Dulal Ahmed	D	O	£ 1,130.00	£ -	£ 1,130.00	O	£ 1,130.00	£ -	£ 1,130.00	£ -	-	UNCHANGED
HMOs 5 year License (Fees for single tenancies and shared houses) - 11 to 15 rooms - Non Accredited (Application Fee £780, License Fee £520)	Adults, housing and Health	Housing	Dulal Ahmed	D	O	£ 1,300.00	£ -	£ 1,300.00	O	£ 1,300.00	£ -	£ 1,300.00	£ -	-	UNCHANGED
HMOs 5 year License (Fees for single tenancies and shared houses) - 16 to 20 rooms - Landlord Accredited (Application Fee £670, License Fee £565)	Adults, housing and Health	Housing	Dulal Ahmed	D	O	£ 1,235.00	£ -	£ 1,235.00	O	£ 1,235.00	£ -	£ 1,235.00	£ -	-	UNCHANGED
HMOs 5 year License (Fees for single tenancies and shared houses) - 16 to 20 rooms - Non Accredited (Application Fee £770, License Fee £565)	Adults, housing and Health	Housing	Dulal Ahmed	D	O	£ 1,335.00	£ -	£ 1,335.00	O	£ 1,335.00	£ -	£ 1,335.00	£ -	-	UNCHANGED
New HMOs 5 year License (Fees for single tenancies and shared houses) - 21 to 29 rooms - Landlord Accredited (Application Fee £760, License Fee £660)	Adults, housing and Health	Housing	Dulal Ahmed	D	O	£ 1,420.00	£ -	£ 1,420.00	O	£ 1,420.00	£ -	£ 1,420.00	£ -	-	UNCHANGED
New HMOs 5 year License (Fees for single tenancies and shared houses) - 21 to 29 rooms - Non Accredited (Application Fee £870, License Fee £760)	Adults, housing and Health	Housing	Dulal Ahmed	D	O	£ 1,630.00	£ -	£ 1,630.00	O	£ 1,630.00	£ -	£ 1,630.00	£ -	-	UNCHANGED
New HMOs 5 year License (Fees for single tenancies and shared houses) - 30 or more rooms - Landlord Accredited (Application Fee £900, License Fee £745)	Adults, housing and Health	Housing	Dulal Ahmed	D	O	£ 1,645.00	£ -	£ 1,645.00	O	£ 1,645.00	£ -	£ 1,645.00	£ -	-	UNCHANGED
New HMOs 5 year License (Fees for single tenancies and shared houses) - 30 or more rooms - Non Accredited (Application Fee £1,025, License Fee £865)	Adults, housing and Health	Housing	Dulal Ahmed	D	O	£ 1,890.00	£ -	£ 1,890.00	O	£ 1,890.00	£ -	£ 1,890.00	£ -	-	UNCHANGED
Renewable HMO's License (5 year-no changes or management regulation breaches) - 2 to 5 rooms - Landlord Accredited	Adults, housing and Health	Housing	Dulal Ahmed	D	O	£ 485.00	£ -	£ 485.00	O	£ 485.00	£ -	£ 485.00	£ -	-	UNCHANGED
Renewable HMO's License (5 year-no changes or management regulation breaches) - 2 to 5 rooms - Non Accredited	Adults, housing and Health	Housing	Dulal Ahmed	D	O	£ 560.00	£ -	£ 560.00	O	£ 560.00	£ -	£ 560.00	£ -	-	UNCHANGED
Renewable HMO's License (5 year-no changes or management regulation breaches) - 6 to 10 - Landlord Accredited	Adults, housing and Health	Housing	Dulal Ahmed	D	O	£ 515.00	£ -	£ 515.00	O	£ 515.00	£ -	£ 515.00	£ -	-	UNCHANGED
Renewable HMO's License (5 year-no changes or management regulation breaches) - 6 to 10 - Non Accredited	Adults, housing and Health	Housing	Dulal Ahmed	D	O	£ 590.00	£ -	£ 590.00	O	£ 590.00	£ -	£ 590.00	£ -	-	UNCHANGED
Renewable HMO's License (5 year-no changes or management regulation breaches) - 11 to 15 - Landlord Accredited	Adults, housing and Health	Housing	Dulal Ahmed	D	O	£ 565.00	£ -	£ 565.00	O	£ 565.00	£ -	£ 565.00	£ -	-	UNCHANGED
Renewable HMO's License (5 year-no changes or management regulation breaches) - 11 to 15 - Non Accredited	Adults, housing and Health	Housing	Dulal Ahmed	D	O	£ 650.00	£ -	£ 650.00	O	£ 650.00	£ -	£ 650.00	£ -	-	UNCHANGED
Renewable HMO's License (5 year-no changes or management regulation breaches) - 16 to 20 - Landlord Accredited	Adults, housing and Health	Housing	Dulal Ahmed	D	O	£ 615.00	£ -	£ 615.00	O	£ 615.00	£ -	£ 615.00	£ -	-	UNCHANGED
Renewable HMO's License (5 year-no changes or management regulation breaches) - 16 to 20 - Non Accredited	Adults, housing and Health	Housing	Dulal Ahmed	D	O	£ 710.00	£ -	£ 710.00	O	£ 710.00	£ -	£ 710.00	£ -	-	UNCHANGED
Renewable HMO's License (5 year-no changes or management regulation breaches) - 21 to 29 - Landlord Accredited	Adults, housing and Health	Housing	Dulal Ahmed	D	O	£ 710.00	£ -	£ 710.00	O	£ 710.00	£ -	£ 710.00	£ -	-	UNCHANGED
Renewable HMO's License (5 year-no changes or management regulation breaches) - 21 to 29 - Non Accredited	Adults, housing and Health	Housing	Dulal Ahmed	D	O	£ 815.00	£ -	£ 815.00	O	£ 815.00	£ -	£ 815.00	£ -	-	UNCHANGED
Renewable HMO's License (5 year-no changes or management regulation breaches) - 30 or more units - Landlord Accredited	Adults, housing and Health	Housing	Dulal Ahmed	D	O	£ 820.00	£ -	£ 820.00	O	£ 820.00	£ -	£ 820.00	£ -	-	UNCHANGED
Renewable HMO's License (5 year-no changes or management regulation breaches) - 30 or more units - Non Accredited	Adults, housing and Health	Housing	Dulal Ahmed	D	O	£ 945.00	£ -	£ 945.00	O	£ 945.00	£ -	£ 945.00	£ -	-	UNCHANGED
Other Misc. Income - Change of Manager or Ownership - Accredited landlord	Adults, housing and Health	Housing	Dulal Ahmed	D	O	£ 150.00	£ -	£ 150.00	O	£ 150.00	£ -	£ 150.00	£ -	-	UNCHANGED
Other Misc. Income - Change of Manager or Ownership - Non Accredited	Adults, housing and Health	Housing	Dulal Ahmed	D	O	£ 173.00	£ -	£ 173.00	O	£ 173.00	£ -	£ 173.00	£ -	-	UNCHANGED
Assisting with Licensing application (First 30 minutes free for accredited landlords, thereafter £50.00 per hour pro rata) - Landlord Accredited	Adults, housing and Health	Housing	Dulal Ahmed	D	O	£ 62.00	£ -	£ 62.00	O	£ 63.86	£ -	£ 63.86	£ 1.86	+3.00%	INCREASED
Assisting with Licensing application (First 30 minutes free for accredited landlords, thereafter £50.00 per hour pro rata) - Non Accredited	Adults, housing and Health	Housing	Dulal Ahmed	D	O	£ 62.00	£ -	£ 62.00	O	£ 63.86	£ -	£ 63.86	£ 1.86	+3.00%	INCREASED
Failure to comply with an improvement notice [section 30] - Minimum Charge, capped at £30k maximum	Adults, housing and Health	Housing	Dulal Ahmed	D	O	£ 1,500.00	£ -	£ 1,500.00	O	£ 1,545.00	£ -	£ 1,545.00	£ 45.00	+3.00%	INCREASED
Offences in relation to licensing of Houses in Multiple Occupation [section 72] - Minimum Charge, capped at £30k maximum	Adults, housing and Health	Housing	Dulal Ahmed	D	O	£ 2,500.00	£ -	£ 2,500.00	O	£ 2,500.00	£ -	£ 2,500.00	£ -	-	UNCHANGED
Offences in relation to licensing of houses under Part 3 of the Act [Section 95] - Minimum Charge, capped at £30k maximum	Adults, housing and Health	Housing	Dulal Ahmed	D	O	£ 2,500.00	£ -	£ 2,500.00	O	£ 2,500.00	£ -	£ 2,500.00	£ -	-	UNCHANGED
Offences of contravention of an overcrowding notice [section 139] - Minimum Charge, capped at £30k maximum	Adults, housing and Health	Housing	Dulal Ahmed	D	O	£ 1,000.00	£ -	£ 1,000.00	O	£ 1,000.00	£ -	£ 1,000.00	£ -	-	UNCHANGED
Failure to comply with management regulations in respect of Houses in Multiple Occupation [section 234] - Minimum Charge, capped at £30k maximum	Adults, housing and Health	Housing	Dulal Ahmed	D	O	£ 1,550.00	£ -	£ 1,550.00	O	£ 1,550.00	£ -	£ 1,550.00	£ -	-	UNCHANGED
Non Statutory Housing Reports - HMO reports for support providers - 1 Bed accomodation	Adults, housing and Health	Housing	Dulal Ahmed	D	O	£ 185.00	£ -	£ 185.00	O	£ 190.55	£ -	£ 190.55	£ 5.55	+3.00%	INCREASED
Non Statutory Housing Reports - HMO reports for support providers - 2 Bed accomodation	Adults, housing and Health	Housing	Dulal Ahmed	D	O	£ 220.00	£ -	£ 220.00	O	£ 226.60	£ -	£ 226.60	£ 6.60	+3.00%	INCREASED
Non Statutory Housing Reports - HMO reports for support providers - 3 Bed accomodation	Adults, housing and Health	Housing	Dulal Ahmed	D	O	£ 250.00	£ -	£ 250.00	O	£ 257.50	£ -	£ 257.50	£ 7.50	+3.00%	INCREASED
Non Statutory Housing Reports - HMO reports for support providers - 4 Bed accomodation	Adults, housing and Health	Housing	Dulal Ahmed	D	O	£ 325.00	£ -	£ 325.00	O	£ 334.75	£ -	£ 334.75	£ 9.75	+3.00%	INCREASED
Non Statutory Housing Reports - HMO reports for support providers - 5 Bed accomodation	Adults, housing and Health	Housing	Dulal Ahmed	D	O	£ 380.00	£ -	£ 380.00	O	£ 391.40	£ -	£ 391.40	£ 11.40	+3.00%	INCREASED
Non Statutory Housing Reports - HMO reports for support providers - 6 Bed accomodation	Adults, housing and Health	Housing	Dulal Ahmed	D	O	£ 495.00	£ -	£ 495.00	O	£ 509.85	£ -	£ 509.85	£ 14.85	+3.00%	INCREASED
Travellers Charges - Rent/ Water/ Amenity	Adults, housing and Health	Housing	Dulal Ahmed	D	O	£ 105.60	£ -	£ 105.60	O	£ 108.77	£ -	£ 108.77	£ 3.17	+3.00%	INCREASED
Offences for Smoke & Carbon Monoxide Alarm Regulations non compliance	Adults, housing and Health	Housing	Dulal Ahmed	D	O	£1000 initial fine, increasing to £5000 for repetition within 2 years.	£ -	£1000 initial fine, increasing to £5000 for repetition within 2 years.	O	£1000 initial fine, increasing to £5000 for repetition within 2 years.	£ -	£1000 initial fine, increasing to £5000 for repetition within 2 years.	£ -	-	UNCHANGED
Private Housing Services - Housing Enforcement Notices - 1 to 4 Hazards - 1 Bed accomodation	Adults, housing and Health	Housing	Dulal Ahmed	D	O	£ 355.00	£ -	£ 355.00	O	£ 365.65	£ -	£ 365.65	£ 10.65	+3.00%	INCREASED
Private Housing Services - Housing Enforcement Notices - 1 to 4 Hazards - 2 Bed accomodation	Adults, housing and Health	Housing	Dulal Ahmed	D	O	£ 400.00	£ -	£ 400.00	O	£ 412.00	£ -	£ 412.00	£ 12.00	+3.00%	INCREASED
Private Housing Services - Housing Enforcement Notices - 1 to 4 Hazards - 3 Bed accomodation	Adults, housing and Health	Housing	Dulal Ahmed	D	O	£ 440.00	£ -	£ 440.00	O	£ 453.20	£ -	£ 453.20	£ 13.20	+3.00%	INCREASED
Private Housing Services - Housing Enforcement Notices - 1 to 4 Hazards - 4 Bed accomodation	Adults, housing and Health	Housing	Dulal Ahmed	D	O	£ 530.00	£ -	£ 530.00	O	£ 545.90	£ -	£ 545.90	£ 15.90	+3.00%	INCREASED
Private Housing Services - Housing Enforcement Notices - 1 to 4 Hazards - 5 or 6 Bed accomodation	Adults, housing and Health	Housing	Dulal Ahmed	D	O	£ 575.00	£ -	£ 575.00	O	£ 592.25	£ -	£ 592.25	£ 17.25	+3.00%	INCREASED
Private Housing Services - Housing Enforcement Notices - 1 to 4 Hazards - over 6 Bed or HMO accomodation	Adults, housing and Health	Housing	Dulal Ahmed	D	O	£ 690.00	£ -	£ 690.00	O	£ 710.70	£ -	£ 710.70	£ 20.70	+3.00%	INCREASED

Name of fee or Charge	Directorate	Overview and Scrutiny Committee	Owner	Statutory/ Discretionary Charge	VAT Status 19/20	Charge excl. VAT 2019/20	VAT Amount 2019/20	Charge incl. VAT 2019/20	VAT Status 20/21	Charge excl. VAT 2020/21	VAT Amount 2020/21	Charge incl. VAT 2020/21	Change from last year (incl. VAT)	Change from last year (% incl. VAT)	New, Removed, Unchanged
Private Housing Services - Housing Enforcement Notices - 5 or more Hazards - 1 Bed accomodation	Adults, housing and Health	Housing	Dulal Ahmed	D	O	£ 440.00	£ -	£ 440.00	O	£ 453.20	£ -	£ 453.20	£ 13.20	+3.00%	INCREASED
Private Housing Services - Housing Enforcement Notices - 5 or more Hazards - 2 Bed accomodation	Adults, housing and Health	Housing	Dulal Ahmed	D	O	£ 485.00	£ -	£ 485.00	O	£ 499.55	£ -	£ 499.55	£ 14.55	+3.00%	INCREASED
Private Housing Services - Housing Enforcement Notices - 5 or more Hazards - 3 Bed accomodation	Adults, housing and Health	Housing	Dulal Ahmed	D	O	£ 530.00	£ -	£ 530.00	O	£ 545.90	£ -	£ 545.90	£ 15.90	+3.00%	INCREASED
Private Housing Services - Housing Enforcement Notices - 5 or more Hazards - 4 Bed accomodation	Adults, housing and Health	Housing	Dulal Ahmed	D	O	£ 630.00	£ -	£ 630.00	O	£ 648.90	£ -	£ 648.90	£ 18.90	+3.00%	INCREASED
Private Housing Services - Housing Enforcement Notices - 5 or more Hazards - 5 or 6 Bed accomodation	Adults, housing and Health	Housing	Dulal Ahmed	D	O	£ 675.00	£ -	£ 675.00	O	£ 695.25	£ -	£ 695.25	£ 20.25	+3.00%	INCREASED
Private Housing Services - Housing Enforcement Notices - 5 or more Hazards - over 6 Bed or HMO accomodation	Adults, housing and Health	Housing	Dulal Ahmed	D	O	£ 750.00	£ -	£ 750.00	O	£ 772.50	£ -	£ 772.50	£ 22.50	+3.00%	INCREASED
Private Housing Services - Housing Non Statutory work for Border Agency (per case)	Adults, housing and Health	Housing	Dulal Ahmed	D	O	£ 165.00	£ -	£ 165.00	O	£ 169.95	£ -	£ 169.95	£ 4.95	+3.00%	INCREASED
Offences for Energy Efficiency Regulations 2015 non compliance - registered false or misinformation on PRS Exemption Register capped at 1k	Adults, housing and Health	Housing	Dulal Ahmed	D	O	£ 1,000.00	£ -	£ 1,000.00	O	£ 1,000.00	£ -	£ 1,000.00	£ -	-	UNCHANGED
Offences for Energy Efficiency Regulations 2015 non compliance - sub standard property let with EPC E or below ,capped at 4k	Adults, housing and Health	Housing	Dulal Ahmed	D	O	£ 1,000.00	£ -	£ 1,000.00	O	£ 1,000.00	£ -	£ 1,000.00	£ -	-	UNCHANGED
Mobile Home Licensing Fee [1- 10 pitches]	Adults, housing and Health	Housing	Dulal Ahmed										£ -		
Mobile Homes initial set up - Application Fee	Adults, housing and Health	Housing	Dulal Ahmed	D	O	£ 556.00	£ -	£ 556.00	O	£ 556.00	£ -	£ 556.00	£ -	-	UNCHANGED
Application to Transfer a Site Licence	Adults, housing and Health	Housing	Dulal Ahmed	D	O	£ 253.00	£ -	£ 253.00	O	£ 253.00	£ -	£ 253.00	£ -	-	UNCHANGED
Application to Amend a Site Licence	Adults, housing and Health	Housing	Dulal Ahmed	D	O	£ 319.00	£ -	£ 319.00	O	£ 319.00	£ -	£ 319.00	£ -	-	UNCHANGED
Mobile Home Licensing Fee [11- 20pitches]	Adults, housing and Health	Housing	Dulal Ahmed										£ -		
Mobile Homes initial set up - Application Fee	Adults, housing and Health	Housing	Dulal Ahmed	D	O	£ 600.00	£ -	£ 600.00	O	£ 600.00	£ -	£ 600.00	£ -	-	UNCHANGED
Application to Transfer a Site Licence	Adults, housing and Health	Housing	Dulal Ahmed	D	O	£ 253.00	£ -	£ 253.00	O	£ 253.00	£ -	£ 253.00	£ -	-	UNCHANGED
Application to Amend a Site Licence	Adults, housing and Health	Housing	Dulal Ahmed	D	O	£ 319.00	£ -	£ 319.00	O	£ 319.00	£ -	£ 319.00	£ -	-	UNCHANGED
Mobile Home Licensing Fee [21- 50 pitches]	Adults, housing and Health	Housing	Dulal Ahmed										£ -		
Mobile Homes initial set up - Application Fee	Adults, housing and Health	Housing	Dulal Ahmed	D	O	£ 644.00	£ -	£ 644.00	O	£ 644.00	£ -	£ 644.00	£ -	-	UNCHANGED
Application to Transfer a Site Licence	Adults, housing and Health	Housing	Dulal Ahmed	D	O	£ 253.00	£ -	£ 253.00	O	£ 253.00	£ -	£ 253.00	£ -	-	UNCHANGED
Application to Amend a Site Licence	Adults, housing and Health	Housing	Dulal Ahmed	D	O	£ 319.00	£ -	£ 319.00	O	£ 319.00	£ -	£ 319.00	£ -	-	UNCHANGED
Mobile Home Licensing Fee [51 -99 pitches]	Adults, housing and Health	Housing	Dulal Ahmed										£ -		
Mobile Homes initial set up - Application Fee	Adults, housing and Health	Housing	Dulal Ahmed	D	O	£ 688.00	£ -	£ 688.00	O	£ 688.00	£ -	£ 688.00	£ -	-	UNCHANGED
Application to Transfer a Site Licence	Adults, housing and Health	Housing	Dulal Ahmed	D	O	£ 253.00	£ -	£ 253.00	O	£ 253.00	£ -	£ 253.00	£ -	-	UNCHANGED
Application to Amend a Site Licence	Adults, housing and Health	Housing	Dulal Ahmed	D	O	£ 319.00	£ -	£ 319.00	O	£ 319.00	£ -	£ 319.00	£ -	-	UNCHANGED
Mobile Home Licensing Fee [100 pitches +]	Adults, housing and Health	Housing	Dulal Ahmed										£ -		
Mobile Homes initial set up - Application Fee	Adults, housing and Health	Housing	Dulal Ahmed	D	O	£ 732.00	£ -	£ 732.00	O	£ 732.00	£ -	£ 732.00	£ -	-	UNCHANGED
Application to Transfer a Site Licence	Adults, housing and Health	Housing	Dulal Ahmed	D	O	£ 253.00	£ -	£ 253.00	O	£ 253.00	£ -	£ 253.00	£ -	-	UNCHANGED
Application to Amend a Site Licence	Adults, housing and Health	Housing	Dulal Ahmed	D	O	£ 319.00	£ -	£ 319.00	O	£ 319.00	£ -	£ 319.00	£ -	-	UNCHANGED
Sheltered Housing Visitor's Room - Per night per person	Adults, housing and Health	Housing	Sue Kane	D	O	£ 12.00		£ 12.00	O	£ 12.00		£ 12.00	£ -		UNCHANGED
Dispersed Alarms - Lifeline Private	Adults, housing and Health	Housing	Tina Mitchell	D	S	£ 17.00	£ 3.40	£ 20.40	S	£ 17.00	£ 3.40	£ 20.40	£ -	-	UNCHANGED

Name of fee or Charge	Directorate	Overview and Scrutiny Committee	Owner	Statutory/ Discretionary Charge	VAT Status 19/20	Charge excl. VAT 2019/20	VAT Amount 2019/20	Charge incl. VAT 2019/20	VAT Status 20/21	Charge excl. VAT 2020/21	VAT Amount 2020/21	Charge incl. VAT 2020/21	Change from last year (incl. VAT)	Change from last year (% incl. VAT)	New, Removed, Unchanged
HMOs 5 year License (Fees for single tenancies and shared houses) - 4 to 5 people - Landlord Accredited	Adults, housing and Health	Housing	Dulal Ahmed	D	0	r	£ -	£ -	0	REMOVED	£ -	£ -	£ -	-	REMOVED
HMOs 5 year License (Fees for single tenancies and shared houses) - 4 to 5 people - Non Accredited	Adults, housing and Health	Housing	Dulal Ahmed	D	0	r	£ -	£ -	0	REMOVED	£ -	£ -	£ -	-	REMOVED
HMO's 12 month temporary License (Fee for single tenancies and shared houses) - 4 to 5 people - Landlord Accredited	Adults, housing and Health	Housing	Dulal Ahmed	D	0	r	£ -	£ -	0	REMOVED	£ -	£ -	£ -	-	REMOVED
HMO's 12 month temporary License (Fee for single tenancies and shared houses) - 4 to 5 people - Non Accredited	Adults, housing and Health	Housing	Dulal Ahmed	D	0	r	£ -	£ -	0	REMOVED	£ -	£ -	£ -	-	REMOVED
HMO's 12 month temporary License (Fee for single tenancies and shared houses) - 6 to 10 people - Landlord Accredited	Adults, housing and Health	Housing	Dulal Ahmed	D	0	r	£ -	£ -	0	REMOVED	£ -	£ -	£ -	-	REMOVED
HMO's 12 month temporary License (Fee for single tenancies and shared houses) - 6 to 10 people - Non Accredited	Adults, housing and Health	Housing	Dulal Ahmed	D	0	r	£ -	£ -	0	REMOVED	£ -	£ -	£ -	-	REMOVED
HMO's 12 month temporary License (Fee for single tenancies and shared houses) - 11 to 15 people - Landlord Accredited	Adults, housing and Health	Housing	Dulal Ahmed	D	0	r	£ -	£ -	0	REMOVED	£ -	£ -	£ -	-	REMOVED
HMO's 12 month temporary License (Fee for single tenancies and shared houses) - 11 to 15 people - Non Accredited	Adults, housing and Health	Housing	Dulal Ahmed	D	0	r	£ -	£ -	0	REMOVED	£ -	£ -	£ -	-	REMOVED
HMO's 12 month temporary License (Fee for single tenancies and shared houses) - 16 to 20 people - Landlord Accredited	Adults, housing and Health	Housing	Dulal Ahmed	D	0	r	£ -	£ -	0	REMOVED	£ -	£ -	£ -	-	REMOVED
HMO's 12 month temporary License (Fee for single tenancies and shared houses) - 16 to 20 people - Non Accredited	Adults, housing and Health	Housing	Dulal Ahmed	D	0	r	£ -	£ -	0	REMOVED	£ -	£ -	£ -	-	REMOVED
HMO's 12 month temporary License (Fee for single tenancies and shared houses) - 21 to 29 people - Landlord Accredited	Adults, housing and Health	Housing	Dulal Ahmed	D	0	r	£ -	£ -	0	REMOVED	£ -	£ -	£ -	-	REMOVED
HMO's 12 month temporary License (Fee for single tenancies and shared houses) - 21 to 29 people - Non Accredited	Adults, housing and Health	Housing	Dulal Ahmed	D	0	r	£ -	£ -	0	REMOVED	£ -	£ -	£ -	-	REMOVED
HMO's 12 month temporary License (Fee for single tenancies and shared houses) - 30 or more - Landlord Accredited	Adults, housing and Health	Housing	Dulal Ahmed	D	0	r	£ -	£ -	0	REMOVED	£ -	£ -	£ -	-	REMOVED
HMO's 12 month temporary License (Fee for single tenancies and shared houses) - 30 or more - Non Accredited	Adults, housing and Health	Housing	Dulal Ahmed	D	0	r	£ -	£ -	0	REMOVED	£ -	£ -	£ -	-	REMOVED
Renewable HMO's License (5 year-no changes or management regulation breaches) - 4 to 5 units - Landlord Accredited	Adults, housing and Health	Housing	Dulal Ahmed	D	0	r	£ -	£ 560.00	0	REMOVED	£ -	£ -	£ -	-	REMOVED
Renewable HMO's License (5 year-no changes or management regulation breaches) - 4 to 5 units - Non Accredited	Adults, housing and Health	Housing	Dulal Ahmed	D	0	r	£ -	£ -	0	REMOVED	£ -	£ -	£ -	-	REMOVED
Other Misc. Income - License Variation - Landlord Accredited	Adults, housing and Health	Housing	Dulal Ahmed	D	0	r	£ -	£ -	0	REMOVED	£ -	£ -	£ -	-	REMOVED
Other Misc. Income - License Variation - Non Accredited	Adults, housing and Health	Housing	Dulal Ahmed	D	0	r	£ -	£ -	0	REMOVED	£ -	£ -	£ -	-	REMOVED
Other Misc. Income - Permitted number changes - Landlord Accredited	Adults, housing and Health	Housing	Dulal Ahmed	D	0	r	£ -	£ -	0	REMOVED	£ -	£ -	£ -	-	REMOVED
Other Misc. Income - Permitted number changes - Non Accredited	Adults, housing and Health	Housing	Dulal Ahmed	D	0	r	£ -	£ -	0	REMOVED	£ -	£ -	£ -	-	REMOVED
License Holder Change - Fee reduced by 50% if application for new license within 12 month of issue and subject to property condition/ inspection - 4 to 5 people - Landlord Accredited	Adults, housing and Health	Housing	Dulal Ahmed	D	0	r	£ -	£ -	0	REMOVED	£ -	£ -	£ -	-	REMOVED
License Holder Change - Fee reduced by 50% if application for new license within 12 month of issue and subject to property condition/ inspection - 4 to 5 people - Non Accredited	Adults, housing and Health	Housing	Dulal Ahmed	D	0	r	£ -	£ -	0	REMOVED	£ -	£ -	£ -	-	REMOVED
License Holder Change - Fee reduced by 50% if application for new license within 12 month of issue and subject to property condition/ inspection - 6 to 10 people - Landlord Accredited	Adults, housing and Health	Housing	Dulal Ahmed	D	0	r	£ -	£ -	0	REMOVED	£ -	£ -	£ -	-	REMOVED
License Holder Change - Fee reduced by 50% if application for new license within 12 month of issue and subject to property condition/ inspection - 6 to 10 people - Non Accredited	Adults, housing and Health	Housing	Dulal Ahmed	D	0	r	£ -	£ -	0	REMOVED	£ -	£ -	£ -	-	REMOVED
License Holder Change - Fee reduced by 50% if application for new license within 12 month of issue and subject to property condition/ inspection - 11 to 15 people - Landlord Accredited	Adults, housing and Health	Housing	Dulal Ahmed	D	0	r	£ -	£ -	0	REMOVED	£ -	£ -	£ -	-	REMOVED
License Holder Change - Fee reduced by 50% if application for new license within 12 month of issue and subject to property condition/ inspection - 11 to 15 people - Non Accredited	Adults, housing and Health	Housing	Dulal Ahmed	D	0	r	£ -	£ -	0	REMOVED	£ -	£ -	£ -	-	REMOVED
License Holder Change - Fee reduced by 50% if application for new license within 12 month of issue and subject to property condition/ inspection - 16 to 20 people - Landlord Accredited	Adults, housing and Health	Housing	Dulal Ahmed	D	0	r	£ -	£ -	0	REMOVED	£ -	£ -	£ -	-	REMOVED
License Holder Change - Fee reduced by 50% if application for new license within 12 month of issue and subject to property condition/ inspection - 16 to 20 people - Non Accredited	Adults, housing and Health	Housing	Dulal Ahmed	D	0	r	£ -	£ -	0	REMOVED	£ -	£ -	£ -	-	REMOVED
License Holder Change - Fee reduced by 50% if application for new license within 12 month of issue and subject to property condition/ inspection - 21 to 29 people - Landlord Accredited	Adults, housing and Health	Housing	Dulal Ahmed	D	0	r	£ -	£ -	0	REMOVED	£ -	£ -	£ -	-	REMOVED
License Holder Change - Fee reduced by 50% if application for new license within 12 month of issue and subject to property condition/ inspection - 21 to 29 people - Non Accredited	Adults, housing and Health	Housing	Dulal Ahmed	D	0	r	£ -	£ -	0	REMOVED	£ -	£ -	£ -	-	REMOVED
License Holder Change - Fee reduced by 50% if application for new license within 12 month of issue and subject to property condition/ inspection - 30 or more - Landlord Accredited	Adults, housing and Health	Housing	Dulal Ahmed	D	0	r	£ -	£ -	0	REMOVED	£ -	£ -	£ -	-	REMOVED
License Holder Change - Fee reduced by 50% if application for new license within 12 month of issue and subject to property condition/ inspection - 30 or more - Non Accredited	Adults, housing and Health	Housing	Dulal Ahmed	D	0	r	£ -	£ -	0	REMOVED	£ -	£ -	£ -	-	REMOVED
Failure to notify changes in ownership or management (non-license holder) - Landlord Accredited	Adults, housing and Health	Housing	Dulal Ahmed	D	0	r	£ -	£ -	0	REMOVED	£ -	£ -	£ -	-	REMOVED
Failure to notify changes in ownership or management (non-license holder) - Non Accredited	Adults, housing and Health	Housing	Dulal Ahmed	D	0	r	£ -	£ -	0	REMOVED	£ -	£ -	£ -	-	REMOVED
10% discount HMOs 5 year License - 4 to 5 units - Landlord Accredited	Adults, housing and Health	Housing	Dulal Ahmed	D	0	r			0	REMOVED		£ -	£ -	-	REMOVED
10% discount HMOs 5 year License - 4 to 5 units - Non Accredited	Adults, housing and Health	Housing	Dulal Ahmed	D	0	r	£ -	£ -	0	REMOVED	£ -	£ -	£ -	-	REMOVED
10% Discount HMOs 5 year License - 6 to 10 units - Landlord Accredited	Adults, housing and Health	Housing	Dulal Ahmed	D	0	r	£ -	£ -	0	REMOVED	£ -	£ -	£ -	-	REMOVED
10% discount HMOs 5 year License - 6 to 10 units - Non Accredited	Adults, housing and Health	Housing	Dulal Ahmed	D	0	r	£ -	£ -	0	REMOVED	£ -	£ -	£ -	-	REMOVED
10% discount 5 year License - 11 to 15 people - Landlord Accredited	Adults, housing and Health	Housing	Dulal Ahmed	D	0	r	£ -	£ -	0	REMOVED	£ -	£ -	£ -	-	REMOVED
10% discount HMOs 5 year License - 11 to 15 people - Non Accredited	Adults, housing and Health	Housing	Dulal Ahmed	D	0	r	£ -	£ -	0	REMOVED	£ -	£ -	£ -	-	REMOVED
10 % discount HMOs 5 year License - 16 to 20 people - Landlord Accredited	Adults, housing and Health	Housing	Dulal Ahmed	D	0	r	£ -	£ -	0	REMOVED	£ -	£ -	£ -	-	REMOVED
10% discount HMOs 5 year License - 16 to 20 people - Non Accredited	Adults, housing and Health	Housing	Dulal Ahmed	D	0	r	£ -	£ -	0	REMOVED	£ -	£ -	£ -	-	REMOVED
10% discount HMOs 5 year License - 21 to 29 people - Landlord Accredited	Adults, housing and Health	Housing	Dulal Ahmed	D	0	r	£ -	£ -	0	REMOVED	£ -	£ -	£ -	-	REMOVED
10% discount HMOs 5 year License - 21 to 29 people - Non Accredited	Adults, housing and Health	Housing	Dulal Ahmed	D	0	r	£ -	£ -	0	REMOVED	£ -	£ -	£ -	-	REMOVED
10% discount HMOs 5 year License - 30 or more people - Landlord Accredited	Adults, housing and Health	Housing	Dulal Ahmed	D	0	r	£ -	£ -	0	REMOVED	£ -	£ -	£ -	-	REMOVED
10% discount HMOs 5 year License - 30 or more people - Non Accredited	Adults, housing and Health	Housing	Dulal Ahmed	D	0	r	£ -	£ -	0	REMOVED	£ -	£ -	£ -	-	REMOVED
15% capped discount HMOs 5 year License - 4 to 5 units - for more than 2 properites Landlord Accredited	Adults, housing and Health	Housing	Dulal Ahmed	D	0	r	£ -	£ -	0	REMOVED	£ -	£ -	£ -	-	REMOVED
15% discount HMOs 5 year License - 4 to 5 units - for more than 2 properites Non Accredited	Adults, housing and Health	Housing	Dulal Ahmed	D	0	r	£ -	£ -	0	REMOVED	£ -	£ -	£ -	-	REMOVED

Name of fee or Charge	Directorate	Overview and Scrutiny Committee	Owner	Statutory/ Discretionary Charge	VAT Status 19/20	Charge excl. VAT 2019/20	VAT Amount 2019/20	Charge incl. VAT 2019/20	VAT Status 20/21	Charge excl. VAT 2020/21	VAT Amount 2020/21	Charge incl. VAT 2020/21	Change from last year (incl. VAT)	Change from last year (% incl. VAT)	New, Removed, Unchanged
15% Discount HMOs 5 year License - 6 to 10 units - for more than 2 properites Landlord Accredited	Adults, housing and Health	Housing	Dulal Ahmed	D	O	r	£ -	£ -	O	REMOVED	£ -	£ -	£ -	-	REMOVED
15% discount HMOs 5 year License - 6 to 10 units - for more than 2 properites Non Accredited	Adults, housing and Health	Housing	Dulal Ahmed	D	O	r	£ -	£ -	O	REMOVED	£ -	£ -	£ -	-	REMOVED
15% discount 5 year License - 11 to 15 people - for more than 2 properites Landlord Accredited	Adults, housing and Health	Housing	Dulal Ahmed	D	O	r	£ -	£ -	O	REMOVED	£ -	£ -	£ -	-	REMOVED
15% discount HMOs 5 year License - 11 to 15 people - for more than 2 properites Non Accredited	Adults, housing and Health	Housing	Dulal Ahmed	D	O	r	£ -	£ -	O	REMOVED	£ -	£ -	£ -	-	REMOVED
15 % discount HMOs 5 year License - 16 to 20 people - for more than 2 properites Landlord Accredited	Adults, housing and Health	Housing	Dulal Ahmed	D	O	r	£ -	£ -	O	REMOVED	£ -	£ -	£ -	-	REMOVED
15% discount HMOs 5 year License - 16 to 20 people - for more than 2 properites Non Accredited	Adults, housing and Health	Housing	Dulal Ahmed	D	O	r	£ -	£ -	O	REMOVED	£ -	£ -	£ -	-	REMOVED
15% discount HMOs 5 year License - 21 to 29 people - for more than 2 properites Landlord Accredited	Adults, housing and Health	Housing	Dulal Ahmed	D	O	r	£ -	£ -	O	REMOVED	£ -	£ -	£ -	-	REMOVED
15% discount HMOs 5 year License - 21 to 29 people - for more than 2 properites Non Accredited	Adults, housing and Health	Housing	Dulal Ahmed	D	O	r	£ -	£ -	O	REMOVED	£ -	£ -	£ -	-	REMOVED
15% discount HMOs 5 year License - 30 or more people - for more than 2 properites Landlord Accredited	Adults, housing and Health	Housing	Dulal Ahmed	D	O	r	£ -	£ -	O	REMOVED	£ -	£ -	£ -	-	REMOVED
15% discount HMOs 5 year License - 30 or more people - for more than 2 properites Non Accredited	Adults, housing and Health	Housing	Dulal Ahmed	D	O	r	£ -	£ -	O	REMOVED	£ -	£ -	£ -	-	REMOVED
Mobile Homes annual licence fee	Adults, housing and Health	Housing	Dulal Ahmed	D	O	r	£ -	£ -	O	REMOVED	£ -	£ -	£ -	-	REMOVED
Mobile Homes annual licence fee	Adults, housing and Health	Housing	Dulal Ahmed	D	O	r	£ -	£ -	O	REMOVED	£ -	£ -	£ -	-	REMOVED
Mobile Homes annual licence fee	Adults, housing and Health	Housing	Dulal Ahmed	D	O	r	£ -	£ -	O	REMOVED	£ -	£ -	£ -	-	REMOVED
Mobile Homes annual licence fee	Adults, housing and Health	Housing	Dulal Ahmed	D	O	r	£ -	£ -	O	REMOVED	£ -	£ -	£ -	-	REMOVED
Mobile Homes annual licence fee	Adults, housing and Health	Housing	Dulal Ahmed	D	O	r	£ -	£ -	O	REMOVED	£ -	£ -	£ -	-	REMOVED

14 January 2020		ITEM: 5
Housing Overview and Scrutiny Committee		
Housing Revenue Account - Business Plan and Budgets 2020/21		
Wards and communities affected: All		Key Decision: Key
Report of: Roger Harris, Corporate Director of Adults, Housing and Health/Interim Director Children's Services Sean Clark, Director of Finance, Governance and Property		
Accountable Assistant Directors: Carol Hinvest, Assistant Director of Housing Jonathan Wilson, Assistant Director of Finance		
Accountable Directors: Roger Harris, Corporate Director of Adults, Housing and Health/Interim Director Children's Services Sean Clark, Director of Finance, Governance and Property		
This report is public		

Executive Summary

This report sets out the base budget position for 2020/21 following the review and update of the 30 year Housing Revenue Account (HRA) Business Plan. The Business Plan is a statutory requirement used to assess the ongoing financial viability of the HRA and its ability to deliver the Council's Housing priorities.

The Business Plan considers whether the revenue streams from all sources, principally rents and service charges, are sufficient to finance anticipated expenditure on housing stock (both revenue and capital), service delivery, debt management and recharges.

From 2020/21 local authorities and registered providers have the ability to increase social and affordable rents in line with the new rent standard. In brief, this uses the formula of the September 2019 CPI rate of inflation (1.7 per cent) plus 1 per cent. This equates to a maximum level of increase applicable to a dwelling of 2.7 per cent. This gives providers the resources to meet the projected inflationary demands in

order maintain the current level of service, whilst allowing some additional funding for service improvement.

Officers from the Corporate Finance department and the Housing service undertook a series of consultations with tenants in October 2019 to explain the rent setting process, changes in legislation and what a rent increase would mean financially for the HRA. These sessions were attended by 113 people in total, and allowed tenants to ask questions and voice any concerns that they had. Whilst the sessions were primarily aimed at explaining rent and service charges, it also allowed tenants to raise specific issues around repairs and maintenance and service delivery

A review of the housing services funded by the HRA has been undertaken. This has included identification of essential works required to the existing HRA stock and a detailed assessment of the demographic and inflationary costs in future years. This assessment has been factored into the budget requirement set out in this report

The stock condition survey has informed a number of the budget requirements for both the medium and long term. In addition, changes in legislation require the Council to finance compliance works, most notably in relation to high rise tower blocks. This is also included in the budget provision.

The transforming homes programme, which is intrinsically linked to the stock condition survey, has identified significant investment is required annually across the life of the 30 year Business Plan. Delivery of these works will ensure properties reach and maintain a decent homes standard. Specific capital investment in certain types of dwellings is also needed, namely non-traditional properties. This encompasses internal and external features of residential units (general needs and sheltered) as well as other assets such as communal hallways, parking areas, and garages.

The Housing service is focussed on ensuring that the HRA remains financially viable, and that the right priorities are set for capital expenditure to ensure residents have safe and secure accommodation maintained to a good standard of repair.

The proposed changes to rents and service charges are essential to ensure the level of investment identified in the business plan can be fulfilled and the HRA property is provided to a standard that primarily meets the needs of residents, while also delivering on the statutory responsibilities of the Council.

The Business Plan, proposed rent increase and the 2020/21 budget will be recommended to Cabinet in February as part of the budget-setting process

1. Recommendation(s)

1.1 That the Committee comments on the assumptions included in the HRA Base Budget assumptions as summarised in the report.

1.2 That the Committee comments on the proposed budget for 2020/21.

1.3 That the Committee comments on the proposals for increases to rents and service charges in 2020/21.

2. Introduction and Background

- 2.1 The proposed Housing Revenue Account budget for 2020/21 is summarised below, and has been set in accordance with the revised 30 Year HRA Business Plan. This takes into account the long term strategy and financial viability of the service. The Business Plan, in its full detail sets out how the Council will finance the delivery of services within HRA over the next 30 years.
- 2.2 Following the tenants consultation, and taking on board the feedback from residents, funding has been identified and allocated for the priority areas discussed which include additional works on door entry systems, a brand new external and communal areas decorating programme, external refurbishment of tower blocks and the continuation of the transforming homes programme. This forms the basis of the proposed 2020/21 budget which can only be made possible with an increase to rent at the prescribed level of 2.7%.

Table 1: Provisional 2020/21 budget summary

Service	2019/20 Revised Budget	2020/21					2020/21 Base Budget
		Additional Income	Inflationary Pressures	External decorating	Additional Repairs and Maintenance	New Build Properties	
		£000's					
Financing and Recharges	23,681					509	24,190
Housing Operations	10,886		325				11,211
Repairs and Maintenance	13,597		160	600	559	203	15,118
Development and Regeneration	178		12				190
Rent and Income	(48,342)	(1,656)				(712)	(50,709)
Net Budget	0	(1,656)	497	600	559	0	0

- 2.3 Income raised through tenant's rents and service charges is ring-fenced, and cannot be used to fund expenditure outside of the housing revenue account.

3. Issues, Options and Analysis of Options

Rent and Service Charges

- 3.1 As detailed in the Housing O&S report on 1 October 2019, Central Government has given Councils the ability to increase rents from 2020/21. This follows the previous requirement for the Council to implement rent reductions in each of the previous 4 years.

- 3.2 For 2019/20, and the preceding three years, housing rents were subject to a 1% annual reduction. The financial impact of this on the previous HRA business plan, after being adjusted for inflation, equated to a cumulative reduction of 11% in the weekly rent charge. As a result of the rent reductions, and taking into account inflation, tenants, on average have been paying £10.74 per week less. This is illustrated in the table below:

Table 2: Inflationary impact of rent reductions:

Financial Year	September CPI for prevailing	Rent Reduction applied	CPI + 1%	Reduction including inflation	Average Rent applying new standard	Actual Average	Inflated Reduction	Inflated rent reduction
		%	%	%	£	£	£	
2019/20	Sep-18 2.40%	-1%	3.40%	4.40%	97.77	87.03	10.74	11.0%
2018/19	Sep-17 3.00%	-1%	4.00%	5.00%	96.73			
2017/18	Sep-16 1.00%	-1%	2.00%	3.00%	93.01			
2016/17	Sep-15 -0.10%	-1%	0.90%	1.90%	91.19			
	Average Rent 2015/16 (prior to rent reductions)				90.18			

- 3.3 Since the previous report to the Committee in October 2019, the following updates are applicable:
- The proposed average increases in rent and service charges has reduced from 3.2% to 2.7% following confirmation of the September 2019 CPI (1.7%)
 - An extensive face to face and online consultation exercise has been undertaken to engage with residents.
 - The findings of the Phase 1 Grenfell Tower inquiry have been published
- 3.4 In order to finance the required level of investment, and taking on board feedback from residents on the proposal and their views on service delivery and priorities, it is recommended that the Council apply the full 2.7% rent increase in 2020/21. Based on the overall average of the stock, this is shown in the Table below:

Table 3: Proposed 2020/21 weekly rents

		2019.20	2019.20	2020.21	2020.21	2020.21
Number of properties	Bedrooms	Actual Rent	Service Charge	Proposed Rent	Proposed Service Charge	Actual Rent Increase %
244	Studio	60.47	21.00	62.09	21.57	2.69%
2791	1	73.69	9.76	75.68	10.03	2.70%
2205	2	80.47	17.00	82.62	17.45	2.68%
4211	3	100.54	2.39	103.25	2.45	2.70%
223	4	113.00	0.26	116.04	0.27	2.69%
7	5	113.22	0.00	116.28	0.00	2.70%
3	>5	124.20	0.00	127.43	0.00	2.60%
9,684	OVERALL	87.52	8.26	89.88	8.48	2.69%

Tenants Consultation

- 3.5 The overarching response from tenants, as detailed in the executive summary, was that they appreciate the need to continue with, and improve service delivery, and that the HRA needs to increase rents in order to generate the resources required to finance the plans of the service. One key area of clarification required at the meetings was an explanation of how Local Authority funding works, and in particular, the distinction between the HRA and the General Fund. Tenants were assured that any increase in rent charges would result in additional resources that are ring-fenced to the HRA which cannot be spent on wider Council activities and must provide a direct benefit to housing tenants.
- 3.6 No significant concerns were raised towards an increase to the rent, and the underlying message that the Council can only deliver improved services with additional resources resonated well with the participants in these discussions.
- 3.7 Clarification was also provided to explain a 2.7% rent increase would still result in rent being significantly lower than the Local Housing Allowance (or upper limit for housing benefit and universal credit).
- 3.8 Officers from the Council articulated where the additional funding would be spent with the key focus being the medium term continuation of the transforming homes programme and further improvements to housing stock through additional funding of repairs and maintenance
- 3.9 The weekly rent charge, including service charges applied to new build properties has been capped at the Local Housing Allowance level for the area. This will apply to the new properties at the Tops Club site in Grays, and

Claudian Way in Chadwell that will form part of the housing stock in the near future.

Adjustments to reflect spending in current financial year

- 3.10 The HRA has seen an increase in demand for repairs and maintenance during the current financial year. Specifically these additional works pertain to electrical maintenance testing, as well as minor repairs. The 2020/21 budget will be increased to reflect the additional cost pressures to address the demand, and allow the continuation of these works.

Capital programme and priorities

- 3.11 The medium term (next 5 years) findings of the HRA business plan have highlighted an urgent need to significantly increase the capital investment in existing the stock. The key areas of focus are:
- Continuation of the transforming homes programme
 - Fire safety works
 - Tower block refurbishment
 - Non-traditional property refurbishment
 - Large scale replacements of maintained items i.e. boilers, door entry and water mains
 - Refurbishment of lifts
 - Additional resources to manage the maintenance and safety of the stock

- 3.12 The medium term financial implication of these works are set out in the table below:

Table 4: HRA Business Plan Capital Investment Requirements

Programme	Year/£m				
	2020/21	2021/22	2022/23	2023/24	2024/25
Transforming Homes	11.84	10.30	10.30	10.30	10.30
Major Adaptations	0.15	0.15	0.15	0.15	0.15
Sheltered Improvement Project	0.50	0.00	0.00	0.00	0.00
Fire Safety Works	1.00	1.00	1.00	1.00	1.00
Tower Block Refurbishment	6.18	14.42	2.58	0.00	0.00
Non-Traditional Refurb	0.20	1.72	2.34	3.03	0.00
Garages	0.20	0.50	0.50	0.50	0.50
Gas Boiler Installs	0.60	0.60	0.60	0.60	0.60
Lifts	0.14	0.14	0.14	0.14	0.14
Door Entry Installations	0.35	0.35	0.35	0.35	0.35
Water Mains	0.16	0.16	0.16	0.16	0.16
Staffing Costs Capital Programme	0.16	0.16	0.16	0.16	0.16
Capital financing requirement	21.48	29.50	18.28	16.39	13.36
<u>Financing of Capital Programme</u>					
Revenue Contribution to Capital	(10.54)	(10.54)	(10.54)	(10.54)	(10.54)
Borrowing requirement	(10.94)	(18.96)	(7.74)	(5.85)	(2.82)
Revenue Capital financing cost	0.33	0.57	0.23	0.18	0.08
Cumulative budget requirement	0.33	0.90	1.13	1.31	1.39

- 3.13 Through the use of prudential borrowing and revenue contributions to Capital, the HRA is able to finance the cost of the proposed five year capital programme. This will ensure that the Council is able meet the cost of existing statutory compliance works, continue with the transforming homes programme as well as additional recommendations that have been made following the Grenfell tragedy.
- 3.14 It is essential that these works are completed within the medium term, and the prudential borrowing costs will be funded from additional income generated though the rent increase. This will also ensure that the maximum number of tenants receive a tangible benefit from the rent increase proposed. Furthermore, additional investment into the stock will have a financial benefit by reducing the level of voids, and re-let times and increase long term sustainability.

4 HRA New Build – Continuing to Build

- 4.1 The housing developments at Tops Club and Claudian Way are now nearing completion, and will add additional capacity to the housing stock in the form of new, quality dwellings. In 2021/22, Calcutta Road will continue to be built out, thus completing the first phase of the HRA new build programme.
- 4.2 The HRA has a clear ambition to deliver new, quality social housing. Through a combination of prudential borrowing and the application of Right to Buy one for one capital receipts, delivery of new housing is financially viable and achievable while also capping rents at an upper limit equal to the Local Housing allowance. Further development sites continue to be identified, and will come forward to Cabinet in due course.

One for One Right to Buy Receipts

- 4.3 The Council currently has unallocated receipts in the region of £10m. Under current Central Government legislation, these receipts remain time limited and must be return, with a compound interest of 4% per annum. The proposal to utilise the receipts which are approaching their expiration period in March 2020, was through a programme of strategic property acquisition comprising of the following:
- Purchase of properties for the Head Start Housing Programme in conjunction with Children's services and endorsed in the recent OFSTED inspection
 - Purchase of 5 and 6 bedroom properties to combat the overcrowding problems some families are experiencing with their current housing allocation
- 4.4 This programme is fully funded through a combination of prudential borrowing, the capital allocation within the General Fund (£1m agreed within the 2019/20 Capital programme for Head start Housing) and the use of one for one receipts, which will fund 30% of all expenditure
- 4.5 In light of the decision taken by General Service Committee and full Council to change the constitution with regards to property acquisitions and disposals over £0.200m, Cabinet will be asked in February to agree a process for specific acquisitions that affect the HRA. This will include the acquisition of properties where the HRA is buying back properties that were previously sold under right to buy, and open market properties where 30% of the cost can be offset by utilising one for one right to buy receipts. This recommendation will also include properties to be used as part of the Head start housing programme where a quick decision is required in order to complete the purchase within a short time frame. Cabinet will be asked to delegate these decision to the Corporate Director in consultation with the Portfolio holder. This will ensure that the properties can be acquired speedily (subject to appropriate due diligence), and avoid the need to return the right to buy capital receipts, whilst at the same time ensuring there is appropriate member oversight.

5 HRA Medium Term Financial Strategy

5.1 The table below sets out the main HRA budget medium term financial strategy from the HRA Business Plan, 2020/21 to 2024/15. This shows the forecast incremental changes to the budget for the duration of the next five years

Narrative	2020/21	2021/22	2022/23	2023/24	2024/25
	£ 000	£ 000	£ 000	£ 000	£ 000
1. Local Funding					
Rents and Service Charges for existing stock	(1,427)	(1,358)	(1,399)	(1,440)	(1,481)
New Build rents and service charges	(712)	(250)	0	0	0
Other Income	(15)	(15)	(15)	(15)	(15)
	<u>(2,154)</u>	<u>(1,623)</u>	<u>(1,414)</u>	<u>(1,455)</u>	<u>(1,496)</u>
Net Additional (Reduction) in resources	(2,154)	(1,623)	(1,414)	(1,455)	(1,496)
2. Inflation and other increases					
Housing Operations	341	351	360	370	380
Repairs and Maintenance Contractors	156	160	164	169	173
	<u>497</u>	<u>510</u>	<u>524</u>	<u>538</u>	<u>553</u>
3. Treasury					
Interest Costs	1,584	0	0	0	0
Treasury and Capital Financing	<u>1,584</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
4. Growth					
Exterior Decorating	600	200	200	200	200
Repairs and Maintenance	559	250	250	250	250
New Build contingency	203	0	0	0	0
	<u>1,361</u>	<u>450</u>	<u>450</u>	<u>450</u>	<u>450</u>
5. Capital Financing Adjustment	(1,288)	0	0	0	0
6. Future Service Investment	0	663	440	467	493
(Surplus) / Deficit	0	0	0	0	0

Leaseholder charges – Homeownership Services

5.2 The Council has almost 1,000 leaseholders, of these 337 do not reside at their property. Additionally, 185 do not reside within the Borough.

5.3 In addition to the day to day services provided to manage and administer these properties, the Homeownership team are asked to provide a number of services to the Council's leaseholders and their legal representatives. This arises when the leaseholders wish to sell on their properties, make changes to their lease arrangements or require additional copies of previously provided information.

- 5.4 Housing are seeing increased requests for these services. In addition to this all local authority leases are now falling below 80 year life spans and are therefore requiring extensions in order for the properties to remain mortgage able. The Homeownership service have processed the first of these this year and we are likely to see many more requests for these at the point of sale in future.
- 5.5 It is normal practice for local authorities to make charges for these additional services and to recover the costs of any professional fees required.
- 5.6 It is proposed that the following charges are applied. The charges proposed are comparable to other boroughs and housing organisations.
- Housing Management Pack £ 210
 - Housing - Management Pack follow up questions £ 45
 - Lease Extension - valuation and administration £1,200
 - Retrospective landlord consent - Homeownership fee £ 120
 - Retrospective landlord consent - Surveyors fee £ 120
 - Notice of Assignment - Homeownership fee £ 17

6. Reasons for Recommendation

- 6.1 The report sets out the 2020/21 HRA budget implications following the update of the HRA business plan. The proposals put forward have been calculated and assessed in terms of affordability. It is a legal and operational requirement that a balanced budget is set for the HRA.

7. Consultation

- 7.1 This report will be considered by the Overview and Scrutiny Committee in advance of the February Cabinet Meeting and the recommendations from this Committee will be reported to Cabinet.

8. Impact on corporate policies, priorities, performance and community impact

- 8.1 The management and operation of the HRA strives to support vulnerable residents. The 30 year business plan sets out to ensure there is value for money within the Housing Service. The service is committed to the delivery of decent homes for its tenants, and compliance with legislation.

9. Implications

9.1 Financial

Implications verified by: **Mike Jones**
Strategic Lead Corporate Finance

Financial implications are set out in the body of the report.

9.2 Legal

Implications verified by: **Martin Hall**
Housing Solicitor / Team Leader

Section 76 of the Local Government and Housing Act 1989 imposes a duty on local housing authorities to prevent debit balances arising in their Housing Revenue Account ("the HRA"). The HRA is a record of revenue expenditure and income in relation to an authority's own housing stock.

The principal statutory provision governing the fixing of rent for Council property is contained in section 24 of the Housing Act 1985, which provides that authorities may "make such reasonable charges...as they may determine." Further, it requires the local authority, from time to time, to review rents and other charges and make such changes, as circumstances may require.

9.3 Diversity and Equality

Implications verified by: **Natalie Smith**
Community Development and Equalities Manager

The Council's Housing Revenue Account works to reflect the Council's policy in relation to the provision of social housing with particular regard to the use of its own stock. In addition to the provision of general housing, it incorporates a number of budgetary provisions aimed at providing assistance to disadvantaged groups. This included adaptations to the stock for residents with disabilities.

10. Background papers used in preparing the report (including their location on the Council's website or identification whether any are exempt or protected by copyright):

- None

11. Appendices to the report

- None

Report Author:

Mike Jones

Strategic Lead, Corporate Finance

14 January 2020		ITEM: 6
Housing Overview and Scrutiny Committee		
Homelessness Prevention and Rough Sleeping Strategy 2020-2025		
Wards and communities affected: All		Key Decision: Yes
Report of: Ryan Farmer, Housing Strategy and Quality Manager		
Accountable Assistant Director: Carol Hinvest, Assistant Director of Housing		
Accountable Director: Roger Harris, Corporate Director, Adults, Housing and Health/Interim Director Children's Services		
This report is Public		

Executive Summary

There is a statutory duty on every Local Authority to have a Homelessness Prevention and Rough Sleeping Strategy which sets out the local authority's plans for the prevention of homelessness and for securing that sufficient accommodation and support are, or will be, available for people who become homeless or who are at risk of becoming so.

The local authority must ensure that all organisations whose work can help to prevent homelessness and/or meet the needs of homeless people are involved in the strategy.

The current homelessness strategy was adopted in Thurrock in 2015.

A new Homelessness Prevention and Rough Sleeping Strategy has been developed which takes into account current homelessness in the borough, the introduction of the Homelessness Reduction Act 2017, the impact of recent welfare reforms, and new opportunities for preventing homelessness.

The purpose of this paper is to present the final draft of the strategy to the Housing Overview and Scrutiny Committee and to seek feedback from the Committee on its contents before its presentation to Cabinet.

1. Recommendation(s)

- 1.1 **The Housing Overview and Scrutiny Committee are asked to comment on the draft Homelessness Prevention and Rough Sleeping Strategy 2020-25 before its presentation to Cabinet.**

2. Introduction and Background

- 2.1. The Homelessness Act 2002 placed a duty on every local authority to carry out a review of homelessness within their area. Following this review, local authorities were required to formulate and publish a Homelessness Strategy based on its findings.
- 2.2. Each Homelessness Strategy must set out plans for the prevention of homelessness, including securing that sufficient accommodation and support are, or will be, available for people who become homeless or who are at risk of becoming so.
- 2.3. The 2002 Act also includes requirements for local authorities to publish refreshed Homelessness Strategies, based on the result of further analysis, within five years of the publication of their last document. Local authorities are able to undertake such reviews and publish refreshed strategies more frequently if circumstances change.
- 2.4. Thurrock Council last refreshed its Homelessness Strategy in November 2015. Since this time, there have been a number of developments in case law and legislation, most notably relating to the enactment of the Homelessness Reduction Act 2017 which significantly reformed England's homelessness legislation and was widely welcomed by homelessness charities and support organisations.
- 2.5. In August 2018 the Ministry of Housing, Communities and Local Government (MHCLG) published its Rough Sleeping Strategy where the government stated a commitment to halve rough sleeping by 2022 and end it by 2027. Within this document it was also outlined that local authorities would be required to update their existing homelessness strategies.
- 2.6. Work to refresh Thurrock Council's Homelessness Prevention and Rough Sleeping Strategy began in Winter 2018 and has encompassed a number of key stages, including evidence and data gathering, peer reviews from leading sector experts, engagement with key partners and stakeholders.
- 2.7. An initial paper was presented at Housing Overview and Scrutiny Committee in February 2019 which outlined the plans for the development of a refreshed document. A further update was provided to Housing Overview and Scrutiny Committee in October 2019 which shared the emerging key themes as well as the details of consultation activity which had been undertaken.
- 2.8. The Council's Homelessness Prevention and Rough Sleeping Strategy represents an ambitious approach rooted by the fundamental principle that homelessness is not simply a housing issue, but is instead a complex social challenge requiring true collaboration to tackle effectively.

3. Homelessness Reduction and Rough Sleeping Strategy

- 3.1. The strategy presents comprehensive details of the local and national issues which affect homelessness in Thurrock, as well as an overview of the legislation which outline the duties which the Council has to those in need of assistance.
- 3.2. The document also provides an overview of areas of significant action which has been undertaken by the Council since the implementation of the Homelessness Reduction Act, before detailing the main themes of the strategy which had been identified through stakeholder engagement.
- 3.3. The strategic themes which have been presented in the strategy are:
- Partnership and Collaboration
 - Health and Wellbeing
 - Provision and Accessibility
 - Customer Excellence
- 3.4. Within each theme section, a number of broad key actions have been presented, including the establishment of a Homelessness Partnership Board for Thurrock. It has been a shared aspiration that the action plan will be a document which is jointly owned by partners, ensuring that the best outcomes can be achieved by using the skills, knowledge and expertise of each organisation.
- 3.5. The Homelessness Partnership Board will therefore be responsible for further development of the action plan for the strategy and for regularly monitoring and updating the document, so that progress is made and that key actions are delivered within defined timeframes.
- 3.6. To ensure that there is appropriate oversight of the action plan, an annual update will be provided to Housing Overview on Scrutiny Committee.
- 3.7. **Reasons for Recommendation**
- 3.8. As outlined, the Council has a statutory duty to ensure that it carries out regular analysis of homelessness in the borough and publishes a refreshed homelessness strategy at least every five years. The current strategy therefore requires a published refresh by November 2020.
- 3.9. Due to the significant changes since 2015 in welfare reform, homelessness legislation and housing provision in the borough, it is recommended that Housing Overview and Scrutiny Committee review this draft Homelessness Prevention and Rough Sleeping Strategy and provide feedback so that the document can be presented to Cabinet and published ahead of the statutory deadline.
- 3.10. **Consultation (including Overview and Scrutiny, if applicable)**

- 3.11. As set out in the Homelessness Code of Guidance published by MHCLG, the Council must consult public or local authorities, voluntary organisations and other people considered appropriate before adopting or modifying a homelessness strategy.
- 3.12. Consultation activity that has taken place so far includes face-to-face sessions with Council staff, with individuals which have used the Council's homelessness services, and with partner agencies. Statistical analysis has also been carried out, and presentations to other key Council services, committees and boards have been made to share findings and gather feedback.
- 3.13. Close work has and will continue to take place with a range of partners and service providers, such as the membership of the Council's Homelessness and Mental Health Forum, including NELFT, St Mungo's, Open Door, SERRIC, Mind, and Changing Pathways, and newer organisations such as the Friends of Essex and London Homeless.
4. **Background papers used in preparing the report** (including their location on the Council's website or identification whether any are exempt or protected by copyright):
- Homelessness Code of Guidance for Local Authorities, MHCLG

5. **Implications**

5.1. **Financial**

Implications verified by: **Mike Jones**
Strategic Lead, Corporate Finance

By analysing homelessness in the borough and developing a new strategy in line with the preventative aims of the Homelessness Reduction Act 2017, it is hoped that the costs associated with the provision of services can be contained within the budget allocation. Additional funding to meet the current budget pressures within Homelessness have been identified in the Councils Medium Term Financial Strategy.

5.2. **Legal**

Implications verified by: **Tim Hallam**
Assistant Director of Law & Governance,
Interim Head of Legal and Monitoring Officer

Section 1(1) of the Homelessness Act 2002, requires a Local Authority to review homelessness in its area and to produce a strategy under s1(3). Section 1(4) requires that the strategy is reviewed and updated every 5 years, although Local Authorities may do this earlier/more frequently than

that. The Homelessness Reduction Act 2017 changes should be reflected in such a strategy. Thurrock Council must comply with the legal requirement of having an updated strategy within five years of publication of its last strategy.

5.3. **Diversity and Equality**

Implications verified by: **Natalie Smith**
Strategic Lead, Community Development and Equalities

As outlined within this report and set out in the Homelessness Code of Guidance, consultation activity must take place with other public bodies, voluntary organisations, service users and other identified stakeholders before a new strategy can be implemented. By undertaking a homelessness review, a broad range of stakeholders throughout the community have been identified and involved in the activity to develop a holistic strategy. The consultation results will help to inform a Community Equality Impact Assessment prior to implementation of the strategy to identify and address any issues affecting those within the protected characteristics.

5.4. **Other implications** (where significant) – i.e. Staff, Health, Sustainability, Crime and Disorder)

Not applicable

6. **Appendices to the report**

- DRAFT - Homelessness Prevention and Rough Sleeping Strategy 2020-2025

Report Author:

Ryan Farmer

Housing Strategy & Quality Manager

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Homelessness Prevention and Rough Sleeping Strategy

2020-2025

Thurrock Council

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Foreword

The Homelessness Prevention and Rough Sleeping Strategy 2020-25 demonstrates Thurrock Council's response to date to key changes to homelessness legislation, such as the introduction of the Homelessness Reduction Act 2017, and sets out the strategic direction and key priorities for the next five years.

Whilst homelessness can be defined as the lack of a safe, secure and suitable home, we recognise that it is not a challenge which will, or even should, be addressed in Thurrock solely by the Housing service of the Council. Homelessness must be ended, but this goal cannot be achieved by one team in isolation.

The approach for the development of this strategy has seen the Housing service engage with other teams across the Council, with individuals, agencies and organisations from other sectors who support homeless households, and with those who have lived experience of homelessness themselves. Through this activity, we have been able to better understand what the main concerns, issues and barriers are which those who are homeless or at risk of homelessness face daily.

The insight and expertise provided through this engagement was invaluable, and has led to the



identification of following four key strategic priorities:

The strong message from the engagement activity was that collaboration, partnership and communication are all central to ensuring that high quality and timely support is provided to those who are homeless or at risk of homelessness.

This strategy recognises the importance of partnership and collaboration as a main principle, and as a priority the Council will drive forward to create a Homelessness Partnership Board which will be central to the ongoing monitoring of this strategy and the ownership of its action plan.

I look forward to work continuing between the teams within the Council, with partners across the public, private and third sectors, and with those approaching our teams for assistance, to achieve the shared goal of preventing and tackling homelessness in Thurrock together.

SIGNATURE?

Cllr Barry Johnson
Portfolio Holder for Housing

Introduction

The Homelessness Act 2002 placed a duty on every local authority to carry out a review of homelessness within their area. Following this review, local authorities were required to formulate and publish a Homelessness Strategy based on its findings.

Each Homelessness Strategy must set out plans for the prevention of homelessness, including securing that sufficient accommodation and support are, or will be, available for people who become homeless or who are at risk of becoming so.

The 2002 Act also includes requirements for local authorities to publish refreshed Homelessness Strategies, based on the result of further analysis, within five years of the publication of their last document. Local authorities are able to undertake such reviews and publish refreshed strategies more frequently if circumstances change.

Thurrock Council last refreshed its Homelessness Strategy in November 2015. Since this time, there have been a number of developments in case law and legislation, most notably relating to the enactment of the Homelessness Reduction Act 2017 which significantly reformed England's homelessness legislation and was widely welcomed by homelessness charities and support organisations.

In August 2018 the Ministry of Housing, Communities and Local Government (MHCLG) published its Rough Sleeping Strategy where the government stated a commitment to halve rough sleeping by 2022 and end it by 2027. Within this document it was also outlined that local authorities would be required to update their existing homelessness strategies by Winter 2019.

Work to refresh Thurrock Council's Homelessness Prevention and Rough Sleeping Strategy began in Winter 2018 and has encompassed a number of key stages, including evidence and data gathering, peer reviews from leading sector experts, engagement with key partners and stakeholders, and the development of an action plan to ensure progress towards addressing the key priorities outlined in this document throughout the life of this strategy.

The Council's Homelessness Prevention and Rough Sleeping Strategy represents an ambitious approach rooted by the fundamental principle that homelessness is not simply a housing issue, but is instead a complex social challenge requiring true collaboration to tackle effectively.

Corporate Context

The Homelessness Prevention and Rough Sleeping Strategy is underpinned by Thurrock Council's vision and corporate priorities which were adopted in January 2018. The Council's vision is for Thurrock to be **an ambitious and collaborative community which is proud of its heritage and excited by its diverse opportunities and future.**

Sitting alongside the vision are the three corporate priorities of People, Place and Prosperity.

People – a borough where people of all ages are proud to work and play, live and stay.

This means:

- high quality, consistent and accessible public services which are right first time
- build on our partnerships with statutory, community, voluntary and faith groups to work together to improve health and wellbeing
- communities are empowered to make choices and be safer and stronger together

There are key links to this priority, particularly with regards to the effective use of partnerships to not only improve health and wellbeing of homeless people but to improve services and outcomes for all households. Those who approach the Council for assistance with homelessness should receive a service from supportive and knowledgeable officers and partners which encourage and empower people to make their own choices to best meet their needs.

Place – a heritage-rich borough which is ambitious for its future.

This means:

- roads, houses and public spaces that connect people and places
- clean environments that everyone has reason to take pride in
- fewer public buildings with better services

The physical environment plays an important part in the lives of those who are homeless or at risk of homelessness. Safe, suitable and secure accommodation, or the lack of it, has a substantial impact on physical health, mental health and general wellbeing. This strategy aims to tackle the challenges surrounding the physical environment, through the provision of new accommodation and work with partners to ensure that existing accommodation is of good quality.

Prosperity – a borough which enables everyone to achieve their aspirations.

This means:

- attractive opportunities for businesses and investors to enhance the local economy
- vocational and academic education, skills and job opportunities for all
- commercial, entrepreneurial and connected public services

In the years since the Welfare Reform and Work Act 2016 there has been an upward trend in the number of households referred to Financial Inclusion Officers and foodbanks, particularly those who are homeless, at risk of homelessness and affected by in-work poverty. Through this strategy and the partnerships which will be developed, households will have greater access to employment and educational opportunities to enable and empower people to achieve their aspirations.

Legislative Framework

This section provides a summary of the key legislative elements which define the powers, duties and obligations of local authorities and other public authorities towards those who are homeless or are threatened with homelessness.

Housing Act 1996 Part 7

The main legislative provisions surrounding homelessness are contained in Part 7 of the Housing Act 1996. This Act provides the basis for action to prevent homelessness and provide assistance to those who are homeless or threatened with homelessness. The Housing Act 1996 includes:

- principal criteria which guides and defines the duties which a local authority will owe to a homeless applicant
- the requirement for a local authority to make inquiries to see if any duty is owed to an applicant that the authority has reason to believe may be homeless or threatened with homelessness
- when and how an applicant should be notified of any decision
- main accommodation duties and how they can be discharged
- how a decision can be challenged.

Whilst this the Housing Act 1996 is the primary piece of legislation, since its implementation it has been amended on a number of occasions, most notably due to the Homelessness Act 2002, the Localism Act 2011, and most recently the Homelessness Reduction Act 2017.

Homelessness Act 2002

The Homelessness Act 2002 introduced the requirement for local authorities to adopt more strategic approaches to tackling homelessness. The Act included obligations for local authorities to undertake regular reviews of current and future forecasted levels of homelessness within the local authority area, and outlined the requirement for the cyclical development and refresh process of homelessness strategies.

Homelessness (Priority Need for Accommodation) (England) Order 2002

Section 189 within Part 7 of the Housing Act 1996 outlines a number of examples of applicants which would have a priority need for accommodation, such as pregnant women, a person with dependent children, or a person who is vulnerable due to old age, physical disability or mental illness. This Order added further examples of applicants which would have a priority need for accommodation, such as homeless 16 and 17 year olds, care leavers under the age of 21, and people who are vulnerable as a result of time spent in care, the armed forces, prison or custody, and those who are vulnerable due to fleeing domestic violence.

Homelessness (Suitability of Accommodation) (England) Order 2003

Under this Order it is outlined that bed and breakfast accommodation, defined as accommodation which is not self-contained or requires the sharing of certain amenities with another household, is not to be regarded as suitable for families with children or containing a pregnant woman. If bed and breakfast accommodation is the only accommodation which is available then exceptions can be made, however any such placement must not exceed a maximum length of 6 weeks.

Localism Act 2011

The Localism Act 2011 amended Part 7 of the Housing Act 1996 by providing local authorities the power to end a main housing duty by arranging an offer of suitable accommodation in the private rental sector. This was introduced as a way of reducing the time that households spent in temporary accommodation as local authorities would have access to a greater range of housing options for applicants, both inside and outside of the local authority area.

Homelessness Reduction Act 2017

The Homelessness Reduction Act 2017 introduced a number of reforms to homelessness legislation in England. Through this Act, greater duties were placed on local authorities to intervene at far earlier stages to better prevent homelessness within their area.

Further to this, the Act requires local authorities to provide advice and assistance to all households which are homeless or at risk of homelessness, rather than just those households or applicants with an identified priority need for accommodation.

The Homelessness Reduction Act introduced:

- the requirement to provide enhanced advice and information about homelessness and the prevention of homelessness
- new duties to prevent and relieve homelessness for all those who are eligible for assistance, regardless of intentionality or priority need
- an extension of the period of time where households are considered to be 'threatened with homelessness' by local authorities from 28 to 56 days, allowing the local authority to work with households much earlier to prevent homelessness
- new personalised housing plans and assessments which outline the actions and reasonable steps which both the applicant and the local authority will take to prevent or relieve homelessness
- a new 'duty to refer' for specified public authorities, such as prisons and hospitals, to refer service users (with their consent) who they believe to be homeless or at risk of homelessness to local authority homelessness services.

National Context

Homelessness

Research by Crisis suggests that local authorities across the country have seen a 42% rise in homeless households since the low point in 2009.

Across England in 2018-19, 286,000 households approached local authorities and were assessed in order to establish if a prevention or relief duty was owed. Of these households, it was confirmed that 263,000 were owed a duty for assistance.

At the end of March 2019, the most common reasons for the loss of accommodation as reported in MHCLG statistics were:

- family or friends no longer willing or able to accommodate (24.6%)
- the end of an assured shorthold tenancy (21.8%), of which
 - 48% were evicted as the landlord wished to sell or re-let the property
 - 26% were evicted due to rent arrears
- violent breakdown of relationship with partner (8.6%)
- non-violent breakdown of relationship with partner (7.9%)

Other reasons for loss of accommodation includes, but is not limited to, the loss of social rented tenancies, eviction from supported housing, the loss of accommodation due to fire, flood and emergency, mortgage repossession, property disrepair and the loss of accommodation due to leaving HM forces.

The use of temporary accommodation across England has increased over the past eight years. At the end of 2010-11 there were 48,240 households living in temporary accommodation. By the end of 2018-19 the number of households living in temporary accommodation had increased by 75.6% to 84,740.

The factors contributing to homelessness nationally includes:

- diminishing financial support for private renters on low incomes – research by Crisis and the Chartered Institute of Housing has shown that underinvestment in local housing allowance rates means that 92% of areas in Great Britain and 97% of areas in England were deemed to be unaffordable for single people, couples or small families in 2018/19. Local housing allowance rates control the maximum level of Housing Benefit or the housing element of Universal Credit which can be claimed
- high demand for housing and limited supply leading to increases in both purchase prices and rental costs, leading to greater shortfalls between local housing allowances and private sector rents
- high demand for social and affordable housing, with extremely limited supply and relatively low levels of new development
- increased financial and budgeting pressures as a result of welfare reforms, such as the introduction of Universal Credit and benefit caps
- the reduction of funding of statutory and voluntary services which support the most vulnerable residents.

Rough Sleeping

In its Rough Sleeping Strategy, the government has committed to halving rough sleeping by 2022 and end it by 2027. In order to achieve these aims, it expects central and local government to work in partnership with businesses, communities, faith and voluntary groups and the general public to work together in new ways, tackling the issues of homelessness and rough sleeping directly.

Local authorities are required to undertake an annual exercise which provides a snapshot of people sleeping rough within their administrative boundaries on a single night and can be carried out as a physical count or an evidence-based estimate. There are challenges associated with accurately reporting the number of people who have experienced rough sleeping, and the number of people identified as sleeping rough on any given night can be affected by the weather, the availability of alternatives to rough sleeping such as night shelters, the size of the local authority area and the time of year.

Official statistics published by MHCLG indicate that in 2018 the number of individuals estimated to have been sleeping rough in England on a single night was 4,677. Whilst this represents a slight decrease of 2% when compared to the previous year (4,751), it is a marked increase of 167% against the number of individuals estimated to have been sleeping rough on a single night in England in 2010 (1,768).

The number of individuals experiencing rough sleeping is not distributed evenly across the country, with London accounting for 27% of the overall number of people sleeping rough in England (1,283). Although the number of people sleeping rough across the country as a whole reduced by 2% compared to 2017 with 40% of local authorities reporting a reduction in rough sleepers within their administrative boundaries, London as a whole experienced an increase in people rough sleeping by 13% in the same period.

84% of those experiencing rough sleeping are men, and 14% were women, however a trend has been identified which indicates that the number of women sleeping rough is increasing. It is difficult to gather detailed information about women who are sleeping rough and their support needs as evidence indicates that they are more likely to move at night, make themselves less visible or actively conceal their gender in order to ensure personal safety, as women who experience rough sleeping also experience increased vulnerability compared to men.

In terms of other demographic indicators of those who experience rough sleeping, 80% of people sleeping rough were over the age of 25, with 6% between the ages of 18 and 25. 64% of rough sleepers were UK nationals, with EU nationals from outside the UK and non-EU nationals accounting for 22% and 3% of the total respectively. In London, the number of non-UK EU nationals sleeping rough increased by 87%, whereas the number of UK nationals non-EU nationals both reduced.

Those who experience rough sleeping are likely to require support regarding drug misuse, alcohol misuse or mental health needs. 2018-19 CHAIN data from London indicated that 50% of those seen rough sleeping required mental health support, 42% required support for alcohol misuse and 41% required support for drug misuse. Only 1 in 5 of people seen sleeping rough did not require support as previously outlined.

People sleeping rough also face significant challenges with access to primary care for their physical health, which is negatively affected due to poor living conditions, poor diet, difficulties with maintaining personal hygiene, exposure to sustained high levels of stress and the misuse of drugs and alcohol. The Office of National Statistics (ONS) indicates that April and December are the months with the highest number of estimated deaths of homeless people, which suggests that

weather may also have an impact upon physical health, however the ONS has identified that further analysis would be required before establishing causation rather than simply correlation.

As outlined, the impacts of rough sleeping on the health of an individual is serious, and those who experience multiple or extended periods of sleeping rough are more likely to die younger compared to the general population, and are more likely to die as a result suicide, injury or drug/alcohol poisoning.

The average life expectancy of those who experience rough sleeping is markedly lower than the general population. For men, the average age of death for someone experiencing rough sleeping was 44, and for women was 41. In the general population, the average age of death for men was 76, and for women was 81.

Statistics published by the ONS estimate that 726 people died in 2018 across England and Wales whilst sleeping rough or using emergency accommodation, representing an estimated increase in deaths of 51% since 2013 and an increase of 21% compared to 2017.

52% of those who die whilst sleeping rough die due to alcohol or drugs, compared to 2% in the general population - deaths due to drug-related poisoning have been estimated to have increased by 55% from 190 deaths in 2017 to 294 deaths in 2018. A number of deaths due to other health conditions may have been preventable with access to care which was both timely and effective.

Changes in Legislation and Policy

There have been a number of notable events and developments since Thurrock Council last refreshed its Homelessness Strategy in 2015 which have affected the housing landscape. Some changes have led to new opportunities for local authorities to better meet the needs of their residents, whereas others have negatively impacted upon residents and have, in part, contributed to the increase in households approaching the Council for assistance. These include:

- the implementation of the Welfare Reform and Work Act 2016 and the roll-out of Universal Credit for new claimants
- the freeze of local housing allowance (LHA) rates running from April 2016 to March 2020
- the introduction of the Housing and Planning Act 2016
- the government's housing white paper, "Fixing our broken housing market", published in February 2017
- the introduction of the Homelessness Reduction Act 2017 in April 2018
- the removal of the Housing Revenue Account borrowing cap in October 2018, lifting restrictions placed on local authority borrowing for building, refurbishing and regenerating properties

There is also potential for further changes in the near future in housing policy and legislation, following the government's response to a number of consultations including:

- "A new deal for social housing" – the government's social housing green paper published in August 2018
- a review of the rules which govern the ways that that Local Authorities are able to use the money raised through Right to Buy sales, published in August 2018
- "A new deal for renting" – proposals to remove Section 21 'no-fault' private sector evictions and strengthen the Section 8 eviction process, published in July 2019

Local Context

Since the introduction of the Homelessness Reduction Act in April 2018 Thurrock Council has experienced an increase in the number of households which are homeless or at risk of homelessness that have approaching the Housing Solutions service for assistance.

	2017-18	2018-19	2019-20
April to October	822	888	1254
April to March	1395	1605	2150 (forecast)

In 2018-19, the first year of the Homelessness Reduction Act, the number of households approaching the service increased by 15% compared to the year before. In the months between April and October 2019, the service has seen a 41% increase in approaches compared to the same period in 2018-19, and a 53% increase in approaches compared to April to November 2017.

As reported in data published by MHCLG, approximately 23% of households that approached the Council in 2018-19 that were owed the prevention or relief duty were homeless or at risk of homelessness as a result of the termination, or risk of termination, of a tenancy in the private rental sector. Exclusion by family and friends accounts for the reason for homelessness cited by around 35% of households.

The Homelessness Reduction Act places greater emphasis on the Council assisting homeless applicants to prevent or relieve their homelessness. In some instances this is not possible, however the Council may still have a duty to secure accommodation if the applicant is eligible for assistance, is homeless or at risk of homelessness, has a priority need and is not intentionally homeless. In 2018/19, 58% of households owed this duty were comprised of a lone female parent with a dependent child or children, 15% were couples with a dependent child or children, and 3% were a lone male parent with a dependent child or children.

78% of applicants owed the rehousing duty had an identified priority need as a result of dependent children or pregnancy within the household. 7.6% of households had an identified priority due to physical disability, and finally mental health illnesses accounted for 6.6% of the households.

There have been significant changes in the housing market in Thurrock during the lifetime of the current Homelessness Strategy. These have led to increased challenges surrounding affordability in the borough for both residents attempting to find secure accommodation and for the Council to fulfil its rehousing duty.

Firstly, between February 2014 and February 2019 the average house price increased by 50%, from £199,666 to £298,694. Whilst the average house price in Thurrock remains lower than in the neighbouring South Essex boroughs of Basildon, Castle Point, Rochford and Southend, the percentage increase experienced in Thurrock between 2014 and 2019 is greater.

There have been increases in property purchase prices across all sizes and types in the above period, as illustrated in the below table.

Property Type	Feb 2014 Value	Feb 2019 Value	% increase	£ increase
1 bed flat	£97,725	£149,643	53.1%	£51,918
2 bed flat	£129,129	£197,865	53.2%	£68,736
2 bed house	£178,653	£279,051	56.2%	£100,398
3 bed house	£205,486	£316,043	53.8%	£110,557
4 bed house	£291,783	£438,840	50.4%	£147,057

Analysis of household income data indicates that 59.8% of Thurrock households have a gross income of £40,000 or less. Further analysis of property purchase affordability indicates that a household income of £35,000-£40,000 is required for a first time buyer to purchase a flat or maisonette in Thurrock.

This means that approximately 52.9% of Thurrock households would not meet the affordability requirements to purchase the smallest types of property available on the housing market. For terraced houses, semi-detached houses and detached houses, the percentage of first time buyers in Thurrock that would not be able to afford to purchase these types of properties are 76.6%, 84.2% and 92.4% respectively.

The average weekly cost to rent in Thurrock has also increased over the past five years. The table below illustrates both the lower quartile (LQ) and average weekly costs of renting by property size in both 2014 and 2019.

Property Type	2014		2019		Increase %		Increase £	
	LQ	Average	LQ	Average	LQ	Average	LQ	Average
1 bed	£129	£139	£166	£172	29%	24%	£37	£33
2 bed	£162	£174	£207	£219	28%	26%	£45	£45
3 bed	£196	£218	£265	£276	35%	27%	£69	£58
4 bed	£277	£296	£336	£357	21%	21%	£59	£61

This data indicates that to rent an average one bed property for 52 weeks in 2019, a household would be paying £8,944, compared to £7,228 for 52 weeks in 2014. This represents an increase in housing costs of £1,716. The annual increase to rent a two, three or four bedroom property for 52 weeks between 2014 and 2019 is £2,340, £3,016 or £3,172 respectively.

The most recent earnings by place of residence dataset published by the Office for National Statistics gives the below mean gross salary for Thurrock. A calculator has been used to show the net income based on deductions for income tax and national insurance for the 2019-2020 financial year.

	Gross	Net (2019/20)
Thurrock Mean Salary	£28257	£22751

According to the Joseph Rowntree Foundation, the maximum Housing Cost to Income Ratio (HCIR) in order for accommodation to be considered to be affordable would be 1:3. This means that if a household is spending more than a third of its net income on accommodation costs, that accommodation would not be deemed to be affordable.

The below table illustrates the average housing cost affordability for households with one or two full-time earners in comparison with lower quartile and average rents.

	Average weekly affordability (1x FT salary)	Average weekly affordability (2x FT salary)	1 bed	2 bed	3 bed	4 bed
Lower Quartile	£146	£292	£166	£207	£265	£336
Average Rent			£172	£219	£276	£357

This table indicates that for a household with a single full-time average income, weekly rents in the private sector are not affordable across all property sizes. A household with two full-time average incomes may find the private rental sector more affordable for properties with one or two bedrooms, however would experience less affordability with three or four bedroom properties.

There are also noticeable shortfalls between the maximum Local Housing Allowance (LHA) rate and weekly rents in the private sector. The table below displays the current weekly LHA rates for one, two, three and four bedroom properties as well as the weekly shortfalls between the LHA rates and average rental costs.

	1 bed	2 bed	3 bed	4 bed
LHA Rate	£136	£171.08	£199.80	£266.65
Lower Quartile Shortfall	£30	£35.92	£65.20	£69.35
Average Rent Shortfall	£36	£47.92	£76.20	£90.35

As demonstrated in the above table, the current LHA rates are not sufficient for average rental values in Thurrock. A claimant in an average one bedroom private rental property would have an annual shortfall of £1,872 between the cost of renting and the amount of Housing Benefit or Universal Credit housing element.

Action to Date

In response to the legislative changes introduced through the Homelessness Reduction Act 2017 and the challenge to end rough sleeping as set out in the government's Rough Sleeping Strategy, Thurrock Council has already started to take action by making changes and improvements to the way that services are delivered. These changes include:

- **Rough Sleeper Initiative**
 - Thurrock Council has been successful in securing funding through the government's Rough Sleeper Initiative Fund, and using this to recruit both a Rough Sleeper Coordinator and a Rough Sleeper Outreach Worker.

These new roles will enable greater engagement with individuals who are sleeping rough, allowing for detailed work to take place to recognise and best support the needs of rough sleepers in the borough.
- **Rapid Rehousing Pathway and Private Rented Sector Access**
 - Thurrock Council has also been successful in securing funding through the Rapid Rehousing Pathway and Private Rented Sector Access funds. Two new roles have been created and these officers work to assist and help find accommodation for single people with no priority need.

Working alongside single non-priority applicants, these officers are able to identify previous or existing challenges which applicants may have with securing and sustaining accommodation, including identifying the risk of rough sleeping.

When working to secure accommodation, these officers have access to funding to offer as rent deposits or to bridge the shortfall between local housing allowance rates and private rental sector costs – both of which can be substantial barriers to individuals aiming to rent in the private sector in Thurrock.
- **Peer Reviews**
 - The homelessness service commissioned the National Practitioner Support Service (NPSS) and Shelter to conduct reviews of the service focusing on key areas which impact upon the customer experience. The main aim of these reviews was to seek an external view on how Thurrock is performing against the new legislative functions introduced by Homelessness Reduction Act 2017 and how well the service is working with residents and partners in making the correct decisions and providing the right advice in line with the law on homelessness.

Shelter undertook a file review in March 2019, and 'mystery shopping' exercise in June-July 2019. The NPSS review was carried out in July 2019.

The reviews by both organisations identified areas of good performance and have demonstrated that the service is performing at a reasonable level, whilst also recommending areas where service delivery can continue to be improved in order to better assist those approaching the Council's homelessness service, ensuring that positive outcomes can be achieved.

A detailed set of these recommendations have been produced which has been used to set the foundation of a Customer Excellence Programme for the homelessness service.

- Customer Excellence Programme
 - The Customer Excellence Programme began following the NPSS and Shelter peer reviews in 2019. A detailed project plan has been established and addresses themes such as strategic priorities, investment, corporate commitment, joint working, corporate facilities, customer experience (including assessments, ongoing support, temporary accommodation and customer feedback), staff development and operational delivery. The project is due for review and evaluation in March 2020.
- Brook House Hostel
 - The Council is working to increase the amount of Council-owned temporary accommodation located in the borough, and has taken significant steps to date which includes the purchase of Brook House which is now operating as a ten-unit temporary accommodation hostel.

Feedback to date from households currently placed in Brook House has been positive with regards to the support and advice from officers and the quality of accommodation.
- Housing First Programme
 - Thurrock Council has been operating a Housing First programme for a number of years. This programme provides intensive support to people who are long term or recurrently homeless and have high ongoing support needs.

The project has so far successfully supported 7 individuals who were homeless or threatened with homelessness. They had faced persistent barriers to accessing housing, some of which were caused by a variety of health conditions and addictions resulting in complex needs.
- Severe Weather Emergency Protocol Review
 - A review of the Severe Weather Emergency Protocol has recently been undertaken to ensure that vulnerable people are protected during the winter when weather threatens their safety, health and wellbeing
- Review of Case Management System
 - The case management system used to record homelessness as well as the letters generated by the system have been reviewed and refined. Through this process, the usage of the system has been improved and enhanced to ensure that officers are recording information as accurately as possible, leading to the best outcomes for customers.
- Staff Training Programme
 - An ongoing training programme has been developed for officers in the homelessness service and covers areas including:
 - Homelessness Reduction Act, including personalised housing plans
 - partnership working
 - welfare and benefits knowledge
 - tenancy and tenure training
 - legislation and case law reviews
 - systems training
 - customer care and experience training.

Strategic Priorities

As set out in the Homelessness Code of Guidance published by MHCLG, the Council must consult public or local authorities, voluntary organisations and other people considered appropriate before adopting or modifying a homelessness strategy.

Engagement activity undertaken throughout the development phase of the delivery of the Homelessness Prevention and Rough Sleeping Strategy included face-to-face sessions with Council staff, partner agencies and individuals currently using the Council's homelessness services, statistical analysis, and presentations to other key Council services, committees and boards.

Close work has and will continue to take place with a range of partners and service providers, such as the membership of the Council's Homelessness and Mental Health Forum, NELFT, St Mungo's, Open Door, SERICC, Mind, and Changing Pathways, and newer organisations such as the Friends of Essex and London Homeless.

A number of key themes emerged through the engagement period, and these key themes serve as a thread through each individual action in the strategy's action plan.



Strategic Priorities

Partnership and Collaboration

The first theme that has been identified focuses on true partnership and collaboration, not only between Council services but also with public bodies such as NHS Trusts, Police and neighbouring local authorities, as well as homelessness charities, registered providers and other organisations that support those who are homeless, or at risk of homelessness.

This approach is necessary, as homelessness can be both a cause and result of factors beyond the boundaries and knowledge of the Housing service. There are examples of local authorities establishing homelessness partnership boards that bring experience and expertise together to address these key issues and make a joint commitment to tackling all forms of homelessness, including rough sleeping.

A major factor currently experienced in Thurrock is the number of households being placed in the borough by other local authorities, either within temporary accommodation or as a final placement. This impacts upon the availability of accommodation for the Council to secure as accommodation for its own residents, but also has an impact on the resources of the partners listed above.

These partners may also be aware of households or individuals who are homeless or at risk of homelessness, but have not approached the Housing Solutions team for assistance. There may be a range of reasons for this, however increased relationships between organisations may help to encourage those who are often most vulnerable to seek assistance with the right support.

Lastly, new community groups, voluntary organisations and charities are set up which work with those who are homeless or at risk of homelessness, however the Council's homelessness service may not always be made aware. By establishing a cross-sector network, it will ensure that all partners can be kept informed of new developments across organisational boundaries.

TOGETHER WE WILL...

Establish a Homelessness Partnership Board for Thurrock, bringing together partners from the public, private and community, voluntary and faith sectors as well as those with lived experience to tackle homeless in the borough

Commit to work closely with London authorities to reduce the impact of out-of-borough placements of homeless households in Thurrock

Work with stakeholders and the community, voluntary and faith sector to address the support, education, training and employment needs of vulnerable people

Share knowledge between partners to improve the identification of individuals experiencing rough sleeping in Thurrock in order to provide appropriate and timely support

Strategic Priorities

Health and Wellbeing

The second theme focuses on the health and wellbeing of those who approach the Council's homelessness service for assistance. The uncertainty that loss of secure accommodation brings and its effect on daily life has a substantial impact on general wellbeing, however there are often a number of other physical or mental health needs for which an applicant may require support.

The impact of sexual and domestic abuse on individuals and their families is profound, significantly affecting both physical and emotional health and wellbeing. Those affected will often be deprived of safe, secure and suitable accommodation and will require highly specialised support as a result of the abuse which has been experienced.

The existing joint protocol for survivors of sexual and domestic violence has set a strong foundation by ensuring that partners commit to following good practice in order to provide support in a consistent, safe and effective way. Further work can be undertaken to review the joint protocol to reflect the current practice, including identifying and engaging with other agencies and organisations which work with those affected by sexual and domestic abuse. This activity will also take into consideration any applicable recommendations made in the Council's 2019 Sexual Violence and Abuse joint strategic needs assessment (JSNA).

There is growing understanding of mental ill-health relating to its role as both a contributory factor to, and a consequence of, homelessness. Closer liaison with partners will be established, in particular with those offering support for mental health and wellbeing, so that defined referral pathways between can be developed, redesigned or republished, helping households to access timely and suitable support. Recommendations made in the Council's 2018 Mental Health JSNA will also be explored, as will opportunities to allow improved access to all health services, especially for those who are rough sleeping or have no fixed address.

The Council's Veteran's Charter recognises that those who have served in the armed forces in particular may experience issues which impact upon their health and wellbeing. As previously outlined, housing is also a well-established determinant of health, so through proactive identification of veterans which approach the Council's homelessness service, specialised advice and information can be provided to best support former members of the armed forces to secure safe and suitable accommodation.

TOGETHER WE WILL...

Redefine and simplify pathways for vulnerable households to access health and wellbeing services across the borough, especially in relation to mental health

Increase awareness of the physical impact of homelessness and work with partners to improve access to primary care services for those experiencing rough sleeping

Explore opportunities to deliver improved services to armed forces veterans who are homeless or at risk of homelessness

Review and revise the existing joint protocol for supporting those at risk of homelessness as a result of fleeing domestic and sexual abuse

Strategic Priorities

Provision and Accessibility

The third theme explores the provision and accessibility of accommodation for those who approach the Council for assistance. There are great pressures on finding and securing affordable accommodation in Thurrock, not only in the private rental sector but within social housing as well. Demand far outstrips supply for the Council's own stock, although there are a number of ongoing new build schemes, and there is a disproportionately small amount of housing association properties within the borough as an alternative.

Affordability is a key factor in securing accommodation. Through the development of a partnership approach, it may be possible to improve financial inclusion or increase access to employment opportunities, thereby increasing the number of affordable options available to applicants.

Additional challenges in this area include competition to secure stock within Thurrock with other local authorities with greater financial resources. Work is ongoing to develop a local offer to engage with local landlords and reputable lettings agents in order to build positive and beneficial relationships for the supply of properties.

It may also be possible to explore new options for emergency, temporary and permanent accommodation. Thurrock has experienced recent success in increasing provision of accommodation in the borough - the Brooke House hostel was brought into use as more in-borough temporary accommodation in October 2019 and options have been explored with a number of partners in the voluntary, community and faith sector which has led to a winter night shelter provision being established in the borough.

Further engagement with stakeholders and other partners, such as housing associations, is also due to take place, with the aspiration that a range of housing options, including more affordable housing, will become available for households in Thurrock.

TOGETHER WE WILL...

Explore options to increase Council-owned temporary accommodation available within the borough

Review the Winter Night Shelter to assess its impact in order to guide future provision

Develop new social housing in the borough to be let at levels within Local Housing Allowance rates

Engage with landlords in the private rented sector to secure safe, suitable and affordable accommodation for homeless households

Strategic Priorities

Customer Excellence

Finally, an important factor in the delivery of the Homelessness Prevention and Rough Sleeping strategy, as well as the day-to-day service provision, are the homelessness teams themselves. Officers serve as a vital link between partners, other professionals, housing providers and the households approaching the Council for assistance.

It is recognised that intense levels of support are required for some applicants, including rough sleepers, and a detailed understanding of complex legislation and guidance is required in order to make correct decisions within defined timeframes.

A key part of the Customer Excellence Programme, and therefore the Homelessness Prevention and Rough Sleeping Strategy, is ensuring that staff receive ongoing training and development which enables the best outcomes to be achieved.

Officers will need to build new connections as well as reinforce existing relationships between the service and its partners in order to make best use of the knowledge and expertise available. Further areas for development are outlined in the Housing Solutions Customer Excellence Programme report

TOGETHER WE WILL...

Ensure that training regarding homelessness legislation and best practice is available for Council staff and partners involved in supporting homeless households in Thurrock

Consider ways in which the Council could develop support and accommodation options for people with complex needs

Engage with those with lived experience of homelessness to support future service and policy development and design

Build a directory of specialist knowledge and skills, embedding officers these skills directly into the homelessness service where possible, to provide timely and appropriate support to homeless households in need

Monitoring and Review

Alongside the Homelessness Prevention and Rough Sleeping Strategy sits an action plan. Throughout all elements of partner engagement and consultation, it has been a shared aspiration that the action plan is a document which is owned jointly by partners to ensure that the best outcomes for those who are homeless or at risk of homelessness are achieved by using the skills, knowledge and expertise of each organisation.

The action plan will be regularly monitored and updated to make sure that progress is made and that key actions are delivered within defined timeframes. A group will be responsible for this activity, formed as part of a new Homelessness Partnership Board which will be established during the lifetime of this strategy.

Between the publication of this strategy and 2025 it is anticipated that a number of new actions will be added to the action plan as a reaction to changes in external factors (such as legislation) or proactively if an opportunity to do so arises. These additions will be managed appropriately and will ensure that the key themes continue to be reflected throughout the action plan.

To ensure that there is appropriate oversight of the action plan, an annual update will be provided to Housing Overview and Scrutiny Committee.

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Work Programme

Committee: Housing Overview and Scrutiny

Year: 2019/2020

Dates of Meetings: 18 June 2019, 1 October 2019, 29 October 2019 (Extraordinary), 10 December 2019, 14 January 2020 (Extraordinary) and 11 February 2020

Topic	Lead Officer	Requested by Officer/Member
18 June 2019		
Homeless Hostels, Housing First and Support	Lorrita Johnson	Officers
500 New Council Housing Update	Detlev Munster	Officers
Housing Performance Update	Chris Seman	Officers
Selective Licensing	Dulal Ahmed	Officers
Work Programme	Democratic Services	Standard Item
1 October 2019		
Housing Solutions Customer Excellence Programme – External Review Findings	Lorrita Johnson	Officers
Homelessness Prevention & Rough Sleeping Strategy Report	Ryan Farmer	Officers
Housing Strategy Timetable (<i>deferred to 29 October – extraordinary meeting</i>)	Ryan Farmer	Officers
Local Lettings Plans	Ryan Farmer	Officers
Garage Project Update (<i>deferred to 29 October – extraordinary meeting</i>)	Carol Hinvest	Officers
HRA Rents and Service Charges	Carol Hinvest/ Mike Jones	Officers

Work Programme	Democratic Services	Standard Item
29 October 2019 - Extraordinary		
Housing Development Process	Keith Andrews	Officers
Work Programme	Democratic Services	Standard Item
10 December 2019 – Cancelled due to the pre-election period for the General Election		
14 January 2020 - Extraordinary		
Fees & Charges Pricing Strategy 2020/21	Roger Harris	Officers
Homelessness Prevention & Rough Sleeping Strategy	Ryan Farmer	Officers
Housing Revenue Account – Business Plan and Budgets 2020/21	Roger Harris / Mike Jones	Officers
Work Programme	Democratic Services	Standard Item
11 February 2020		
Housing Performance Update	Chris Seman	Officers
Housing Capital Investment Programme	Susan Cardozo	Officers via ED1 Form
Housing Development list	David Moore	Members & Officers
Temporary Accommodation Contract	Lorrita Johnson	Officers with Chair
Work Programme	Democratic Services	Standard Item

Housing Overview and Scrutiny Committee 2020/2021

Topic	Lead Officer	Requested by Officer/Member
Tenant & Leasehold Satisfaction Monitoring	Chris Seman	Officers

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