

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

Housing Overview and Scrutiny Committee

The meeting will be held at **7.00 pm** on **9 September 2020**

Due to government guidance on social-distancing and COVID-19 virus the Housing Overview and Scrutiny Committee on 9 September 2020 will be held virtually online. The press and public will be able to watch the meeting live online at the following link: <https://www.youtube.com/user/thurrockcouncil>

Membership:

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

Lynn Mansfield, Housing Tenant Representative

Substitutes:

Councillors Daniel Chukwu, Sara Muldowney and Terry Piccolo

Agenda

Open to Public and Press

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To approve as a correct record the minutes of the Housing Overview and Scrutiny Committee meeting held on 16 June 2020.	
3 Urgent Items	
To receive additional items that the Chair is of the opinion should be considered as a matter of urgency, in accordance with Section 100B (4) (b) of the Local Government Act 1972.	

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Queries regarding this Agenda or notification of apologies:

Please contact Wendy Le, Democratic Services Officer by sending an email to Direct.Democracy@thurrock.gov.uk

Agenda published on: **1 September 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

Minutes of the Meeting of the Housing Overview and Scrutiny Committee held on 16 June 2020 at 7.00 pm

Present: Councillors Lynn Worrall (Chair), Chris Baker (Vice-Chair), Qaisar Abbas, Joycelyn Redsell (joined at 7.57pm) and Terry Piccolo (Substitute) (substitute for James Halden)

Apologies: Councillors Colin Churchman and James Halden.
Lynn Mansfield, Housing Tenant Representative.

In attendance:
Roger Harris, Corporate Director of Adults, Housing and Health
Carol Hinvest, Assistant Director of Housing
David Moore, Interim Assistant Director of Place Delivery
Keith Andrews, Housing Development Manager
Susan Cardozo, Housing Asset Investment & Delivery Manager
Ryan Farmer, Housing Strategy and Quality Manager
Chris Seman, Intelligence and Performance Manager
Wendy Le, Democratic Services Officer

Before the start of the Meeting, all present were advised that the meeting may be filmed and was being recorded, with the audio recording to be made available on the Council's website.

1. Minutes

Referring to page 12, the Chair said that the Committee had not received the figures from officers for the number of complaints upheld on housing performance. She asked if these could be covered within item 5.

The minutes of the Housing Overview and Scrutiny Committee held on 11 February 2020 was approved as a true and correct record.

2. Urgent Items

There were no items of urgent business.

3. Declaration of Interests

There were no declarations of interest.

4. Housing KPI Performance (2019/2020)

Presented by Carol Hinvest, she gave an outline of the report on pages 15 – 22 of the Agenda which highlighted a strong year of performance within the

Housing service and that overall, levels of satisfaction with the service had increased in 2019-2020 compared to what the data showed from 7 years ago.

The questions and comments provided by Lynn Mansfield were read out by Democratic Services:

- Why were voids increasing, these needed to be looked at as these were far too high. Lynn was aware there was a standard but these should be all the same.
- The full consultation that was undertaken was good.
- Lynn noted that there was no mention of Local Area Co-ordinators (LACs) who should be mentioned as the work they undertook was just as good as what Inclusion Officers did, so well done to LACs as well.

Carol Hinvest explained that the voids were not increasing and that the number of days to turn around standard and capital voids. Regarding LACs, these were unrelated to housing performance and had focused on the Financial Inclusion Officers who had been able to collect 98.5% of rents despite the challenges in the current climate of welfare reforms that resulted in an increasing number of residents on Universal Credit. Support from the LACs were appreciated when they were involved but not all residents required a LAC in financial difficulties.

Referring to paragraph 3.4 on page 19 of the Agenda, Councillor Abbas sought clarification on the increase of 47% in tenants claiming Universal Credit. Carol Hinvest explained that the increase was due to a tenant's change in circumstances such as a change in jobs or moving homes so resulted in a move from their old benefits and onto Universal Credit. She went on to say that the government's reform was to move working age adults from benefits and onto Universal Credit. She explained that the service's officers had visited these affected 47% tenants (which amounted to 1390) and had secured discretionary housing payments for 55% of those tenants who had submitted an individual application for this. This had been the result of it being a 53 week rent year which occurred every 6 – 7 years but many social landlords along with other lobbying organisations, had been asking the government to change the rules regarding Universal Credit as it currently took into account 52 weeks being in a rent year.

Referring to the lists of measures shown on pages 16 – 18 of the Agenda, the Chair questioned if these were the full lists of performance indicators for the service and whether a more detailed breakdown of the indicators (such as separating housing statistics into sheltered housing, low rise flats etc) could be given to the Committee if requested. Carol Hinvest explained that the lists showed the corporate performance indicators that were reported to the Corporate Overview and Scrutiny Committee. Within the service, there were other indicators used to measure the service's performance but these were reported together and not broken down into flats and houses or into sheltered and general housing needs. The Chair thought an alternative approach could be undertaken through looking at a breakdown of services such as caretaking services in flats as houses did not receive this same service.

Referring to KP107 on page 16 of the Agenda, the Chair asked whether these families were still residing in a Bed and Breakfast and if they were in Borough placements. Carol Hinvest answered that none of those families were still in a Bed and Breakfast but would find out if they were in Borough placements.

The Chair asked how many complaints there had the service received in the year (2019/2020) and how many of those were upheld. Chris Seman answered that 547 complaints had been received in the last year and 37% of those had been upheld. The Chair went on to question whether there was a trend identified in the complaints. Chris Seman explained that there was no trend but that some areas of the service received more complaints than others due to the nature of the service such as repairs which had more transactions than other services.

The Chair noted that 31,000 repairs were undertaken last year but only 2,679 tenants were surveyed and sought clarification on why this had been the case. Chris Seman explained the aim was to undertake a survey using a sample of 10% of those tenants who had repairs done. The 2,679 tenants surveyed was just under the 10% as not all tenants in that sample had responded to the survey that the service's market research organisation had carried out. The Chair queried whether this was a market marker and if other councils undertook the same approach. Officers answered that the 10% sample was a reasonable representative sample and that the volumes varied between social landlords as it was dependent on the number of social properties that a social landlord had and in some cases, there were multiple repairs undertaken. When undertaking market research, the aim was to not survey the same tenants in a 6 month period as it led to 'tenant fatigue' with constant surveys and explained why sometimes tenants did not respond to surveys which resulted in a dip in the representative sample.

Giving compliments to the good report, the Chair went on to ask for a figure on the number of tenants on Universal Credit currently. Officers responded that the figure was higher than last year as it had increased sharply in April 2020 but the numbers had now returned to normal. It was explained that the 47% figure in the report indicated an increase and not 47% number of tenants on Universal Credit. It was estimated that around 2,500 tenants were on Universal Credit, 1,500 tenants on benefits, some housing benefits were paid directly to the council and other tenants paid their own rents.

Regarding discretionary housing payments, the Chair asked which budgets these were paid out of. Officers explained that the service received a grant from central government for discretionary housing payments which had steadily decreased over the last few years. The grant was used to cover a range of payments including tenants who had a loss in income as well as addressing a number of welfare reforms but had more recently been used to cover gaps such as the 52/53 weeks in a year issue as mentioned earlier. The discretionary housing payments were used to cover a short term period where a tenant experienced financial difficulty or fell foul of issues such as the 52/53 week problem but it was not to be used as a permanent rent subsidy. The

grant was almost spent in one year but every year, the service would look at the criteria. The Chair and Officers discussed that the grant was used for young people in Houses of Multiple Occupancies (HMOs) in which it was to be used as a temporary subsidy to enable young people to have more time in finding the affordable housing they needed.

The Chair questioned whether bailiffs had been needed for housing rent issues during the COVID-19 pandemic and what measures had been in place to help tenants who had fallen behind on rent payments. Carol Hinvest explained that bailiffs had not been used and that since the lockdown restrictions had been put in place, no tenants had been evicted as no evictions had been going through the courts. Currently, the service was also not serving notices seeking possession and if there had been any, no cases would be going to court until October. The service had been working with tenants in financial difficulties and using a system called Rent Sense to prioritise cases to deal with and have been trialling a text messaging service from the same provider. Following the success of the text messaging the service would be entering into a contract for this system.

RESOLVED:

That the Committee noted and commented on the report.

5. Tenant and Leaseholder Satisfaction Monitoring

Presented by Chris Seman, the report set out the details on the service's current approach to measuring tenant and leaseholder satisfaction including detail on the current methodology and frameworks used to collect satisfaction data and calculate satisfaction rates. The report also set out the current programme of satisfaction monitoring for 2020/21 to enable the service to gain a much broader understanding of tenants and leaseholders views on services and to better understand their needs.

The questions and comments provided by Lynn Mansfield, Housing Tenant Representative were read out by Democratic Services:

- The idea of the postal survey was brilliant.
- On the diagram on page 25, 3.4, a different response should have been given for the ratings of dissatisfaction between 'fairly dissatisfied' and 'very dissatisfied'. Response choices was not clear or good.
- In 3.5, it was not clear and Lynn asked for more clarification on how the satisfaction rates were calculated.
- On page 27's diagram, Lynn thought the percentage results were low and needed to be looked at in terms of how these could be improved, particularly the last 3.
- In 5.4, Lynn asked for clarification on the 2 questionnaires that was to be sent out, were both of these postal, if so, why were 2 questionnaires needed.

Officers explained that the second mailing of the questionnaire would only be sent out to tenants who had not completed the questionnaire yet. The questionnaires were managed by KWEST and the completed questionnaires were sent to them and the results that came back to the council were anonymous. Regarding 3.4, the owners of the methodology, Housemark, had consulted with landlords and 13,000 tenants and had found the resulting methodology was a better method in expressing responses. Some responses before such as the term 'fair' was misunderstood as some took it to mean reasonably good but the service viewed this response as a measure of dissatisfaction. 'Neither satisfied or dissatisfied' was seen to be a much clearer response. The consultation had shown that tenants wished to see the 5 responses chosen to continue as it gave a wider range of responses to express their response. On how the satisfaction rates were calculated, 'Very Satisfied' and 'Fairly Satisfied' were included into the satisfaction percentage figure. Regarding the diagram on page 27, Officers explained that a full postal survey would give more data as it would ask more questions that would enable the service to look deeper into the gathered data. Although the figures appeared low, these were good figures when compared to other local authorities and some were over 90%. A quarterly benchmarking exercise was suggested where the service would compare their gathered data against Housemark's gathered data from similar local authorities of size to Thurrock Council.

Councillor Abbas questioned how tenant satisfaction rates were measured and what feedback was given regarding repairs and contractors. Carol Hinvest explained that a monthly Satisfaction survey was undertaken which asked residents about their experiences with the repair work that had been undertaken in their homes. A range of questions were asked that included whether tenants were satisfied with their repairs; if the repairs were carried out right the first time; whether contractors had shown ID and if contractors they had cleaned up after the repair. Regular meetings were also held with contractors where the service discussed satisfaction results gathered by contractors and Mears would speak with residents where comments were not understood. The service's engineers also carried out post inspections on 10% of the repairs undertaken particularly on the Transforming Homes Programme.

Councillor Abbas sought further detail on the low percentages shown on the diagram on page 27. Referring back to the earlier response given to same question from Lynn Mansfield, Officers added that the full postal survey asked more detailed questions that looked into other areas such as anti-social behaviour. This gave the service a broader understanding of their tenants satisfaction rates in how their cases were handled.

Referring to paragraph 3.5, the Chair questioned why only the top two satisfaction rates of 'Very Satisfied' and 'Fairly Satisfied' was used to calculate satisfaction rates when there were 5 responses. Officers explained that 'Very' and 'Fairly Satisfied' expressed that clearly that tenants were satisfied whereas the other responses expressed a neutral or a clearly dissatisfied response. The information gathered from each response was taken into

account by the service but for the purposes of the report before the Committee, the level of satisfaction rates had been separated into two categories of satisfaction and dissatisfaction. The service mostly focused on the dissatisfaction responses to understand what had gone wrong to and what could be done to ensure the same issue did not arise again. Officers went on to say that improvements within the service could be seen from the report in item 5 of the Agenda in terms of overall satisfaction.

The Chair questioned the number of surveys taken in a year and in a month. Chris Seman answered that around 200 satisfaction surveys were undertaken each month with the same amount for repair satisfaction surveys and around 15 – 20 new tenant satisfaction surveys which totalled roughly 500 surveys per month. The Chair asked if the data gathered from the full postal survey mentioned earlier could be formulated into a report and brought back to Committee at a later date.

(Councillor Redsell joined the meeting at 7.57pm.)

(At the Chair's discretion, she allowed Councillor Redsell to ask a question that related to item 5. Councillor Redsell sought clarification on the key drivers for dissatisfaction. Officers explained that responses from residents highlighted factors of engagement and communication with the service and repairs through the Transforming Homes Programme such as windows.)

RESOLVED:

That the Committee noted and commented on the report.

6. Housing Development Programme Update

Presented by David Moore, the report provided an update on the progress of the Housing Delivery Programme. He referred Members to the added site of River View and said that the site was in Chadwell St Mary and not Corringham as the report stated.

The questions and comments provided by Lynn Mansfield were read out by Democratic Services:

- The River View site was a welcome addition and Chadwell St Mary had the right infrastructure.
- Lynn Mansfield was pleased to see the removal of the 5 sites.
- Regarding Broxburn Drive in the site options list in appendix B, Lynn Mansfield asked what type of dwellings would be on site. The site was small and would be difficult to fit 60 dwellings into the site. Would the dwellings be flats and would these be high rise or low rise flats? She also asked the type of dwellings that would be on other sites as well.

Officers answered that the number of the dwellings assigned to each site in appendix B were only indications and had not been finalised yet. The type of dwellings would be a mix of low rise flats and houses.

Referring to the Broxburn Drive site, the Vice-Chair sought clarification on whether the site proposed was where the garages were. Keith Andrews confirmed that there were garages that ran parallel to the railway line and the site had potential for development, in fill or an extension of the existing blocks of flats. The site had not gone out to consultation yet.

Councillor Redsell asked if remaining sites had been through the community engagement process yet. David Moore confirmed that these had been through the early investigatory works, and with River View, the site list was now 16 sites. Once each site was fully investigated, these would then go out to consultation which was currently delayed due to the government guidelines in place for COVID-19.

Referring to paragraph 3.3, Councillor Abbas asked if the final total of homes to be delivered would be 703. David Moore pointed to paragraph 3.4 and said that the final number of homes would be up to 708 but that if more sites were identified, these would be reported to the Committee. He went on to say that there were housing targets to reach and that as part of the consultation process, Members and residents were made aware of the identified sites and that their comments and objections were taken into account. These helped the service in the process of identifying suitable sites.

Noting the locations of the identified sites in appendix B, Councillor Abbas asked why these had all been identified in the west side of the Borough and not the east side. David Moore explained that the sites had been identified from different sources, as explained in the November 2019 paper to Housing Overview and Scrutiny Committee, but the choice of sites were influenced by the Local Plan as the east side of the Borough was mainly Green Belt which could not be built on.

Councillor Piccolo questioned if the stage of involving residents at the start of the process of identifying and confirm suitable sites was new as residents had not been involved in this process before. David Moore confirmed that it was and that the service was aiming for a more transparent process which would give residents the opportunity to comment on potential sites. It enabled the service to look deeper into the sites and to decide if the site should be removed after hearing comments from residents. This helped the service to save on time and costs before too much investment was made into the site. Councillor Piccolo commented that this new stage in the process had given residents the assumption that the sites were already confirmed for development to which officers confirmed that sites were identified at that stage.

Noting the removal of the 5 sites mentioned in the report, the Chair queried whether the sites would return at a later date. David Moore confirmed that the 5 sites had been removed from the current list and would not return to the same list.

Referring to 3.1, the Chair asked what the criteria was for the removal of sites and noted that the council's criteria was that open and green spaces would not be used for development sites. She went on to mention that Enborne Green was similar to the other 5 sites that had been removed. David Moore said that Enborne Green had not been a part of the consultation process with the 5 sites that were removed. It had been the Portfolio Holder for Housing's decision to remove those 5 sites from the list and the process in place did allow for sites to be taken on and off the list. There was a criteria that enabled the service to look at how sites were currently being used and whether the space there was being used. Residents were consulted as a part of this process.

Referring to 3.10 in appendix A, the Chair sought clarification on the process for taking sites on and off the long list of sites for development as some sites that remained on were similar to those taken off. David Moore pointed to 3.9 in appendix A and explained that significant changes were made in consultation with the Portfolio Holder for Housing which were reported back to the Committee. Comments from residents through the consultation process were taken into consideration as well. The Chair did not feel the process was followed very well.

Referring to the site list on appendix B, the Chair questioned how many homes would be for social housing and how many of the sites would be managed under Thurrock Regeneration Limited (TRL). Keith Andrews answered that the general principle adopted was that land that was on the Council's Housing Revenue Account (HRA), homes developed on this land would be for social housing. If the land was within the General Fund, it was expected that the land would be offered to TRL and that the Council's planning policy would expect 35% of those to be affordable homes which was the same expectation from other private developers. An estimated number could be calculated through these assumed general principles. The Chair felt an estimated calculation was needed to give the Committee assurance that there would be social housing available from these sites. Keith Andrews said that the proportion of homes from TRL would be 35% as this was within the Council's planning policy. For other sites, the service could only make the assumption based on the land position within the General Fund and HRA. However it was to be noted that other factors could affect this and that TRL had its own decision making board.

The Chair questioned what the current position was with the Culver Centre site. Keith Andrews said that the transfer of the site was currently with the Secretary of State but the expectation was that it would be agreed. As for the valuation of the land, it would come to the Housing Overview and Scrutiny Committee for it to be agreed before it was moved onto Cabinet for approval. The Chair thought the decision would be for Full Council to make as it was a transfer of land. Officers would confirm if the decision would go to Full Council or Cabinet.

Regarding potential sites, the Chair commented that the service could speak with residents and Ward Members who may have potential sites for

development in mind. She felt this would provide a more fully open and transparent step to the process of identifying sites for development. David Moore said that Members were welcome to let the service know of potential sites for development which could be looked at against the criteria. Sites would need to be filtered through the consultation process so that resources could be managed effectively as there were not staff to check every potential site.

Referring to appendix B, the Chair pointed out site number 12 – Manor Way, and said that the site was Elm Road Park, not Manor Way. She went on to say that the site was well used and that it was an open space. She also pointed to site number 13 – Bridge Road and said that it was Richmond Road. Officers noted the Chair's points and would amend the names of the sites.

The Chair asked if there were any sites that would go out to consultation before the next Housing Overview and Scrutiny Committee meeting and if any of the sites were in the process of going through a planning application. Keith Andrews said that the Culver Centre and Field site was the closest to go to the planning application stage as it had gone through two stages of consultation already. The Whiteacre site was also on a similar trajectory.

Referring to the CO1 (Civic Offices) site, the Chair questioned if this was dependent on the Council selling this site. David Moore explained that with the extension of CO2 in the Council's Civic Offices, CO1 would become redundant as council staff would move from there to CO2. The plan was to demolish CO1 and to be redeveloped as housing. The Chair sought further detail on what funds would be used to develop the houses on the site and if some of the funds would be sought from the funds that was being used to develop the extension of CO2. David Moore explained that there was a team in place that was developing the extension of the CO2 and the team for CO1 was currently looking at funding options for the site. There had been suggestions of putting the site into the Future High Street Funding bid to develop it as housing but it had not yet been decided, nor had there been any decision as to whether the site would be developed by TRL.

There was further discussion on encouraging Officers to include Members in the consultation process and to ensure names of the sites were accurately named. The Chair noted the list of sites and stated that she still did not agree on the green spaces such as Enborne Green being included in the sites list for housing development and would continue to voice this concern throughout the consultation and planning stages.

RESOLVED:

Housing Overview and Scrutiny Committee:

- 1.1 Noted progress on the list of housing development sites to be taken forward for further detailed work, involving engagement with stakeholders and communities.**

- 1.2 **Commented on the proposal to add the site known as River View to the site options list agreed in February 2020.**
- 1.3 **Noted the removal of sites at Callan Grove, Ridgwell Avenue, Derry Avenue, Garron Lane/Humber Avenue and Springhouse Road from the sites option list.**

7. Housing Development Consultation Process

Presented by David Moore, the report outlined the framework and process for the Council's Housing Development Programme and set out how the consultation process would be brought forward to include Councillors and local residents on sites.

The questions and comments provided by Lynn Mansfield were read out by Democratic Services:

- Appendix A was good but the process would be too long and may be difficult to keep the interest from others there.
- Appendix B's process would be sufficient. Once the consultation process was over, Lynn Mansfield asked how long it would take before building works would commence. She thought leaflets were good but having more drop-in sessions would be a better idea.

Keith Andrews explained that there were two different consultation processes proposed because the one to be used would be dependent on the size and complexity of each site. For example, the Culver Centre and Field would benefit from using the consultation process in appendix A. Each site had different timescales and projects. Once the consultation process ended, building works could take 12 – 18 months as it would depend on the planning process and the size of the site. This timescale varied across sites.

The Committee discussed whether the COVID-19 pandemic had caused a delay in the timescales of the sites. Officers confirmed that there was an impact on 6 of the sites as the consultation process had been delayed. The Committee queried how consultation would take place and felt there should be some face to face interaction once the pandemic was over and not wholly digital. Officers said that letters could be sent out to residents, with the possibility of accompanying grid sheets for reference and officers or consultants could then discuss with residents over the phone. This method was more labour intensive but some local authorities were using this method. The Committee welcomed the idea of the two different consultation processes and agreed that complex sites required more time.

RESOLVED:

That the Committee commented on the proposed consultation process.

8. Housing Social Value Framework

Presented by Susan Cardozo, the report set out the principles applied when procuring works or services for Housing.

The questions and comments provided by Lynn Mansfield were read out by Democratic Services:

- Page 57 - were the apprentices from Thurrock? Were they brought in from other areas outside of Thurrock?
- The training given on procurement and tender was excellent as Lynn Mansfield had attended this herself.
- Regarding Wates, could the Tenants Excellence Panel be provided with a report that detailed the works and programmes run by Wates and other providers? It was ideal for the Residents Association to know of these works and programmes so they are up to date on what took place within their community as they were not informed of these.

Susan Cardozo said that the apprentices were from Thurrock and that this was a requirement. Regarding Wates, the Tenants Excellence Panel could invite Wates or any other provider to give a report to the panel.

Councillor Redsell commented that it was good to see a number of apprenticeships working in Thurrock. She went on to say that more detail was needed as to where the sites mentioned in the report were within the Borough.

The Chair felt that a lot of good work was put into social value but was often unnoticed. She questioned whether social value could be added up financially. Susan Cardozo explained that there was no specific method to measure social value and contractors used different models to measure. Some of these included adding the costs of the money spent, costs of the hours put in and the costs of the equipment used. She went on to say that the service was feeding into the Corporate Social Value Framework with the Corporate Team to ensure a consistent method of measuring social value. Councillor Redsell commented that feedback could be sought from other wards on the social value work that was being undertaken and these could be heard from community groups.

The Chair questioned whether more apprenticeships could be acquired through procurement contracts. Susan Cardozo explained that some contracts were not long enough for an apprenticeship but would be requesting for more apprenticeships in contract requirements. The service was also looking into work experience in contracts and said that some apprenticeships came from trade schools. The Chair encouraged the service to find ways to incorporate conditions of social values whether it was through projects with other partners or with colleges to ensure positive outcomes. She praised the service for the good work of social value. Councillor Redsell suggested that the service look into small businesses to secure apprenticeships.

Regarding the Transforming Homes Programme, the Chair suggested that more Thurrock suppliers could be acquired here and to encourage local spending.

RESOLVED:

Housing Overview and Scrutiny members:

- 1.1 Noted the approach taken to commissioning the Housing investment contracts to secure social value outcomes.**
- 1.2 Noted the recent performance and community benefit projects achieved.**

(Suspending orders were agreed at 9.15pm to allow Members to continue until the end of the Agenda.)

9. Housing Service COVID-19 Response

Presented by Carol Hinvest, the report set out the actions that had been taken by the Housing service due to the challenges which had been faced as a result of the COVID-19 pandemic.

The questions and comments provided by Lynn Mansfield were read out by Democratic Services:

- The service had been excellent in handling the COVID-19 crisis but there had been some reports at the start from elderly residents - workers had been going into homes of the vulnerable to undertake maintenance checks. However, following on from reporting these to the Council, this had now stopped and Lynn Mansfield thanked the service for resolving this quickly.
- At the start of the COVID-19 crisis, Lynn Mansfield had received her letter stating she was vulnerable and to follow shielding guidelines and also offered a food package. However, they were supposed to receive a phone call but there had been none. She said that vulnerable residents should have received a phone call to check on how they were and whether their situation had changed or if more food packages were needed. There should be some aftercare in place.

Carol Hinvest explained that the Housing service did not organise the food packages as it was managed by another team. Those who had been identified as vulnerable had been offered contact and the service had called them. Those in sheltered housing had been contacted by their Sheltered Housing Officer at least twice a week with most tenants being contacted on a daily basis. For those who had not requested a call would have still had a phone call at least to check on them. The service had received the list of those who were shielded.

Councillor Redsell said that she had received some good feedback from residents. However agreed that Lynn Mansfield had a good point on an aftercare package as some residents who were shielded were elderly and were likely to be feeling lonely. She went on to say that some residents did not have the technology and it was important that residents received a phone call to ensure they were checked on. Officers gave assurance that contact with shielded residents would not stop. The service's shielding list had started off with 3,000 and was now over 10,000 and these were classified as critical risk which had been cross referenced with the Social Care Team. The food package support from government should continue until the end of July and after this ended, it would be for the Council to continue the support. When a person was identified as vulnerable, volunteers aimed to make contact within two hours.

Councillor Redsell mentioned that Councillor Piccolo had sent letters and medals out to thank those who had been helping in the COVID-19 pandemic. Councillor Abbas echoed this thanks and also thanked the service for all the hard work they had done in these times. He was pleased to see the service had delivered on their promise regarding rough sleepers and in preventing homelessness. He went on to raise concerns where a few private landlords had been evicting tenants and questioned what process the service had in place to prevent this. Carol Hinvest said that the government's prohibition on eviction for those who had tenancy agreements were clear and those without one but lived with someone or their landlord may be on a licence agreement which did not offer the same protection. The latter may present themselves to the service as homeless although there had been few representations made recently. If the service was aware of an eviction threat, the service could intervene. She asked Councillor Abbas to send any details over that he had and would ask the Private Housing Officers to investigate. The Council did not intend for people to return to the streets. Currently the service had 33 households that had been identified through the government approach to homelessness. 10 people in these households were over 35 so a bulk of these would be placed in shared housing unless they were earning their own income. Two of these people had no recourse to public funds so they would need to be able to support themselves or regulate their immigration status. The remainder of the people in those households would be allocated housing according to their needs and those with higher needs would be provided support.

Councillor Piccolo said that he was happy in sending the thank you letters out as mentioned earlier. He went on to say that he had received some feedback from those letters where volunteers said they had not been able to help as much as they could as the help was not needed. He suggested that the TCCA volunteers could be used to help with phone calls to shielded residents. Roger Harris said that the 'Stronger Together' group had been looking at how volunteers could be utilised in these times and would let the team know of Councillor Piccolo's suggestion.

The Chair echoed the praises to the service and congratulated the service on their hard work particularly where there had been issues in sheltered

accommodation that had been resolved quickly. She went on to ask if the service was working with private landlords on rent issues. Carol Hinvest explained that the service had a dedicated team that worked with landlords to find suitable homes and the team was currently working on a press release to encourage private landlords to work with the service as it was one of the ways to provide housing to those who needed it. The Chair went on to question if the rent issues through private housing had affected the service's budget. Carol Hinvest reminded the Committee of the increase in Universal Credit had resulted in some arrears but the collection rate was 86% which was still considered good. The service had been communicating with tenants and had Financial Inclusion Officers as well as the St Mungos organisation to advise tenants where needed. The last 10 weeks of the current financial year had seen the debit amount of £10,766,00 and collection rate of 95.93% which was good as there had been no arrears letters sent out and no court actions either. The service had been monitoring circumstances of tenants and had been encouraging a move away from the use of payment methods that required physical contact or going out e.g. paypoint. Instead methods such as direct debits and standing orders were being encouraged.

RESOLVED:

Housing Overview and Scrutiny Committee noted and commented on the contents of this report which sets out the response of the Housing service in relation to the challenges faced during the COVID-19 pandemic.

10. Work Programme

Presented by Carol Hinvest, the report set out the actions that had been taken by the Housing service due to the challenges which had been faced as a result of the COVID-19 pandemic.

The questions and comments provided by Lynn Mansfield were read out by Democratic Services:

- The service had been excellent in handling the COVID-19 crisis but there had been some reports at the start from elderly residents - workers had been going into homes of the vulnerable to undertake maintenance checks. However, following on from reporting these to the Council, this had now stopped and Lynn Mansfield thanked the service for resolving this quickly.
- At the start of the COVID-19 crisis, Lynn Mansfield had received her letter stating she was vulnerable and to follow shielding guidelines and also offered a food package. However, they were supposed to receive a phone call but there had been none. She said that vulnerable residents should have received a phone call to check on how they were and whether their situation had changed or if more food packages were needed. There should be some aftercare in place.

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from those letters where volunteers said they had not been able to help as much as they could as the help was not needed. He suggested that the TCCA volunteers could be used to help with phone calls to shielded residents. Roger Harris said that the 'Stronger Together' group had been looking at how volunteers could be utilised in these times and would let the team know of Councillor Piccolo's suggestion.

The Chair echoed the praises to the service and congratulated the service on their hard work particularly where there had been issues in sheltered accommodation that had been resolved quickly. She went on to ask if the service was working with private landlords on rent issues. Carol Hinvest explained that the service had a dedicated team that worked with landlords to find suitable homes and the team was currently working on a press release to encourage private landlords to work with the service as it was one of the ways to provide housing to those who needed it. The Chair went on to question if the rent issues through private housing had affected the service's budget. Carol Hinvest reminded the Committee of the increase in Universal Credit had resulted in some arrears but the collection rate was 86% which was still considered good. The service had been communicating with tenants and had Financial Inclusion Officers as well as the St Mungos organisation to advise tenants where needed. The last 10 weeks of the current financial year had seen the debit amount of £10,766,00 and collection rate of 95.93% which was good as there had been no arrears letters sent out and no court actions either. The service had been monitoring circumstances of tenants and had been encouraging a move away from the use of payment methods that required physical contact or going out e.g. paypoint. Instead methods such as direct debits and standing orders were being encouraged.

RESOLVED:

Housing Overview and Scrutiny Committee noted and commented on the contents of this report which sets out the response of the Housing service in relation to the challenges faced during the COVID-19 pandemic.

The meeting finished at 9.46 pm

Approved as a true and correct record

CHAIR

DATE

**Any queries regarding these Minutes, please contact
Democratic Services at Direct.Democracy@thurrock.gov.uk**

9 September 2020	ITEM: 5
Housing Overview and Scrutiny Committee	
Housing Development Programme Update	
Wards and communities affected: All	Key Decision: N/A
Report of: Keith Andrews, Housing Development Manager	
Accountable Assistant Director: David Moore, Interim Assistant Director of Place Delivery	
Accountable Director: Andy Millard, Corporate Director of Place	
This report is Public	

Executive Summary

On 11 February 2020, Housing Overview and Scrutiny Committee were asked to comment on a list of Council owned site options which had been selected as being potentially suitable for redevelopment for residential purposes. An update report was given to Housing Overview and Scrutiny Committee on 16 June 2020 and this report updates Committee further on progress of that Housing Delivery Programme.

1. Recommendation(s)

Housing Overview and Scrutiny Committee are asked to:

- 1.1 Note progress on the list of housing development sites to be taken forward for further detailed work, involving engagement with stakeholders and communities.**
- 1.2 Note the removal of site Enborne Green from the sites option list.**
- 1.3 Note the completion of the Alma Court (formerly known as Tops Club) Housing Revenue Account new build project.**

2. Introduction and Background

- 2.1 During 2020 a number of reports have been presented to Housing Overview and Scrutiny Committee and Cabinet that established a list of Council owned housing development option sites to be taken forward for further detailed work, involving engagement with stakeholders and communities. It was noted that additional sites or amendments to the existing programme would be reported back to Housing Overview and Scrutiny Committee on a regular**

basis.

- 2.2 The aim of the Sites Options List is to provide greater transparency on the sites being considered for potential housing development, and to address the Council's growth aspirations and housing development targets.
- 2.3 The list of development sites also provides a focus for Housing Development activity, leading to greater efficiencies and improved delivery.

3. Issues, Options and Analysis of Options

The Sites Options List

- 3.1 Members will be aware that from time to time sites have been both added and removed from the sites options list. This is entirely consistent with the process previously agreed.
- 3.2 Following local resident comment and after due consideration, the Portfolio Holder for Housing has now agreed that the site at Enborne Green (South Ockendon Ward) be withdrawn.
- 3.3 The Sites Options List now currently stands at 15 locations. In total, they could deliver up to 699 new homes. It should however be emphasised that these figures remain largely indicative until schemes have progressed to detailed assessment and community engagement. Further work is currently underway to identify additional sites for consideration for development which will be reported to Committee once a preliminary technical assessment of each sites suitability has been completed
- 3.4 Progress on these sites is set out in Appendix A. For many of them, community engagement on initial proposals would be the next step once the necessary preparatory work is complete. A detailed consultation process was reviewed by Housing Overview and Scrutiny Committee in June 2020 and will be used on all future consultations for housing development projects. In line with Members wishes, some sites have been renamed to better describe their location although the red line boundaries of the sites themselves have not changed since their initial presentation in February Housing Overview and Scrutiny Committee
- 3.5 Members attention is also drawn to the completion of 29 new homes for rent within the HRA following handover of the Alma Court project (formerly known as Tops Club) in Argent Street in Grays on 29th June 2020. The next projects due for completion are the 53 unit site at Claudian Way in Chadwell St Mary and 35 homes for older people in Calcutta Road in Tilbury. Both projects are now fully operational and progressing within government guidelines, but suffered some delays caused by the Coronavirus pandemic. The handover of completed units at Claudian Way will commence in phases from early September 2020, with the last units expected to complete around October 2020. The timeline for the 35 older persons flats in Calcutta Road, Tilbury

remains unchanged with handover anticipated in summer 2021

4. Reasons for Recommendation

- 4.1 The recommendation is informed by previous reports and the agreed Housing Delivery process.

5. Consultation (including Overview and Scrutiny, if applicable)

- 5.1 This paper provides opportunity for Members of this Committee to review progress on the delivery of the Housing Development Programme and the addition of a site to the list.
- 5.2 Housing Overview and Scrutiny Committee has previously considered the Housing Development Options List on 11th February 2020 and 16th June 2020.

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

- 6.1 The list of housing development sites aligns closely with the Council's Vision and Priorities adopted in 2018. In particular it resonates with the "Place" theme which focuses on houses, places and environments in which residents can take pride.

7. Implications

7.1 Financial

Implications verified by: **Jonathan Wilson**
Assistant Director, Finance

The delivery of a housing programme will contribute to the wider objectives of the Council and support the Council's MTFS (where schemes are developed through TRL).

Costs associated with the initial feasibility assessment of schemes will need to be considered depending on the nature of the scheme and whether it is subsequently developed by the HRA or TRL.

The proposal is also likely to reduce the level of capital receipts available to the Council to fund other priorities.

7.2 Legal

Implications verified by: **Tim Hallam**
Deputy Head of Law and Deputy Monitoring Officer

This is an update report which sets out a list of potential sites for development on Council owned sites for residential development via the Council's Housing Delivery Programme. There are no direct legal implications being a progress report. However Legal Services will provide all legal advice (if any) arising from this report, as and when required by the Council.

7.3 Diversity and Equality

Implications verified by: **Roxanne Scanlon**
**Community Engagement and Project
Monitoring Officer**

The service has completed a Community Equality Impact Assessment (CEIA) in line with Equality Act 2010 requirements and to gather an understanding of the impact on protected groups through the implementation of the process set out in this report. The findings from the CEIA established that the implications for each protected group is currently considered neutral. Individual CEIAs will sit alongside development proposals with information gathered in consultation with communities determining potential impacts and mitigation where identified for individuals or groups with protected characteristics. This will ensure more detailed consideration of the impacts of particular developments than is possible within the scope of the overarching CEIA and process set out in this report.

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

None

8. 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):

- Housing Overview and Scrutiny Committee report 18 June 2019 (New Council HRA Home Building Programme)
- Extraordinary Meeting, Housing Overview and Scrutiny Committee report 29th October 2019 (Housing Development Process)
- Housing Overview and Scrutiny Committee 11th February 2020
- Cabinet, Housing Development Process 15 January 2020
- Cabinet, Housing Development Options list, 12th February 2020.
- Housing Overview and Scrutiny Committee 16th June 2020

9. Appendices to the report

- Appendix A – Progress report on the list of proposed residential development sites

Report Author:

Keith Andrews

Housing Development Manager

Place

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APPENDIX A - SITES OPTION LIST - SEPTEMBER 2020

New Site Number	SCHEME NAME	Potential Capacity	Ward	Update
1	Aveley Library/Hall/Car Park	9	Aveley & Uplands	Library re-provided. Future of adjoining hall remains under discussion but could be incorporated if released for development.
2	Culver Centre & Field	176	Belhus	Second resident consultation event completed. Further survey work underway in advance of planning application in Autumn 2020. Secretary of State consent given for change of use.
3	Whiteacre	47	Belhus	Design team appointed and progress to RIBA stage 2. Further surveys underway. Planning application to be submitted Autumn 2020.
4	Prince of Wales Public House	10	South Ockendon	Existing building in very poor condition. Proposal to demolish.
5	Broxburn Drive	60	Belhus	Appointment of architects completed. Further progress subject to resident consultation
6	Crammervill Street/Fleethall Grove	6	Stifford Clays	Appointment of architects completed. Capacity Study completed. Further progress subject to resident consultation.
7	Darnley & Crown Road	90	Grays Riverside	Appointment of architects completed. Initial studies of capacity and constraints awaited.
8	CO1(Civic Offices).	82	Grays Riverside	Architects appointed and Design at RIBA stage 1 (Capacity study)
9	Argent Street	32	Grays Riverside	Appointment of architects completed. Initial studies of capacity and constraints awaited.
10	Thames Road	89	Grays Riverside	Appointment of architects completed. Initial studies of capacity and constraints awaited.
11	Elm Road Park	60	Grays Thurrock	Potential development with adjoining private sector led development. No progress proposed at this point as site is land locked
12	Richmond Road	20	Grays Thurrock	Appointment of architects completed. Capacity Study due August 2020. Future of the adjoining Thurrock Adult Community College is under review and may offer scope for expanded development red line.
13	13 Loewen Road	5	Chadwell St Mary	Architects appointed and work progressed to RIBA stage 2. Surveys ongoing. Further progress dependent on resident consultation.
14	Vigerons Way	8	Chadwell St Mary	Architects appointed and work progressed to RIBA stage 2. Surveys ongoing. Further progress dependent on resident consultation.
15	River View	5	Chadwell St Mary	Initial architectural studies completed. Further progress dependant on resident consultation

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9 September 2020	ITEM: 6
Housing Overview and Scrutiny Committee	
Housing Service COVID-19 Response - Update	
Wards and communities affected: All	Key Decision: N/A
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	
This report is Public	

Executive Summary

This report follows the Housing Service COVID-19 Response paper which was presented to Housing Overview and Scrutiny Committee in June 2020. This update report provides additional information on the continuing action taken by the Housing service due to the challenges which have been faced as a result of the COVID-19 pandemic.

In line with Government guidance and legislation, Housing has taken action to restore, in part and in full, specific aspects of suspended and altered service delivery to ensure that key elements can be provided while staff and people who use Housing services continue to be best protected from the risks posed by COVID-19. The COVID-19 pandemic has tested the resilience and business continuity planning of the Housing service, and this report records the continuing action which is being taken to maintain critical services in these challenging times.

1. Recommendation

- 1.1. Housing Overview and Scrutiny Committee are asked to note and comment on the contents of this report which sets out the continued response of the Housing service in relation to the challenges faced during the COVID-19 pandemic.

2. Introduction and Background

- 2.1. The Housing service of Thurrock Council, much like the wider organisation, implemented a number of measures to address the challenges brought by COVID-19, particularly in response to the announcement of the Government's 'Stay at Home' guidance on 23 March 2020.

The Housing service acted to protect the health and wellbeing of its staff and those who use its services from the risks posed by COVID-19. Close attention was paid to statutory responsibilities, new and existing legislation, and changing Government guidance. All services considered their activities against a broad framework in order to determine whether they:

- needed to be suspended, either for the safety of staff and service users or in line with Government guidance
- could continue to be delivered, but with significant alterations
- could continue to be delivered, but at a greatly reduced rate.

2.1.1 It is important to note that the Housing service did not act in isolation in developing its response to COVID-19, and this approach has also been followed as steps are now being taken to restore services which were suspended or reduced.

The Housing service continues to be represented within the Council's Tactical Coordination Group and the Thurrock Stronger Together partnership, and has interacted with the Thurrock Coronavirus Community Action (TCCA) as well as a range of other cross-service, cross-directorate and cross-organisation groups and forums during the COVID-19 pandemic.

2.2. High-level summary of changes to service delivery

2.2.1 Suspended services

A number of services and processes were suspended across Housing, not only as a result of service-led reviews, but also due to measures which have been implemented nationally by the Government. Many of these services have now restarted, in part or in full, where it has been safe to do so.

The choice based lettings process was initially suspended, however it restarted on 11 June alongside an upgraded Housing Online customer portal.

The delivery of aspects of the Transforming Homes programme was suspended, and this has also recommenced now. The restarted programme features revised working practices to ensure that works are completed safely and in line with Government guidance. Contractors have also accelerated their output in order to successfully deliver their works within the existing timeframes

Scheduled resident engagement activity which was due to take place physically had been cancelled in March 2020, including resident meetings, events in communal halls at sheltered housing complexes, and the planning for this year's Tenant Conference. Since this time, resident engagement activity has continued using virtual platforms, such as through the use of social media, whilst restrictions still remain in place for larger physical meetings.

There has been no court action taken on those in arrears or for anti-social behaviour, which is a position reflected nationally due to a moratorium on eviction proceedings. The Rents and Welfare team have worked rigorously to contact tenants who have fallen into arrears, or were at risk of doing so, and have provided support accordingly.

2.2.2 Altered services

As almost all members of Housing staff continue to work from home, the interactions which would ordinarily have taken place face to face are instead being undertaken by telephone, by video call or online.

In line with Government guidance, the service greatly expanded its support for those rough sleeping or at risk of rough sleeping by providing accommodation and food, giving opportunities for self-isolation and therefore reducing the risk of infection in this particularly vulnerable group.

A plan has been provided to MHCLG which detailed the next steps the Council is taking as it continues to work to support those who were rough sleeping, or were at risk of rough sleeping.

Due to the risks identified in gas safety and water testing, statutory compliancy checks for properties in these areas continued, however a number required reprogramming for a future date where access to properties was been impacted by shielding and self-isolating residents. These appointments were rescheduled to take place after shielding was paused on 1 August 2020, and all were due to be completed by 7 August 2020.

2.2.3 Reduced services

It was possible, and in some cases vital, for some services to continue, albeit a reduced level. Tenancy sign-ups for risk-assessed homeless households and applicants whose safety was at risk where they were living continued. Tenancy sign-ups have now been fully restored, albeit with additional measures to ensure social distancing guidance can be followed.

Estate caretakers were vital in ensuring that our communal areas remained safe and clean for those who live in and travel through our estates, and priorities were adjusted to focus more heavily on sanitising. Since 1 July 2020 full operating hours have resumed and as such a normal caretaking service is being delivered again.

It was possible to continue to deliver emergency repairs to properties, with additional arrangements made to record requests which were received for routine repairs so that these could be addressed once it was safe to do so. The full repairs service resumed on 8 June 2020 with a backlog of 919 repairs which had been requested – the majority of which have now been completed or booked for completion.

3. Service area responses

3.1. Allocations

In response to the Government's 'Stay at Home' guidance, steps were taken to suspend all choice based lettings from 23 March 2020. Whilst properties were not made available for applicants to place bids on through this process, provision was made to ensure that direct offers could continue to be made to risk-assessed homeless households and applicants whose safety was at risk where they live, such as those experiencing domestic abuse.

Choice based lettings resumed on 11 June 2020 which coincided with the release of an upgraded Housing Online customer portal. At the time of writing, nine rounds of property advertisements had been completed since the resumption of choice based lettings, with a total of 170 properties advertised. Since the start of June 2020 up until the end of July 2020 a total of 143 new tenancies were created, including the 29 properties at the new Alma Court development in South Grays.

3.2. Anti-Social Behaviour and Housing Safeguarding Team

The Anti-Social Behaviour Team has continued to provide a service to tenants remotely. The number of cases reported to the team decreased slightly between February 2020 (34) and March 2020 (25). In April 2020, 27 cases were reported, and the majority of these were neighbour disputes and noise complaints, with a decrease in complaints regarding more serious criminal activity on estates.

Reports have been received regarding groups of people gathering on estates, both inside and outside their homes, during this period. A process was established with the Police which allows this intelligence to be reported, which in turn allows the Police to monitor the reported areas.

Since the relaxation of 'lockdown' restrictions, the Police have identified a significant increase in anti-social behaviour, noting a 17% increase in ASB reports in June 2020. The cases reported to the ASB team have remained stable during this period with 31 cases in May 2020, 25 cases in June 2020 and 21 cases in July 2020.

The Housing Safeguarding Team experienced higher levels of domestic abuse reports in February 2020 (99) and March 2020 (89) however, there was a significant reduction in April as referrals to the team fell to 50. Of these referrals, approximately half were repeated presentations. The referrals have increased since COVID-19 guidelines have been relaxed, with 61 in May 2020, 65 in June 2020 and 74 in July 2020.

Referrals appear to be increasingly complex in nature, in particular those from partner agencies, and there has been an increase in Multi Agency Safeguarding Hub (MASH) enquiries.

There have been no overall increases in the number of sanctuary referrals from the police or requests from residents for additional security and, where social distancing has been achievable, sanctuary measures have continued to be installed.

The Housing Safeguarding Team continue to provide a service to all residents of Thurrock by way of welfare calls, text messages and other virtual, secure and safe means. The team currently use facilities at the Tilbury Hub and Piggs Corner to ensure face to face meetings are conducted, where necessary. This is a means for officers to exercise their professional judgement and ensure high risk cases are captured, even when victims are minimising.

3.3. CCTV

The CCTV cameras which have been installed across the borough are essential for the prevention and detection of crime, and for maintaining community safety.

From April 2020 to June 2020, the total number of crime incidents captured on camera was 123. This included motor vehicle crime, non-domestic burglary, fly tipping, theft, anti-social behaviour, and the total number of council incidents was 41, including fly tipping, criminal damage, and anti-social behaviour.

The CCTV team will form part of a newly formed Community Safety Partnership Town Working Group including Essex Police, Licensing, and Environmental Enforcement to reduce ASB on local businesses in our high streets and shopping centres to make customers feel safe and secure shopping locally.

3.4. Homelessness

Following the Government guidance on 26 March 2020 to 'bring everyone in', the Council worked to identify and provide accommodation to all known rough sleepers. By the end of July 2020, accommodation had been provided to 50 individuals (48 'households' comprised of 46 single people and 2 couples) who were rough sleeping or at risk of rough sleeping.

Temporary accommodation for 23 households has been provided locally, with 25 households provided with temporary accommodation in nearby areas. Support services and voluntary organisations have worked alongside the Council to provide food and supplies to those who have been accommodated throughout.

Each individual accommodated by the Council has received an assessment by the team's Senior Mental Health Practitioner, as well as being offered a robust care, housing and support assessment undertaken by the Council's support provider, to ensure that there was a clear picture of each individual's support needs.

Tailored offers of support have subsequently been provided and the team have had a high rate of success in the levels of engagement in this process.

The team are continuing to work to ensure that no-one accommodated returns to the street. A recovery plan (submitted to MHCLG) has been developed to steer the Council to meet its aim to provide settled accommodation that will provide long-term housing for these individuals and to support them to make positive transitions into independent living.

To date, a total of 15 households have moved on from the temporary accommodation which had been provided by the Council. Six of these households have been assisted to find and secure accommodation in the private rental sector, of which five are located within Thurrock. Nine households have moved on from the temporary accommodation of their own accord. Regular contact continues to be made to all those who the Council continues to accommodate as part of this work.

The Council is taking a proactive approach through its Rough Sleeper Project to engage those who are at risk of rough sleeping, understand their circumstances, build a positive relationship with them, and work alongside those individuals to guide them into suitable accommodation.

In order to successfully achieve this goal, it is crucial that the Council works alongside a range of partners to develop new initiatives and creative ways to best help those in need of assistance and to engage those who can assist. There has been evidence of successful outcomes for those at risk of rough sleeping through this approach already through the improved referral pathway between the Council and Thurrock Mind, and with the Thurrock Homelessness Partnership Board and emerging Homelessness Prevention and Rough Sleeping Strategy Action Plan there is ample opportunity to continue to drive this forward.

The total number of households which approached the Housing Solutions service between 23 March 2020 and 31 July 2020 was 562. During the same period in the 2019/20 financial year 697 households approached the service. This means that around 20% fewer households approached the Housing Solutions service, which can in part be attributed to the moratorium on evictions.

This national ban on new evictions is now due to be lifted on 20 September 2020, and the service is already preparing for the possibility of a spike in eviction notices once the courts reopen. Contact has been made with the local courts in Basildon and Southend in order to understand the level of

possession orders which were granted in the Thurrock area which were subsequently put on hold.

New roles have been created in the service with specific regard to homelessness prevention. These roles include a Tenant/Landlord Liaison Officer, a Tenancy Sustainment Officer, a Community and Employment Officer, and a specialist Private Lettings Officer. Where it is appropriate and safe to do so, it is essential that the service assists households to sustain their tenancies and remain in their existing properties. Work is underway to identify a continuous flow of suitable private rental sector properties in Thurrock for those who are unable to remain in their property, which will also mean that temporary accommodation can be retained for use in emergency cases where there is a need for immediate action.

3.5. Private Sector Housing

MHCLG has regularly published specific guidance to local authorities on how to enforce standards and landlords to meet their legal duties and initiatives to support tenants during the COVID-19 pandemic, and the Council's Private Housing team have followed those recommended changes.

Although there have been restrictions in place which has limited the ability to physical attend or inspect properties, the team has continued to take informal action to ensure landlords comply with their legal obligations, tenants are supported and private rented properties are kept safe.

Between April 2020 and June 2020, 340 landlords/tenants were provided with informal written advice, and there were 212 instances of landlord/tenant mediation.

The team have continued to publish articles and press releases to emphasise the importance of keeping properties safe, including a reminder to landlords to have an Energy Performance Certificate rated E or above to continue renting lawfully, unless they have a valid exemption certificate in place. From 1 July 2020 financial penalties of up to £5,000 can be imposed against landlords.

3.6. Right to Buy

Due to COVID-19, the Government issued guidance which clarified that the requirements for the administration of Right to Buy applications are set in primary legislation. Consequently, it was not possible for Right to Buy to be suspended or amended in the short term.

As a result, the service explored ways to continue to meet the statutory targets and mitigate the risk of potential non-compliance. The process and situation was carefully managed by working with the external property valuer to adjust the method of valuing properties, taking them from physical to desktop valuations.

Other elements of the Right to Buy process were reorganised and reengineered to make the process more efficient, and applicants were contacted to clarify that these adjustments were necessary and would not affect their right to buy the property.

The service continued to meet the strict targets during the lockdown, and the number of applications have increased from approximately 2 per week at the end of March 2020 to approximately 8-9 per week at the end of June 2020. This increase can be attributed to the relaxation of 'lockdown' restrictions and the Government's announcement of a Stamp Duty Tax holiday until March 2021.

3.7. Rent and Welfare

The Rent and Welfare team have faced significant challenges, not least due to the increased number of tenants who have started new Universal Credit claims.

In the week of 16 March 2020 there were 2,252 of the Council's tenants in receipt of Universal Credit, however by 17 May 2020 this number had increased by 12.75% to 2,538. In comparison, in the weeks between 3 February 2020 and 23 March 2020 new Universal Credit claims increased by 4.55%. As at 26 July 2020, 2,666 of the Council's tenants were receiving Universal Credit.

The Rents and Welfare team have worked rigorously to contact tenants who have fallen into arrears, or were at risk of doing so, and have provided continued financial inclusion support during this time.

Since the start of the 2020/21 financial year over 370 customers have received direct support from a financial inclusion officer. Those receiving support have had assistance with completing discretionary housing payment claims, council tax benefit claims, benefit claims (including Universal Credit), and referrals for reductions in water charges.

The total amount of additional income received in the current financial year as a result of the work by the financial inclusion officers is over £95,000.

In specific instances since mid-July where tenants have consistently not engaged with the team's efforts to make contact and provide the necessary support, the team have started to send 'first arrears letters'. The aim of these letters is to highlight the significance of the financial situation which the tenant is in and to encourage engagement with the team so that appropriate support can be provided, however further failure to engage may instead lead to the issuing of a notice of seeking possession.

3.8. Repairs and Planned Maintenance

A full repairs service resumed on 8 June 2020, and since this time the responsive repairs demand has averaged 635 repairs per week. Normal demand for this period would be 561 repairs per week, meaning that demand is on average 13.2% higher than normal, and is not yet slowing down.

A total of 921 backlog repairs were registered by Mears for completion once the full repairs service resumed. Of these, at the time of writing 840 repairs (91.2%) have been completed, 74 repairs (8%) have an appointment booked to complete the works, and 7 repairs (0.8%) are being held at the request of the tenant. National shortages of materials, such as plaster and plasterboard, extended the length of time before particular repairs could be completed, however as supplies of these have increased recently work was able to resume.

All planned maintenance works have continued in line with statutory obligations and all programmed visits have been completed. Gas servicing compliance stood at 95.63% at the end of June 2020. Any resident who had been due to have a gas service in May 2020 or June 2020 and were self-isolating or shielding now has an appointment booked for when their self-isolation or shielding period ends, and these will be completed by 7 August 2020.

Any resident who is in self-isolation after that period will have appointments booked for when their self-isolation period ends accordingly.

3.9. Sheltered Housing

Due to the nature of sheltered housing, a significant proportion of tenants had been identified as either clinically extremely vulnerable (required to follow shielding guidance) or clinically vulnerable (advised to follow social distancing guidance closely).

Since 23 March 2020, Sheltered Housing Officers have been carrying out increased health and wellbeing calls to tenants. Officers were asked to attempt to make these calls with all tenants at least twice a week and additional time has been spent on each call to ensure that tenants feel safe and to alleviate any feelings of isolation. From 23 March 2020 to 31 July 2020, in excess of 38,000 contacts have been made with tenants by the Sheltered Housing Officers.

The Sheltered Housing service achieved a sustainable weekly shopping and prescription collection provision, meaning that tenants have not had to rely on other areas of the organisation to meet these needs.

Due to the action taken within sheltered housing which aimed to reduce the likelihood of the virus spreading within complexes, the total number of confirmed cases of COVID-19 in sheltered housing have been very low. Sadly, to date four residents have died – three of which died in hospital.

Tenants have been kept informed on government guidelines via posters produced by the Communications Team as and when changes in guidance have occurred. When the communal halls at the sheltered housing complexes were closed down a letter sent to each tenant to advise them accordingly.

All fire, health and safety legal requirements on site have been maintained weekly across all the sites, and work is underway to prepare the communal halls with the intention to open them for specific activities with social distancing at two metres.

In the time between choice based lettings resumed in June 2020 and the end of July 2020 a total of 27 new Sheltered Housing tenancies had been created.

3.10. Tenancy and Neighbourhood Team

Tenancy Management Officers have undertaken regular patch inspections and let 113 properties since the beginning of June 2020. These sign-ups have been completed in line with Government guidance and have introduced new ways of working to which has significantly reduced the time spent face-to-face with others. Contact with vulnerable tenants has continued to ensure that appropriate support is being provided, including in-person visits where contact with tenants had not been established.

The Travellers sites are also visited daily to check they are safe and residents are contacted on a regular basis, and this particular approach has been well received by the residents.

Garage lettings have continued to take place and a total of 127 new garage lets have taken place since April 2020. The team is continuing to work with contractors to clear and repair a number of garages.

The Neighbourhood Officers have completed all external inspections in locations where there is no caretaking service, and will now commence inspections of communal blocks. Issues identified and reported to date include fly tipping, repairs requirements and anti-social behaviour.

Resident Engagement has continued to be more virtual, using social media as a main platform and instigating and supporting a number of garden projects across the borough which have been greatly appreciated by residents.

3.11. Transforming Homes

Transforming Homes contractors have revised their working practices in line with Government recommendations and have been able to safely progress with works on site. Programmes for both Wates and United Living have incorporated the acceleration required to ensure the works issued to the end of the contract are completed in timeframe.

Enhanced communication with residents was issued prior to recommencement on site which included details of how contractors are ensuring the safety of residents and workforce. Resident Liaison Officers have also been on site and available via telephone to support residents with any queries or concerns.

Works to void properties has continued without disruption.

3.12. New Build Housing Development

Since the last report the Tops Club site, now known as Alma Court, has reached practical completion. The Council has taken possession of the site, and all units have been allocated.

Both the Claudian Way and Calcutta Road projects are now fully operational and progressing within government guidelines. The impact of the COVID-19 pandemic has delayed handover on the Claudian Way site, with phases of handover starting in late August 2020 until the last units are completed, which is anticipated to be around September/October 2020.

The Calcutta Road project timeline remains unchanged with handover anticipated in Summer 2021.

4. Reasons for Recommendation

- 4.1.** The COVID-19 pandemic has tested almost every aspect of resilience and business continuity planning. This report serves as a record of the action which was taken to order to achieve the aim of maintaining a Housing service which continued to provide its critical services in the most challenging of times.
- 4.2.** This document can be referred to in any upcoming exercises to identify and review the 'lessons learned', and also to assist with establishing future business continuity plans.

5. 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):

Not applicable

6. Implications

6.1. Financial

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

COVID-19 has had financial impact upon service delivery across the Housing service. Where relevant, namely in relation to financial demands relating to homelessness and rough sleeping, additional costs are being recorded against the central government funding allocations. In relation to rent losses and potential increases in bad debts, this will continue to be monitored as part of the housing revenue accounts forecast budget outturn position, and reported corporately. A continued increase in the number of existing tenants claiming Universal Credit poses significant financial risk to the stability of the Housing Revenue Account.

6.2. Legal

Implications verified by: **Tim Hallam**
Deputy Head of Law and Deputy Monitoring Officer

This report summarises the actions taken to date by Housing in its response to the COVID-19 pandemic. There do not appear to be any direct legal implications arising from this report.

6.3. Diversity and Equality

Implications verified by: **Roxanne Scanlon**
Community Engagement and Project Management Officer

The action outlined in the report demonstrates the steps which the Housing services took to ensure that support continued to be provided in a safe way to those who were most vulnerable and in need of assistance.

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

Not applicable

7. Appendices to the report

None.

Report Author:

Ryan Farmer
Housing Strategy & Quality Manager
Business Improvement - Housing

9 September 2020	ITEM: 7
Housing Overview and Scrutiny Committee	
Garage Project Update	
Wards and communities affected: All	Key Decision: N/A
Report of: Carol Hinvest, Assistant Director of Housing	
Accountable Assistant Director: Carol Hinvest, Assistant Director of Housing	
Accountable Director: Roger Harris, Corporate Director for Adults, Housing and Health	
This report is Public	

Executive Summary

This report identifies and updates on the main focuses of the Garages Action Plan and service improvements which have been made so far.

1. Recommendation:

1.1 It is recommended that Housing Overview and Scrutiny Committee receive this report for information and comment.

2. Introduction and Background

2.1 Thurrock Council holds a stock of 2482 garages located across the borough. Currently there are approximately 1749 garages let and 733 are void. Of these void garages, there were 244 are free to let and 255 are being held back for major works such as structural repairs, roof replacements or are being considered for redevelopment. The remainder are currently being repaired or awaiting clearance. The scheduled programme of works set up to clear the backlog of void garages is on schedule and it is expected that the rest of the garages in need of repair (excluding major works or redevelopment) will be completed within the next 6 months.

2.2 We acknowledged in the previous report that the garage buildings have been subject to very limited investment in recent years meaning the overall portfolio is now in a “fair” condition and requires a significant level of investment to maintain and improve the assets in the coming years to ensure these remain safe and usable for the residents of Thurrock. Working with our colleagues in Assets and Regeneration, and in line with the stock condition survey, regular inspections and trends in repairs, we have been reviewing long term regeneration and development opportunities across the borough.

- 2.3 One of the primary focuses of the Garage Service over the last year has been to reduce the backlog of void garages, inspect, clear, repair and re-let the empty garages.
- 2.4 Over the last 14 months, we have been working diligently to improve the Garage Services and work through the Garage Action Plan. A Garage Services Manager was permanently recruited in May 2020 and a full time Garage Officer is expected to be recruited in the next 6 months.

3. Garage updates

- 3.1 We have undertaken a comprehensive review of our garage assets across the borough. To date over 1200 garages have been inspected and an ambitious 5 year Redevelopment programme of garage sites has been put together to consider the long term future of these assets, this included site redevelopment, garage rebuilds and major repairs.

From the start of the garage repairs contract in April 2019, repairs and capital works has increased significantly. The table below indicates 2019/20 spend and 2020/21 forecast spend on capital works (i.e. roof replacements, new doors) and repairs (i.e. lock changes, door overhauls):

	2019/20		2020/21	
	Budget	Year End Spend	Budget	Forecast Spend as at Period 3 (June 2020)
Capital	£ 200,000.00	£ 188,170.57	£ 212,000.00	£ 212,000.00
Repairs	£ 75,000.00	£ 67,444.97	£ 75,000.00	£ 75,000.00

- 3.2 Garages services back office processes are under review and a number of documents have been considered and updated with our Legal Services to ensure they are robust and fit for purpose. For example, the Garage Tenancy Agreement has been reviewed and updated and we have introduced a Garage Plot Licence agreement for Parking. The Garage Plot tenancy agreement is currently under review as is other garage documentation.
- 3.3 We have been reviewing front office processes in order to improve the customer experience of Garages Services. There has been significant progress made to improve the garage re-let turnaround times and many garages that have been unused for years have now been let. The timely processing of the garage waiting list has also greatly improved with over 800 hard copy garage applications being uploaded, the waiting list reduced from 1600 applicants to just under 1000. There continues to be a high demand for garages across the borough with approximately 30 to 40 applications being submitted on line each week, though this does include a number of duplicates. Lettings continue to be carried out in line with waiting list

and garage demand. Information on the Thurrock website is also being reviewed and updated to ensure it is sufficient, clear and easy to use.

- 3.4 We have eliminated paper based applications and over the coming year we will be looking at improving the front end garage process further for lettings, enquiries and terminations linked through Northgate. This will include showing available garages locations on the website so residents can identify availability in their preferred area and an easy to use tracking system so applicants can check where their application is in process. We have a streamlined process for dealing with garage enquiries which is working well and handles approximately 20 to 30 enquiries each month, and set up a dedicated email address for applications.
- 3.5 Critical to customer satisfaction and building the reputation of the service is improving ways we engage with residents. We value the importance of good working relationships with internal and external colleagues in order to meet the changing needs of residents and provide a relevant, efficient and customer led service. We do this by collaborating with the Tenancy Management Officers, Neighbourhood Officers, Mears, Police and local resident groups. In collaboration with the Community Payback team we undertook a garage door decorating project at West Road at the end of last year. We acknowledge there were some teething problems with this scheme and lessons learned to ensure any future projects are more closely scrutinised. The garage door painting project in Springfield Road has been through a consultation process, however, has been delayed due to Covid-19. We will be reviewing this in the next few months to agree a start date.
- 3.6 In order to demonstrate we are a value for money service, significant efforts have been made to reduce the number of garage voids and increase income by improving turnaround for both repairs and lettings, further details are given later in the report.
- 3.7 We are currently taking part in the pioneering HUSK project, currently being piloted on Defoe Parade. This disabled-adapted, two bed property being built is a first for Thurrock and is an exciting and innovative housing solution. Other similar builds will be considered in the future to replace some garage sites where demand or need is low.
- 3.8 We continue to support the Council's recycling agenda and our local communities by recycling as much as possible from the garage clearances. To date, over 600 garages have been cleared.

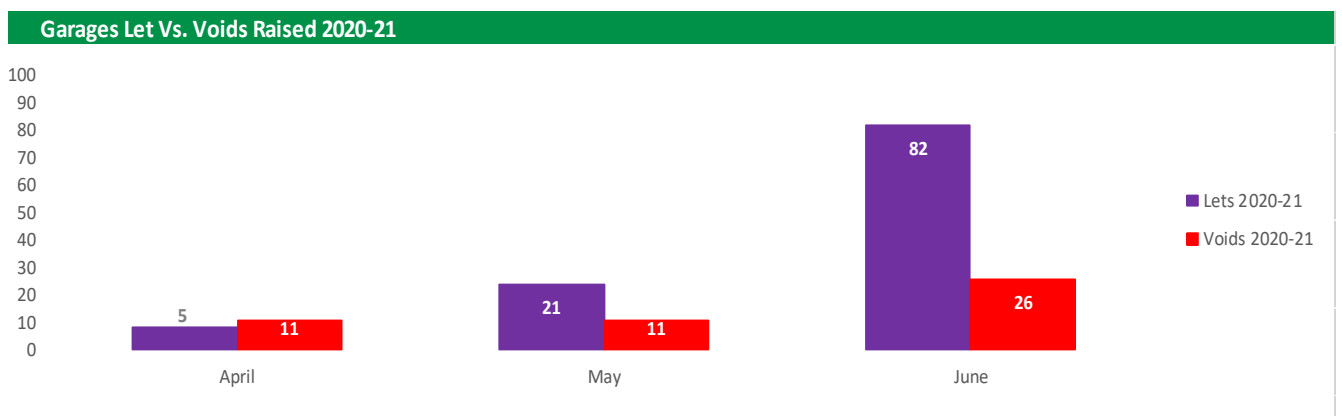
As part of the garage clearance phase, the reuse and recycling initiatives we have in place include:

- Working with book recycling organisations to recycle over 2500 books
- Recycled 4.18 tonnes of scrap metal and generated over £290 to go towards the Mayor's Fund
- Recycled over 200 white goods and electrical items, and 23 mattresses and 40 tyres.
- Working with the Local Area Co-Ordinators and Headstart Housing to identify families and individuals in need, we have donated 31 items of furniture and household equipment to date.
- Working with recycling companies to recycle over 2000 records, CDs, DVDs, video and cassette tapes.

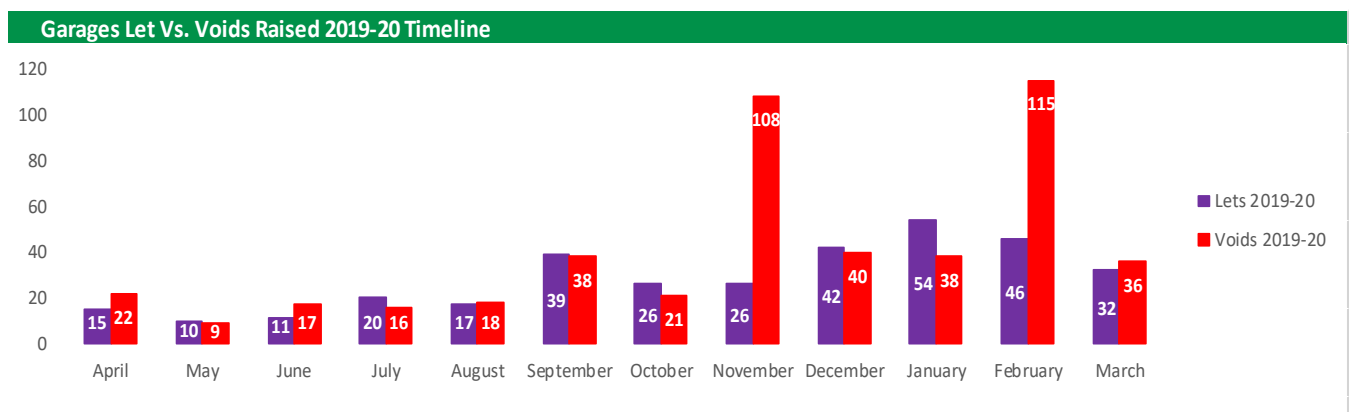
- Working with local charities and textile recycling services to recycle over 60 large bags of textiles.
- Distributed 8 large crates of unused stationery to various Housing teams
- Recycled 44 large bags of personal documents left by residents in the garages, this is approximately seven 660 litre euro bins of paper. All personal documents have been disposed of securely via the confidential waste disposal service. Approximately six 240 litre wheelie bins of other recyclable paper has been disposed of.

4. Performance

4.1 The table below shows there were 108 garages let and 48 garages made void in the first quarter of this year. This is a very good start to the year, particularly as there was a restriction of interactive duties, including lettings due to Covid-19 during this period.

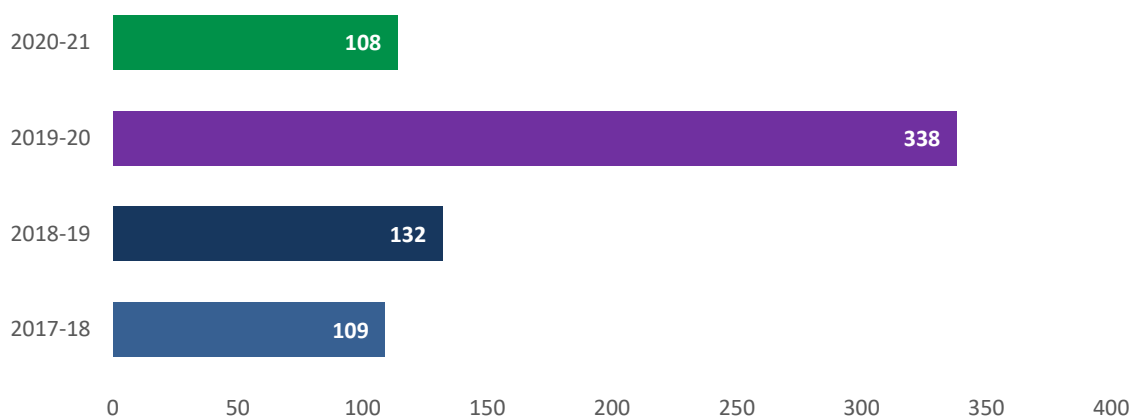


4.2 The table below shows there were 338 garages let and 478 garages made void in 2019-20. There is a discernible spike in the number of voids in November and February and this was due to a desk top exercise carried out during these months whereby a high number of let garages which had historically been used for Housing storage were returned to void status.



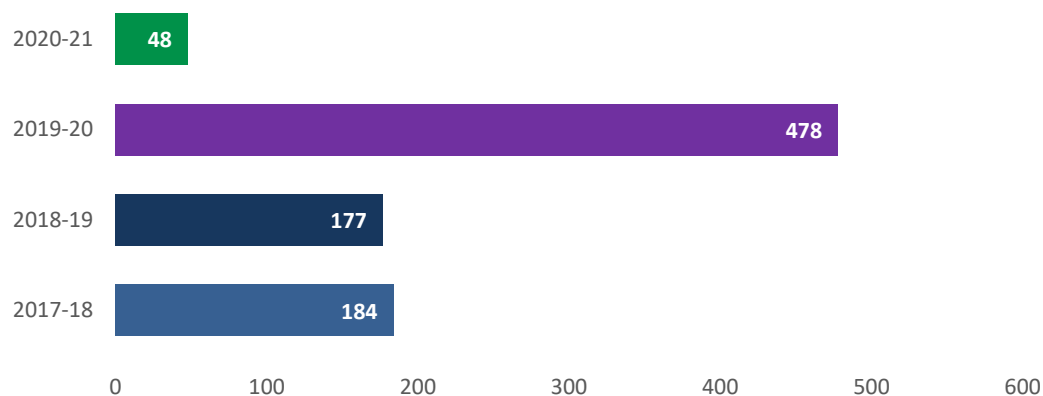
4.3 The table below shows that there has been a significant - nearly three-fold - increase in the number of garage lets in 2019-20, compared to the previous two years. Staff resources have continued to focus on lettings in the first quarter of this financial year in order to increase rent revenue.

Garages Let 2020-21 Vs. 2019-20, 2018-19 and 2017-18



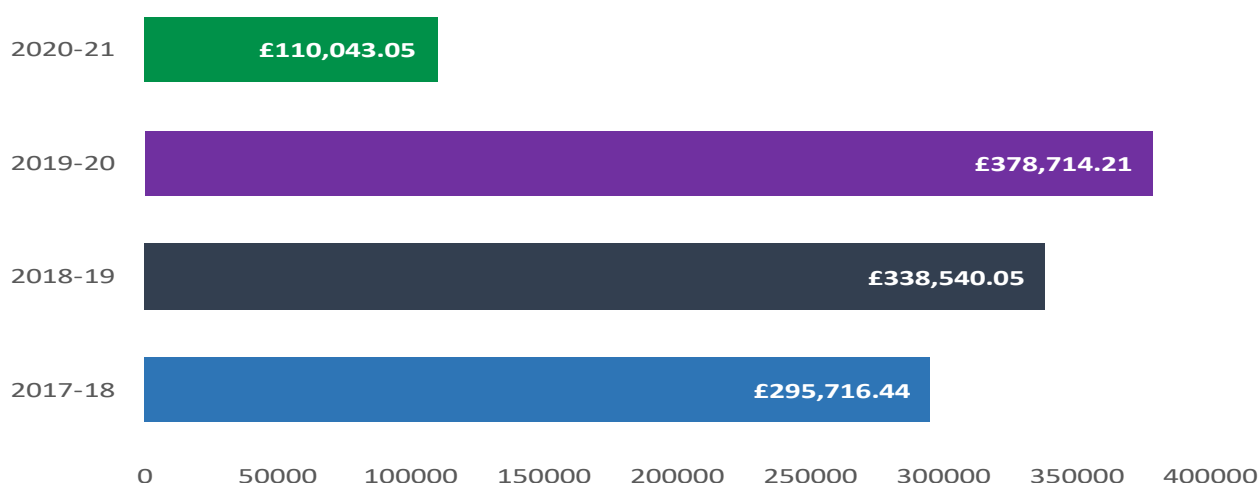
4.4 The table below shows the number of garage voids comparatively over the last three years and this year's first quarter. In particular it is important to note that there has been an increase in the number of garage voids in 2019-20, compared to the previous two years. This was expected due to the re-instatement to void of approximately 200 garages which had historically been used for storage by Housing. The long term benefit of clearing and returning these garage to void status is the potential for re-let. Over time these garages are being let and rental income will increase and the garage void loss will go down.

Garages Void 2019-20 Vs. 2018-19 and 2017-18



4.5 The financial void loss at the end of 2019-20 was higher than the previous year's figures and there are number of contributing factors that have influenced this performance. In particular, the increase in rent charge in April 2019 meant that rent loss did not go down despite a higher number of lettings carried out. The increased number of garages becoming void also contributed significantly, as did closer monitoring of rent accounts, and subsequent action taken to terminate garages with high arrears where necessary.

Garages Void Loss 2020-21 Vs. 2019-20, 2018-19 and 2017-18



5. Reasons for Recommendation and Considerations

- 5.1 This report has sought to provide an overview of the service improvements, challenges and actions to date, but also an indication of our continued commitment to improving Garage Services for residents.
- 5.2 There are a number of opportunities open to the authority in regards to the future approach to garages and the sites that they are located on, for commercial and income growth and to establish high functioning systems and processes to meet future demand.
- 5.3 It is acknowledged that historically providing efficient and effective garage services has been a challenge for the Housing Service, however, significant strides have been made over the last 18 months, and particularly over the last 6 months, despite the challenges of Covic-19. A dedicated team of a Garage Services Manager and a temporary Garage Officer has resulted in a significant increase in the number of lettings, high turnover of garages through repairs and clearance in order for them to be re-let and a clear direction of service development for major works, redevelopment and regeneration being established. This will lead to an increase in rental income, reduction of the number of voids and better processing of garage applications.

6. Consultation (including Overview and Scrutiny, if applicable)

- 6.1 This report is an update of garage services in Thurrock, including the current position and planned actions. No consultation was required or undertaken at this time. However, the Council will consult with residents in line with particular actions from the Garage Action Plan including where garages are proposed for redevelopment.

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

7.1 The implications of the recommendations in this report may require a review of local policies and procedures.

8. Implications

8.1 Financial

Implications verified by: **Hannah Katakwe**
Housing Accountant, Finance & IT

The Council has an ongoing repairs budget of £0.075m, and an additional 2020/21 of Capital funding of £0.212m has been identified with the HRA reserves. This will support the delivery of the project outcomes, and is included within the overall HRA business plans.

8.2 Legal

Implications verified by: **Tim Hallam**
Deputy Head of Law and Deputy Monitoring Officer

Since this is an update report there are no direct legal implications arising specifically from this report. By virtue of Section 8 of the Housing Act 1985, in order to deliver its strategic housing role, the Council, as the local housing authority, is empowered to undertake a periodic review of its housing needs, identify housing priorities to reflect trends and dynamics, and the views of local people and stakeholders. In doing this it is imperative that where necessary, the Council should undertake consultation with residents in line with the requirement of the Garage Action Plan, especially where the garages are to be subject to redevelopment.

8.3 Diversity and Equality

Implications verified by: **Roxanne Scanlon**
Community Engagement and Project Monitoring Officer

Whilst there are no direct implications at present arising from this report Community Equality Impact Assessments will be carried out in future against proposals where required.

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

There are no other implications arising from this report.

9. Background papers used in preparing the report

None

10. Appendices to the report

None

Report Author:

Carol Hinvest
Assistant Director of Housing
Housing

**Housing Overview and Scrutiny Committee
Work Programme 2020/21**

Dates of Meetings: 16 June 2020, 9 September 2020, 17 November 2020, 19 January 2021 and 16 March 2021

Topic	Lead Officer	Requested by Officer/Member
16 June 2020		
Housing KPI Performance (2019/2020)	Roger Harris/Carol Hinvest	Officers
Tenant & Leaseholder Satisfaction Monitoring	Chris Seman	Officers
Housing Development Programme Update	David Moore	Members
Housing Development Consultation Process	Keith Andrews	Officers
Housing Social Value Framework	Susan Cardozo	Members
Housing Service COVID-19 Response	Ryan Farmer	Officers
Work Programme	Democratic Services	Standing item
9 September 2020		
Housing Development Programme Update	David Moore	Members
Housing Service COVID-19 Response - Update	Ryan Farmer	Officer
Garage Project Update	Carol Hinvest	Members
Work Programme	Democratic Services	Standing item

17 November 2020

Tenant & Leasehold Satisfaction Survey Results and Action Plan	Chris Seman	Officers
Rent Setting Process	Roger Harris	Officers
Housing Development Update	David Moore	Officers
Fees and Charges	Kelly McMillan	Officers
Work Programme	Democratic Services	Standing item

19 January 2021

HRA Business Plan	Roger Harris	Officers
Private Sector Stock Condition Survey	Carol Hinvest	Officers
Housing Development Update	David Moore	Members
Work Programme	Democratic Services	Standing item

16 March 2021

Housing Development Update	David Moore	Officers
Homelessness Prevention & Rough Sleeping Strategy - Action Plan	Ryan Farmer	Members
Housing Strategy Update	Carol Hinvest	Members
Work Programme	Democratic Services	Standing item