

Rural and Communities Overview and Scrutiny Committee



SOUTH
KESTEVEN
DISTRICT
COUNCIL



Thursday, 28 April 2022 at 2.00 pm
Council Chamber - South Kesteven House,
St. Peter's Hill, Grantham. NG31 6PZ

Committee Members: Councillor Ray Wooten (Chairman)
Councillor Sarah Trotter (Vice-Chairman)

Councillor Mrs Rosemary Kaberry-Brown, Councillor Philip Knowles, Councillor Hilary Westropp, Councillor Amanda Wheeler and Councillor Ben Green

Agenda

This meeting can be watched as a live stream, or at a later date, via the [SKDC YouTube Channel](#)

1. Comments from Members of the Public

To receive comments or views from members of the public at the Committee's discretion.

2. Apologies for absence

3. Disclosure of Interest

Members are asked to disclose any interest in matters for consideration at the meeting.

4. Action Notes from the meeting held on 17 February 2022

(Pages 3 - 10)

5. Updates from the previous meeting

(Page 11)

To receive updates on actions agreed at the previous meeting.

6. Crime Disorder - Neighbourhood Policing and Anti-social Behaviour

(Pages 13 - 18)

The Committee to receive a presentation.

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Karen Bradford, Chief Executive

www.southkesteven.gov.uk

- 7. Regulatory compliance** (Pages 19 - 31)
- The report updates the Committee on actions to ensure regulatory compliance of the Council's social housing landlord function following the non-compliance notice issued by the Regulator of Social Housing.
- 8. Tenant Grounds Maintenance consultation, including Assisted Garden Scheme** (Pages 33 - 37)
- The report provides clarity to the Committee on the grounds maintenance specification to be delivered to Housing Revenue Account communal areas, and to provide an update on the number of tenants utilising the Assisted Garden Scheme.
- 9. Update on Voids** (Pages 39 - 47)
- The report updates the Rural and Communities Overview and Scrutiny Committee on the year end position 2021/22 in relation to void performance, providing an update into the continuous improvement being made, following the adoption of our Void Policy and to also advise of our 2022/23 performance targets.
- 10. Queen's Jubilee** Report to follow
- 11. Community Awards Grant 2021/22** (Pages 49 - 62)
- To provide Members with feedback from the working group on 2021 SK Community Award and to share information on the lessons learned and plans for the SK Community Awards 2022.
- 12. SK Community Fund** (Pages 63 - 66)
- To consider proposed changes to determine access to the SK Community Fund: Small Grants Scheme and provide a recommendation to Cabinet on a revised eligibility criteria.
- 13. Work Programme 2021 – 2022** (Pages 67 - 71)
- To receive the Work Programme for 2021 – 2022
- 14. Any other business which the Chairman, by reason of special circumstances, decides is urgent**

Minutes

Rural and Communities Overview
and Scrutiny Committee

Thursday, 17 February 2022

Council Chamber, South Kesteven
House, St. Peter's Hill, Grantham.
NG31 6PZ



SOUTH
KESTEVEN
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Committee Members present

Councillor Ray Wootten (Chairman)
Councillor Sarah Trotter (Vice-Chairman)

Councillor Philip Knowles
Councillor Hilary Westropp
Councillor Amanda Wheeler

Officers present

Andrew Cotton (Director for Housing and Property)
Craig Spence (Assistant Director for Housing and Property)
Anne-Marie Coulthard (Assistant Director for Operations and Public Protection)
Amy Pryde (Democratic Services Officer)

43. Comments from Members of the Public

There were none.

44. Apologies for absence

Apologies for absence were received from Councillor Rosemary Kaberry – Brown, Councillor Annie Mason and Councillor Robert Reid.

45. Disclosure of Interest

The Chairman and Vice-Chairman declared that they were Members of the Lincolnshire Police and Crime Panel, which would be discussed on item 9 of the agenda.

46. Action Notes from the meeting held on 8 December 2021

Members considered the Action notes of the meeting held on 8 December 2021. It was proposed, seconded and **AGREED** that the action notes were a true and accurate record.

47. Updates from the previous meeting

One Member elevated concern of questions raised in July 2021 that had not been answered, however, the questions were no longer relevant following a restructure of staffing in the Housing Department.

The Director for Housing and Property provided the Committee with an update on the action relating to waiting times of rehoming a homeless individual. The waiting time for the Council accepting full duty to a homeless individual or household, to the duty of being discharged once rehomed was 70 days on average.

48. Regulatory Compliance

The Director for Housing and Property presented the report and highlighted key points on the latest information of the Council's compliance:

- The Council had a positive working relationship with the regulator.
- The fifth update report had been provided to Rural and Communities Overview and Scrutiny Committee.
- A positive 'direction of travel' from the Council had been demonstrated.
- The all-Member briefing on compliance was to be rescheduled, due to the by-election.
- The full tenant consultation had been undergoing imminently.
- The Stock Condition Survey was still being 'rolled out' across the District.
- Regulator meetings were taking place monthly.
- Landlord Health and Safety compliance triggering the regulatory involvement.
- Strong performance in relation to asbestos, fire risk assessments, water hygiene, lift inspections, improvements on electrical testing and ongoing works on gas safety.
- Strategic compliance meetings with the Leader of the Council, Portfolio Holder and Chief Executive had been taking place to provide high levels of supervision of action plans.

ACTION: The Director of Housing to send a link to members on the questions being asked to residents by the regulator.

Further information was sought on the achievements, installation and costings of Propeller.

The Director of Housing confirmed that Propeller was software and used to collate compliance and health and safety data on a dashboard. The software could be used to run reports, global figures, certificates and queries around individual properties. The Council would be obliged to pay a license fee of £30,000 per year for the software. It was highlighted that registered social landlords (housing associations) used this software as a 'market leader'.

ACTION: For the Director of Housing to provide Committee Members with screenshots of the Propeller dashboard information.

A query was raised on the current installation of the software, whether it was fully or partly installed at the present time. A further query was raised on the timeframe of completion on installation of the software.

It was confirmed that the software was currently still being rolled out, with other aspects being added to the action of managing compliance requirements e.g. lifts, fire assets, asbestos module. The Director of Housing assured the Committee that good progress was being made, however, caution was being taken before communicating with the regulator. The Council aimed to be satisfied with demonstrating compliance across the board. It was reported that by the end of March 2022, a robust set of performance figures should be available to benchmark against the sector.

One Member raised a concern on the impact of staffing pressures within the Housing team and whether new staff were being recruited.

The Director for Housing reported that interim appointments had been made to cover key roles on the technical services sector of Housing. It was emphasised that figures report in the following months would be positive.

The Chairman queried the problem encountered with inspections of properties.

It was reported that access issues are still occurring due to nervousness around Covid-19 from residents to a blank refusal and failure to understand the rights of access of the Council. It was reported that the Council had access issues on 9 properties at Riverside and team had been continuing to work hard to secure access.

A query was raised on the timing a property would be left before gaining access and if a warrant would be appropriate.

The Director of Housing confirmed that the option for a warrant could be given in relation to gas certificates. The process is started 2 months prior to the expiration of certificates to provide notice for the resident. The next point of action would be appointments and engagements with the Housing Officer and then a warrant application may be submitted to court. A possession proceeding could also be carried out because of breach of tenancy.

It was reported that the tenants panel consisted of 5 tenants, which was a small percentage out of 6000 tenants. The Director of Housing encouraged tenants to engage and portray their views to the Council.

The Director of Housing reassured the Committee that comments made by tenants on social media are taken seriously as a form of feedback. The tenant experience was critical to shape the Council's services in the future.

The Chairman queried the timescale that a void property is left empty.

The Assistant Director of Housing emphasised that none of the Council's properties had been vacant for over a year. It was highlighted that several properties in one location had been vacant since July 2021 due to structural issues and engagement with contractors.

It was reported that at the beginning of November 2021, there were around 113 void properties and at present at this meeting, there were around 44 void properties. 24 properties were due to be handed back to the Council before the 7 March 2022. At the time of the meeting, the Council had received the keys back within the notice period from 4 properties, these would be used to utilize the housing stock more efficiently.

A concern was raised on the difficulties tenants experience on communicating with the housing team via telephone.

A suggestion was raised on the importance that housing cases are not shared between Officers to ensure no duplication or communications are lost.

AGREED:

To note the latest compliance position following the ongoing meetings with the Regulator of Social Housing.

To receive a further update report at the next scheduled Committee meeting.

49. Covid-19 Update

The Assistant Director for Operations and Public Protection provided the Committee with a Covid -19 Update on behalf of the Cabinet Member for People and Safer Communities.

The latest case rates for South Kesteven were:

- Case rates since the start of the pandemic were at 36,595.
- Current case rates for South Kesteven were 615 per hundred thousand people.
- Case rates on average in England were 594 per hundred thousand people.

The statistics had shown that the figures of infections had fallen slightly, however there was still a high prevalence of virus across the whole country.

The Chairman noted that South Kesteven District had a high rate of infection in comparison to other districts.

It was reported that infection rates had been related to school-aged children and South Kesteven had a high proportion of school-aged children compared to neighbouring districts.

A query was raised on the number of infected people being hospitalised.

50. Council House New Builds

The Assistant Director for Housing and Property presented the report which outlined the current position regarding the Council House new build programme and work undertaken over the previous years. The current works over the past three years included:

- Completion of two sites, completed in May 2020.
- Current works were taking place at Bourne (Meadow Close), Stamford (Trinity Road) and Grantham (Riverside Walk) which would be completed in the coming months.
- Plans to deliver schemes to Stamford (Elizabeth Road), which was seeking planning permissions.

It was noted that the Climate Action Working Group had analysed issues around planning regulations and what the Council could do. It was highlighted that the costs to the Council of retrofitting when the requirements are enforced, would be far higher than the current costs to the Council.

It was reported that future Planning Policy around Electric Vehicle charging points required new build homes to have the infrastructure for a charging point to be fitted.

A concern was raised over the high demand of the electricity grid and the risks of it collapsing.

A query was raised on the comparison of figures on expected targets of the Council compared to what the Council had achieved.

The Assistant Director for Housing and Property reported that historically, the regime had been over-ambitious regarding target setting. The Assistant Director for Housing emphasised his confidence in targets for 2022/23 being met.

The Chairman raised a query on the past aspirations of low-cost housing 'pods' to reduce the waiting list for new homes.

It was reported that the Council's aspiration was not for people on the waiting list to live in a 'pod', it was for them to live in a house. The aspiration to build as many Council house new build's was emphasised. An opportunity was raised to build module housing to meet housing needs of residents.

Another query was raised regarding the availability of land to build social housing.

The Director for Housing and Property confirmed that the Council had a good number and variety of sites available. Further opportunities and work with developers could also assist on the supply of sites.

One Member raised concern over the number of bungalows being provided for the elderly community.

It was reported that a review was being undertaken for the allocation policy and would be brought back to the Committee once known. It was highlighted that sites being built at present contained several bungalows with lifetime homes principles meaning further adaptation would not be necessary in the future. A proposed site for the next financial year had been confirmed as sheltered housing for elderly residents.

A concern was raised on mixed accommodation.

It was confirmed that the proposed development would be for elderly residents only and would be review within the allocation policy review.

A query was raised on the allocation of bungalows in Bourne.

It was reported that the bungalows had not yet been allocated and the allocation process would start shortly.

Suggestions were put forward on the alternative options available to build at a lower cost: prefabs, container homes, log cabins and annexes.

The Director for Housing and Property confirmed that costs per units were a good measure. It was noted that value for money was important and this would further be discussed with the Committee.

AGREED:

For the Committee to note and provide comments on the current programme, future programme, and recent delivery information.

It was proposed, seconded, and **AGREED** for the Committee to reinforce the Council's declaration of a Climate Emergency and commits to the section 1.6 to 1.9 set out in the report on the paragraph relating to future aspirations.

51. Verbal Update on Lincolnshire Police and Crime Panel

The Vice-Chairman provided the Committee with an overview update regarding the Lincolnshire Police and Crime Panel meetings, which are held four times a year:

- The purpose of the report at the meeting on 22nd February was to provide the Police and Crime Panel with the first update in relation to the delivery of the police and crime plan 2021-25.
- The report updated each of the key principles within the plan, the key principles are:
 - Community safety and prevention in partnership
 - Listening, responding, and becoming accountable
 - Protection and supporting victims and the vulnerable
 - How policing works

It was reported that works were being undertaken around community safety and prevention in partnership which is being analysed through reducing offending groups of safe partnership.

The Vice-Chairman highlighted that most members of the Lincolnshire Police and Crime Panel had policing or local government experience.

It was noted that a fast-track scheme for detectives would become available due to a shortage in that job role.

The Vice-Chairman referred the Committee to the website for further information: www.lincolnshirepcc.gov.uk.

It was reported that Lincolnshire was the lowest funded force in England.

ACTION:

For the Chairman to send Lincolnshire Police and Crime Panel Agenda to Committee Members electronically.

One Member raised a concern over community policing and neighbourhood watch. It was requested that the matter be discussed at the next Lincolnshire Police and Crime Panel meeting on the future plans of neighbourhood watch.

The Vice-Chairman confirmed that the declining number of PCSO's had been discussed at the previous Lincolnshire Police and Crime Panel meeting.

It was highlighted that the Head of Community Policing would be attending the next Committee meeting where direct questions could be asked.

ACTION:

For the Vice – Chairman to query the progress of South Kesteven relating to the Neighbourhood watch scheme.

A concern was raised over a resident's comfortableness of contacting the police when necessary.

It was confirmed that Crime Stoppers is confidential and that the service could be used if a resident felt uncomfortable contacting the police.

52. Work Programme 2021 - 2022

The Chairman requested that the following item be added to the Work Programme:

- Review of the Housing Allocation Policy

53. Any other business which the Chairman, by reason of special circumstances, decides is urgent

The Chairman congratulated the Assistant Chief Executive on his service at South Kesteven District Council and wished him all the best for the future.

The Assistant Director for Operations and Public Protection confirmed that at the time of the meeting, 11 people had been hospitalised with Covid in Lincolnshire. The government website had not differentiated people who went into hospital with Covid or have gone to hospital for a different reason and caught Covid.

54. Close of meeting

The Chairman closed the meeting at 15:25.

Action Sheet

Rural & Communities Overview and Scrutiny Committee – Actions from meeting of 17 February 2022

Min no	Agenda item	Action	Assigned to	Comments/Status	Deadline
48	Regulatory Compliance	The Director of Housing to send a link to Members on the questions being asked to residents by the regulator	Director of Housing (Andrew Cotton)	Email sent by Democracy on 22 March 2022	COMPLETE
48	Regulatory Compliance	The Director of Housing to provide Committee Members with screenshots of the propeller dashboard information	Director of Housing (Andrew Cotton)	Email sent by Democracy on 11 April 2022	COMPLETE
51	Verbal Update on Lincolnshire Police and Crime Panel	For the Chairman to send Lincolnshire Police and Crime Panel Agenda to Committee Members electronically	Chairman (Councillor Ray Wootten)		Ongoing
51	Verbal Update on Lincolnshire Police and Crime Panel	For the Vice – Chairman to query the progress of South Kesteven relating to the Neighbourhood watch scheme.	Vice – Chairman (Councillor Sarah Trotter)		Ongoing
52	Work Programme 2021-22	The Chairman requested that the following item be added to the Work Programme: <ul style="list-style-type: none"> Review of the Housing Allocation Policy 	Democratic Services	Added to Work programme	COMPLETE

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Neighbourhoods and CCTV

Presentation for Rural and Communities Overview and Scrutiny Committee.

Yvonne Swinton, Community Safety Lead



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Neighbourhoods, Public Protection

Responsibilities

- anti-social behaviour (ASB) including vehicle ASB
- noise complaints including noisy animals
- neighbour disputes
- untidy gardens/land
- pests
- abandoned vehicle
- flytipping and other waste offences
- graffiti
- littering and dog fouling
- parking enforcement within Council owned car parks.

The Team

1 x Senior Neighbourhoods Officer – Investigate serious ASB and Environmental Crime offences, Safeguarding Lead

3 x Neighbourhoods Officers – Investigate ASB and environmental crime

1 x Neighbourhoods Assistant – Assists with high volume, low complexity complaints and car park enforcement.

1 x Enforcement Officer – Car park enforcement and littering/dog patrols.

1 x Technical Support Officer – Supports administration requirements within Neighbourhoods and CCTV.



CCTV, Public Protection

Responsibilities

Our CCTV scheme provides coverage of retail, commercial, residential, recreational, car parks and open space areas located in the District of South Kesteven. The purpose of the scheme is to help provide a safe public environment for the benefit of those people who live, work, trade, visit, service and enjoy the facilities of the town centres.

The use of CCTV is heavily legislated ensuring that the scheme is fully compliant which allows for CCTV cameras to be installed and monitored in public areas whilst adhering to the Surveillance Commissioners twelve principles. The scheme has recently been accredited with the 5-year compliance certificate for the Biometrics and Surveillance Commissioners Code of Practice and adherence to BS 7958.

The Team

1 x Operational Supervisor – Day to day management of operational requirements

6 x Permanent CCTV Operators



Table of Responsibilities

(Please note, ASB is subjective, this list is not exhaustive)

Type of ASB	SKDC Responsibility	Police Responsibility
Abandoned Vehicles	X	
Alcohol License Breaches		X
Assaults		X
Barking Dogs	X	
Bonfires	X	
Burglary		X
Criminal Damage		X
Dangerous Dogs		X
Dog Fouling	X	
Dogs Off Leads/Escaping/Nuisance	X	
Drugs Use/Dealing		X
Flytipping/Waste Offences	X	
Graffiti	X	
Groups Causing Nuisance in Public Place	X	X
Harassment		X
Intimidation		X
Littering	X	
Neighbour Disputes	X	X
Noise	X	
PSPO – Alcohol		X
PSPO – Dogs	X	
SKDC Tenancy Issues	X	
Underage Drinking		X
Untidy Gardens/Land	X	
Vehicle Nuisance (Boyracers)	X	X
Vehicle Obstruction		X

Partnership Working

Tackling ASB – working with other agencies and using the range of tools available to deal with complaints of ASB including joint visits, unacceptable behaviour warning letters, closure orders, dispersal powers, PSPO and criminal behaviour orders.

Ecins – multi agency database allowing for the secure sharing of information.

Priority Setting – Quarterly meetings to discuss existing and future priorities.

Patrols – joint patrols take place where a particular problem has been identified or an area has been designated as a priority. Over the summer 2021 ASB patrols took place across the district. CCTV operators assisted in establishing where the issues were and directing officers to the locations and monitoring activity.

Operation Indal – a successful police led operation to tackle vehicle ASB within Grantham. Neighbourhoods Officers assisted with ASB offences and issuing littering fines. CCTV operators assisted with finding vehicles and monitoring activity.

Operation Malta - an operation to identify and tackle flytipping offenders. Neighbourhoods Officers are working with police to establish vehicle owner details of ongoing investigations. There are also plans for a day of action with the Lincolnshire Police Rural Crime Team to tackle illegal waste sites and bogus waste carriers.

PSPO Dog Patrols – a new PSPO was put in place within The Spinney, Market Deeping, preventing dogs from being allowed off the lead. Signage was erected and patrols carried out to educate the public and take enforcement action if necessary.

Safeguarding Joint Visits – Neighbourhoods Officers frequently attend properties where there are safeguarding concerns with representatives of the police, fire and rescue, GP's and mental health teams. These working relationships are particularly useful when the skills of many agencies are required to solve any identified issues.

CCTV Observations – The Operators within CCTV routinely assist Lincolnshire Police by monitoring ongoing incidents, identifying known criminals and assisting with arrests by providing direction of travel and witnessing offences taking place. More recently, Operators have assisted with arrests involving firearms, burglary, high value thefts and cannabis grows.



**Safer
Lincolnshire
Partnership**

Lincolnshire
COUNTY COUNCIL
Working for a better future



LINCOLNSHIRE
Environmental
Crime
Partnership



**DOMESTIC
ABUSE**
TOGETHER WE CAN STOP IT
IN
LINCOLNSHIRE

LSCP
Lincolnshire Safeguarding
Children Partnership



Lincolnshire
Safeguarding
Adults Board



**SOUTH
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**SOUTH
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DISTRICT
COUNCIL**



Rural and Communities Overview and Scrutiny Committee

28 April 2022

Report of: Councillor Robert Reid

Cabinet Member for Housing and
Property

Compliance update

This report seeks to update Committee on actions to ensure regulatory compliance of the Council's social housing landlord function following the non-compliance notice issued by the Regulator of Social Housing.

Report Author

Craig Spence (Assistant Director of Housing)



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Corporate Priority:	Decision type:	Wards:
Housing that meets the needs of all residents	Non-Key	All Wards

Reviewed by:	Andrew Cotton (Director of Housing and Property)	8 April 2022
Approved by:	Alan Robinson (Deputy Chief Executive)	11 April 2022
Signed off by:	Councillor Robert Reid (Cabinet Member for Housing and Property)	12 April 2022

Recommendation (s) to the decision maker (s)

1. That the Committee notes the latest compliance position following the ongoing meetings with the Regulator of Social Housing.
2. That the Committee receives a further update report at its next scheduled meeting.

1 The Background to the Report

- 1.1 The Committee will be aware the Chief Executive determined, in consultation with the Leader and Cabinet Member for Housing and Planning, to self-refer the Council to the Regulator of Social Housing. Since this referral Officers have been providing further data and details relating to the core issues of non-compliance for the Regulator to consider and review.
- 1.2 Monthly meetings have been taking place with the Regulator to cover issues of focus in terms of the regulatory framework, focussing on the Homes Standard; at the time of writing the report, the next scheduled meeting is on 08 May 2022. Any issues of importance raised will be verbally reported to this meeting. The discussions and requests for information have been provided as required, and this has allowed the Regulator to continue to work with Officers in a constructive and helpful way.
- 1.3 The Committee has now received six update reports since March 2021 that have confirmed the Regulatory Notice served on the Council and provided an outline of the work that officers would continue to complete to ensure we logically and methodically progressed through a programme of improvement.
- 1.4 The Committee determined that it would wish to receive update reports on progress at each of its meeting to ensure that Members had oversight of broad progress around the key areas of activity and could engage with Officers and scrutinise work where required. It identified the following core headings as a means of updating Members and would identify the following information to assist this process. In addition, at the meeting on 01 July 2021, Committee requested sight of the Improvement Plan; the latest version is appended to this report (Appendix 2).
- 1.5 **Updating Tenants and Members:** Following on from previous briefings, a further All Member Briefing was held on 16 March 2022, to ensure Members are fully informed on progress and continued challenges.
- 1.6 The full tenant consultation exercise – “The Big Listen” – has commenced and seeks tenant views on both the current experience of tenants in terms of the services the Council offers as a landlord, and what they would like to see prioritised in the Housing Revenue Account Business Plan, which will require a complete review in 2022/23. The questions are based on the Regulator of Social Housing’s proposed Tenant Satisfaction Measures. The survey started with an online questionnaire on 24 February 2022, with postal questionnaires being sent on 30 March 2022. At the time of writing this report, 12.84% of tenants have responded, in advance of the closing date of 22 April 2022. The full results of the survey will be appended to the next Compliance Update to Committee.
- 1.7 A key activity to support that Business Plan review is up-to-date information on the Council’s housing stock. As noted in the last report, the last full Stock Condition Survey was completed in 2009; good practice suggests comprehensive Stock Condition survey should be completed every 5 years, usually by undertaking a survey of 20% of the stock each year. It is concerning that several properties have not been surveyed due to a lack of access, although 70% of properties have been surveyed, including 94% of blocks. This is sufficient to allow the development of the HRA Business Plan in this financial year.
- 1.8 The new IT solution platform to provide ‘tenant feedback’ in real time (Rant and Rave) has now gone live; this initiative, along with the Big Listen, will form a critical contribution to meeting the new Charter for Social Housing Tenants White Paper requirements and

demonstrates to the Regulator the clear intent by the Council to embrace full tenant participation. A snapshot of performance is appended to this report (Appendix Three) for Committee's information and comment.

- 1.9 **Audit Review Process:** as Committee will be aware, the original Audit report was completed and submitted to this Committee and then subsequently submitted to Governance and Audit Committee which was held on the 18 March 2021. The Audit Workplan for 2021 included a further detailed audit for housing services during the summer of 2021, which has concluded, and the report was submitted to Audit and Governance and shared with this Committee (appended to the last report). It is anticipated we will seek the assurance of an external audit in the early Summer to continue our evidence-base of the journey to full compliance.
- 1.10 **Regular Meeting with the Regulator:** Monthly meetings between the Chief Executive, Director of Housing and Property Services, and the Regulator's Officers take place as scheduled; the last meeting at time of writing was on 08 April 2022. These meetings cover specific core areas of compliance progress (attached as Appendix 1 to this report), the Improvement Plan (attached as Appendix 2), and other updates as required. The Regulator continues to express satisfaction at the progress made. Committee will note that performance over February and March 2022 has been subject to fluctuation, with several areas moving into an "amber" or "red" status. Although at first glance alarming, the Regulator has accepted the reasons behind this, which shows progress in improving the quality of our data (especially in relation to the baseline figures held within our IT systems). The resetting of baseline figures has triggered a number of further inspections becoming due, which has impacted on the overall total of compliant elements.
- 1.11 Committee will note reference in Appendix 1 to management actions that have followed this review of data, and a number of these actions have now been completed, or firm target dates set. More details, with revised figures as an in-month snapshot, are given below:
- 1.11.1 Asbestos – performance has been impacted with the inclusion of 38 blocks previously presumed not to contain asbestos, all new surveys are booked for these blocks with a completion date of the end of June 2022. All asbestos reinspections should be complete by the end of April with revised processes in place to ensure reinspections are triggered in advance of the expiry of the previous inspection, to ensure continued 100% compliance in terms of asbestos inspections.
- 1.11.2 Electrical testing – this shows the position in relation to properties (both dwellings and communal areas) with an up-to-date electrical certificate, with the current position being 82.26% of dwellings with a current satisfactory certificate, with a further 2% of surveys booked, and 5% of properties requiring non-urgent remedial work before a satisfactory certificate can be issued (any urgent remedial works are being undertaken as part of the testing). Committee will be concerned to note the 644 where access has not been successful; the housing management team are now leading on ensuring access to these properties with legal action being taken where appropriate, with the first notices being served in April 2022.
- 1.11.3 Fire Risk Assessments – again, a resetting of the baseline figure together with resurveys not being completed in time has meant this indicator has moved to amber. Committee can be assured that the four non-compliant FRAs have been completed, and corrective actions

are being programmed and completed. It is consistent with the Council's Fire Safety Management Plan.

- 1.11.4 Gas – as at the end of March. 99.50% of properties have an up-to-date gas certificate. Of the 23 properties without, all have appropriate actions up to date, including warrants served in early April to force access. These actions have meant that by the time of issue of this report, the Council has 9 properties without a current certificate, and all actions are up to date to achieve compliance.
- 1.11.5 Legionella – baseline figures have been revised, and several surveys have gone out of date for reinspection. Reflecting the actions that have been completed post-revision of the figures, of the 18 non-compliant blocks, ten have been resurveyed with the remaining eight due to be completed by the end of April 2022.
- 1.11.6 Lift inspections – access to the lift motor room has been arranged and this inspection is complete; all properties are currently compliant.
- 1.12 The Regulator has also been updated regarding the work being undertaken that has resulted in the resetting of the Council's performance, including data validation and system reconciliation; improved internal processes; and more rigorous contract management. The Regulator has confirmed satisfaction with the progress and the planned objectives officers have outlined. Similarly, work has been reported to the Regulator in relation to the management of the Council's Sheltered Housing Schemes and, again, the Regulator has expressed satisfaction.
- 1.13 **Leadership Compliance Meetings:** Chaired by Cabinet Member for Housing and Planning and attended by the Leader of the Council, the Chief Executive, the Director of Housing and Property, and the Assistant Director of Housing, these meetings have been a continued feature of the more detailed compliance review process being undertaken. Members of this group ensure specific responses to the changing compliance review process and manage tenant and the communication responses to actions associated with key service and regulatory responses such as agreeing the scope and nature of key issues to be covered by the Skyline magazine publication.
- 1.14 **Regular Reports to Committees and Cabinet:** the necessary reporting to appropriate committees will continue. Members are invited to comment on this report content and confirm their views and observations relating to the detail contained within this report.

2 Consultation and Feedback Process, Including Overview and Scrutiny

- 2.1 The necessary consultation with the tenants and Members of the Council has been undertaken through timely reporting, dispatch of letters to advise tenants of progress, and the last Skyline publication, dedicated customer telephone enquiry line, and an updated web site detailing compliance issues and signposting services. This process will continue as required and the engagement with tenants particularly will be amended to reflect changing needs and requirements.

3 Available Options Considered

These will be further determined through work with the Regulator, the adjusted Improvement Plan, and consideration of key outputs by Members, Leadership Compliance meetings, and All Member briefing sessions as arranged.

4 Preferred Option

To proceed in conjunction with the support and guidance of the Regulator, and to ensure audit and regulatory requirements are fully met by way of timely actions, reporting, and agreed improvement plan activity and regular reports to this committee, Audit and Governance Committee and Cabinet as required. Additional contact and reporting has been introduced for the Regulator and if necessary the HSE, and again this will continue as necessary.

5 Reasons for the Recommendation (s)

- 5.1 To secure as determined by the Regulator a return to full compliance in respect of housing services, including the identification of appropriate resources, funds, and service improvements in a timely manner.

6 Next Steps – Communication and Implementation of the Decision

- 6.1 To continue to build upon the Improvement Plan process, seek to secure a deliverable work plan with the Regulator, and provide timely and necessary information for Members such as this update report, so that robust decision making, and customer improvements can take place and be implemented as required.

7 Financial Implications

- 7.1 The financial considerations arising from the compliance requirements have been substantially incorporated in the HRA budgets for 2022/23. However the HRA financial outlook remains challenging against a backdrop of rising demands, material price increases and managing customer expectations. The re-setting of the respective responsibilities between landlord and tenant will become a key part of the review to enable a sustainable financial outlook to be developed. The report refers to the stock condition survey which is imminent, the findings of this review may require a re-prioritisation of the capital programme in order to respond to any emerging issues.

Financial Implications reviewed by: Richard Wyles, Chief Finance Officer

8 Legal and Governance Implications

- 8.1 The updates to Committee allow members to track progress against key risk areas, which is to be welcomed from a governance perspective. The legal implications for non-compliance are incorporated within the risk ratings.

Legal Implications reviewed by: Alan Robinson, Monitoring Officer

9 Equality and Safeguarding Implications

- 9.1 All the necessary safeguarding and equality issues will be identified and complied with as the necessary compliance and improvement activities take place. Each equality and safeguarding impact are carefully considered when actioning a compliance or regulatory change. This is especially so when managing such matters for vulnerable households and particularly those occupying specialist accommodation such as designated sheltered accommodation.

10 Risk and Mitigation

- 10.1 The necessary risk issues, logs, and mitigations will be identified through the necessary work plans, and any work outputs agreed with the Regulator. Clearly dealing with significant compliance matters requires a comprehensive approach to risk management, particularly in respect of assessing priorities and critical actions. The necessary and

agreed risk assessment process will be discussed and agreed with the Regulator at the appropriate time to ensure outcomes are as far as possible managed and objectives achieved.

11 Community Safety Implications

11.1 These will be identified as part of the compliance mitigation and implementation plans.

12 How will the recommendations support South Kesteven District Council's declaration of a climate emergency?

12.1 Any capital improvement plans especially in the context of dealing with essential gas, electrical and other works will aim to maximise energy efficiency measures, and reductions in carbon emissions.

13 Other Implications (where significant)

13.1 None currently.

14 Background Papers

14.1 Previous reports, and correspondence with Regulator.

14.2 Reports to Governance and Audit Committee and Rural Overview and Scrutiny Committee.

15 Appendices

15.1 Appendix 1 – Summary Paper relating to core compliance areas.

15.2 Appendix 2 – Improvement Plan March 2022.




15.3 Appendix 3 – Rant and Rave Tenant Satisfaction snapshot April 2022.

South Kesteven District Council - High Level Compliance Information Summary for the Regulator of Social Housing

	Mar-21	18/02/2022			31/03/2022				Comments	
	Baseline number required (properties/blocks)	Baseline number	Compliant	Non Compliant	% Compliant	Baseline number	Compliant	Non Compliant		% Compliant
Legionella	444	38	28	10	73.68%	46	28	18	60.87%	Baseline figures have been adjusted to include an additional 8 properties which may contain shared water services. These have been added as part of an in depth review of asset data. Of the 18 non compliant, 10 properties have been visited and we are waiting for the paperwork, and the remaining 8 inspections have been ordered with the contractor, date of inspection TBC.
Gas	4666	4663	4635	28	99.40%	4645	4622	23	99.50%	Baseline figures adjusted to remove RTB. Twenty warrants to be served and entry made on 1/4, 4/4 and 5/4. The three overdue are booked for the further Court date for 11/4/22.
Electrical	6526	6245	5003	1242	80.11%	6216	5113	1103	82.26%	Baseline figure has been adjusted to remove RTB properties and will be further audited during April. Of the 1103 properties outstanding, we have 127 booked in for completion and 332 booked in for remedial works. The other 644 properties with failed access have had two letters sent and have been referred to Housing Management to support with access, with legal action to follow where appropriate from May 2022.
Asbestos (re-in-	257	222	193	29	86.94%	260	98	162	37.69%	We have undertaken a thorough data audit of all blocks on our system. We have included blocks where there is presumed asbestos to ensure that this is double checked. The reinspections will be complete by 10th June 2022 and we have ordered new asbestos surveys for an additional 38 properties, date of inspection TBC.

Fire Risk Asses	173	148	148	0	100.00%	148	144	4	97.30%	Baseline figure audited. We have identified a small block of two flats as part of our audit which did not have an FRA, and identified a corporate property which has been removed, resulting in the baseline number being unchanged. The newly added block is booked in for w/c 4/4/22. There are 3 risk assessment reviews outstanding. These are for community centres, which were due 31/3/22 and were not accessed, date of reinspection TBC.
Lift inspections	13	13	13	0	100.00%	13	12	1	92.31%	Zurich were not able to access the lift motor room and the appointment is to be rebooked.

V13- 31/3/22

-  Full Compliance
-  Systems in place to reach full compliance and good progress is being made
-  Not all systems or data in place or available and no specific timeline for completion of tasks confirmed with non-compliance continuing

Housing Improvement Action Plan

v4 March 2022

Action number	Issue	Detail	How identified	Action to address	Target	Budget	Lead Officer	RAG	Direction of travel	Progress update			
										Dec-21	Jan-22	Feb-22	Mar-22
HIAP1	Current IHMS inadequate	Northgate implementation paused Summer 2021 to review, plan, costs, scope, and await senior management recruitment and re assess resource needs to manage a future implementation. Report to CMT 24.11.21 to agree project implementation and procurement method	Self assessment Nov 20 and ongoing	Procurement and project implementation	Framework procurement December 2021, evaluation January 2021, with system go-live April 2023.	Budget approved in H	ADH		+	Specification complete, out to tender	Various clarification questions responded to, evaluation of returns due last week in January. Tenders received for evaluation to be completed w/c 24th January.	Evaluation and moderation completed, planning stakeholder demonstration sessions with successful bidder.	Cabinet approved the contract award on 29th March. 95% of staff agreed that the system was a positive step with the remainder unsure. Project manager interviews 06.04.22.
HIAP2	Allocations based on offers, not CBL	Consultation on CBL carried out during the first 3 weeks of September – surveys sent out & workshops undertaken. Discussion paper to Communities Overview and Scrutiny Committee meeting early 2022. Members briefing discussion in January.	Self assessment Nov 20 and ongoing	Complete Choice Based Lettings and Allocation review process and achieve introduction of revised policy and CBL solution including training.	April 2022 Policy; Launch October 2022	Costs TBC	ADH		=	Draft Allocations Policy circulated internally for review	Draft policy still in progress, procurement options under consideration would appear that direct award may be easiest route.	No change.	Public Consultation concludes April 15th 2022.
HIAP3	Lack of performance management framework allowing real-time, automated information	Complete review of core housing KPI and customer standards for Housing service. This to include key issues such as void times, jobs out of time, compliance etc.	Self assessment Nov 20 and ongoing	Service blueprints provide key Pis, agreed by management team. Strong link to IHMS project	April 2023 full roll-out	Existing resources	DHP		=	Service blueprints complete	No further actions completed.	No further actions completed.	No further actions completed.
HIAP4	Grounds maintenance contract review.	Uncertainty around VFM and contract management anecdotally poor	Self assessment Nov 20 and ongoing	Clear roles for contract management as part of Estate Management function		Budget agreed and included in 21/22 budget significant uplift approved for better spec.	HofHS		=	Service blueprints complete	Being taken forward inline with the agreed Service Blueprints - ongoing.	An ongoing piece of work, consultation with tenants to form part of the Big Listen survey.	Awaiting consultation responses with other work going on from a corporate point of view to support.
HIAP5	Lack of strategy and policy framework	Complete review of key documents and identify work plan and timelines. Revised Tenant engagement Strategy planned.	Self assessment Nov 20 and ongoing	Complete review of key documents and identify work plan and timelines based on risk. Aids and Adaptations Policy, Right to Buy Policy, Compensation Policy and Rechargeable Repairs Policy in first tranche.	Complete first tranche July 2022	Existing resources	ADH		+	Void Policy and Re-let Standard at Cabinet 13.01.22	Policy framework reviewed by senior team. Policy workplan agreed and in progress.	No change delivery of plan ongoing.	No change delivery of plan ongoing.
HIAP6	Review Asset Management Plan and HRA Business Plan.	This is a document that can only be drafted once the outcome of the stock condition survey is determined.	Self assessment Nov 20 and ongoing	Stock Condition Survey underway. Asset Management Strategy to be developed as survey data is analysed. The Target date for completion of this work is end of March 2022	Jul-22	Existing resources	DHP (supported AD Finance)		=	Stock condition survey ongoing; Big Listen survey will give tenant views and is planned this financial year	Evaluation of Big Listen procurement in progress w/c 24/01/22. Stock Condition survey position 46% completion, 69% of blocks and 43% of dwellings.	Awaiting data from Stock Condition and Big Listen Survey.	No change.
HIAP7	The Council does not have an Empty Homes Strategy		Self assessment Nov 20 and ongoing	Draft complete	Apr-22	Existing resources	DHP		+	Supported by Rural and Communities Overview and Scrutiny Committee in October 2021.	On Forward Plan for 29 March 2022.	No change.	Strategy approved by Cabinet - complete.
HIAP8	Engagement with Tenants to inform and seek views on service standards	Lack of real time feedback	Self assessment Nov 20 and ongoing	Rant and Rave procured	Apr-22	Budget approved	HoTS		+	Technical and capacity issues preventing full roll out until January 2022	Further technical work progressing.	Work continues to enable completion and roll out.	Our transactional satisfaction monitoring system 'Rant & Rave' has been launched with initial feedback to be shared with RSH this month. We shall utilise learning from responses to inform future direction.

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/914576/Home_Standard_2015.pdf

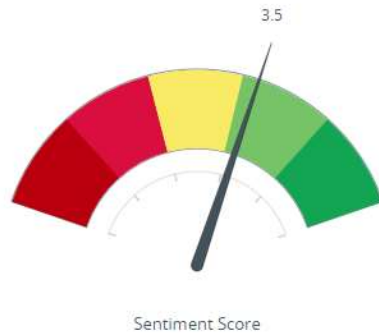
Regulatory Reference	Summary	Action number	Issue	Detail	How identified	Action to address	Target	Budget	Lead Officer	RAG	Direction of travel	Progress update			
												Dec-21	Jan-22	Feb-22	Mar-22
1.1a	<i>ensure that tenants' homes meet the standard set out in section five of the Government's Decent Homes Guidance and continue to maintain their homes to at least this standard</i>	HS1	Lack of Void Policy and Relet Standard	Holding relet standard issued Jan 21.	Self Assessment Nov 20	Adopt Policy and Relet Standard	Jan-22	Existing budget adequate	ADH		+	Consultation Rural and Communities OSC complete Dec 21; on Cabinet agenda 13.01.22	Policy and standard adopted at cabinet Jan 2022.	No change.	Complete.
		HS2	Lack of stock condition information	Last full Stock Condition Survey completed 2009. Sample Stock Condition surveys by internal surveyors been undertaken annually, but not consistent around detail and numbers.	Self Assessment Nov 20	Commission full stock condition survey in 2021/22	Mar-22	£780k Budget approved by Full Council in December 2020.	HofTS		=	Access has improved to just below 40%. The access procedure has been reviewed and we have publicised the issue of no access in our tenant newsletter. We now have 7 surveyors working on the contract to ensure that the project will complete on time.	Access rates increasing to 52%. We now have nine surveyors working on the contract. We have revised our tenant letter to provide a greater level of urgency to enable access. We have a procedural meeting to iron out a few inconsistencies and we have a contract meeting later this week to keep pushing for positive progress, the lifting of COVID restrictions will further enhance completions and access.	Access rates improving, we now receive weekly no access lists which are then actioned by our Tenancy team. We have agreed for additional surveyors to be brought in to enhance completion rates on a sole condition survey basis removing the EPC element this should guarantee 80% completion of stock.	No change
		HS3	Revised capital improvements programme for 21/22 and future financial years. This to include potential new priorities such as fencing programme, windows/door entry systems, FRA's and electrical certificates.	Heavily dependent on Action 1	Self Assessment Nov 20	Revised capital programmes based on previous years and emerging issues.	Jul-22	Budget setting 2022/23	ADH		=	Further one year holding capital programme for 21/22 in development as part of budget setting. Additional capital bids for Compliance works and Fire Compliance have been submitted to ensure that we can continue progressing in these areas.	No change.	No change.	No change
		HIAP6	Review Asset Management Plan and HRA Business Plan.	This is a document that can only be drafted once the outcome of the stock condition survey is determined.	Self assessment Nov 20 and ongoing	Stock Condition Survey underway. Asset Management Strategy to be developed as survey data is analysed. The Target date for completion of this work is end of March 2022	Jul-22	Existing resources	DHP (supported AD Finance)		=	Stock condition survey ongoing; Big Listen survey will give tenant views and is planned this financial year.	Big Listen tender evaluation w/c 24th Jan.	Big listen contract procured with survey being finalised, aim is for 25% return rate. We shall be utilising all 12 TP questions as advised by RSH. Final questions to be shared as an appendix at February's meeting.	Big Listen oline survey complete and postal survey now issued. Reports due early May.
1.1c	<i>in agreeing a local offer, ensure that it is set at a level not less than these standards</i>	HS4	No local offer	Not a requirement; low priority pending relaunch of tenant engagement function and result of "Big Listen" survey	Self Assessment Dec 21						=	Pending	Will be revisited after results have concluded from the Big Listen Survey.	No change.	No change.
1.2a	<i>provide a cost-effective repairs and maintenance service to homes and communal areas that responds to the needs of, and offers choices to, tenants, and has the objective of completing repairs and improvements right first time</i>	HS5	Anecdotal evidence of poor service, lack of pre and post inspection, lack of benchmarking, limited stock condition information.	Service blueprint and restructure to clarify roles and resources, strong link to IHMS procurement and process reviews; confusing number of contractual terms for trades team	Self assessment Nov 20 and ongoing	Restructure; identify and improve processes on a risk basis; IHMS procurement; training and performance management	Jul-22		DHP		+	Service blueprint complete, consultation diarised; external HR support to rationalise T&Cs of trades team; temporary resource for inspections from January 2022	Trade contracts to be rationalised and meeting held with Trades Union. Informal work on restructures continues	Contract rationalisation going well with continued Trades union support and input.	New JDs and recruitment to Tech Services Management team progressing. Trades and unions meetings booked during April with a view to finalise new Trades Contracts by May.

Regulatory Reference	Summary	Action number	Issue	Detail	How identified	Action to address	Target	Budget	Lead Officer	RAG	Direction of travel	Dec-21	Jan-22	Feb-22	Mar-22
1.2b	<i>meet all applicable statutory requirements that provide for the health and safety of the occupants in their homes.</i>	HS6	No effective IT solution for monitoring and managing compliance requirements	Fire, gas and electrical priority	Self Assessment Nov 20	Propeller System procured and launched 2021.	Apr-22	Budget approved. Costs £76k 20/21 financial year then £39k per year.	HofTS		=	System installation completed for Fire, Gas & EICR's. The priority remains the management of fire actions. We have now included a specific module to track fire assets e.g. fire extinguishers and fire doors, to enable specific monitoring and servicing. We have been working with Propeller to develop the functionality of the data.	Module to record passenger lift compliance nearly complete. Asbestos Module to monitor compliance progressed, to be completed in the next weeks. Fire Asset Tag module complete.	Continuing to embed system in day to day operations.	No change.
		HS7	Sheltered housing compliance and operational review required.	Separate Action Plan	Self assessment June 21		Apr-22				+	Separate Action Plan	Separate Action Plan	Separate Action Plan	Separate Action Plan.
		HS8	Wide issues of non-compliance identified by Internal Audit report	Delivery of key Audit recommendations	Audit report November 2020 and October 2021	Close monitoring of KPIs; reporting to Scrutiny Committees	Apr-22	Existing resources	DHP		=	Latest Audit presented to December's Rural & Communities Overview and Scrutiny Committee and was presented to Governance and Audit Committee on 20.10.21.	No change.	No change.	No change.
2.1.1	<i>shall ensure their tenants are aware of the reasons for any period of non-compliance, their plan to achieve compliance and then report on progress delivering this plan.</i>	HS9	Provide information and reassurance for tenants regarding regulatory notice and improvements	Information and updates provided on service of notice	Self Assessment Nov 20	Ongoing	Ongoing	Existing resources	DHP		=	Skyline December 2021 - full annual report, water hygiene and access for repairs, and article on engagement with RSH.	No change.	No change.	No change, Summer edition in progress of being planned.
2.2.1	<i>ensure a prudent, planned approach to repairs and maintenance of homes and communal areas. This should demonstrate an appropriate balance of planned and responsive repairs, and value for money. The approach should include: responsive and cyclical repairs, planned and capital work, work on empty properties, and adaptations.</i>	HS10	Anecdotal evidence of poor service, lack of pre and post inspection, lack of benchmarking, limited stock condition information.	Service blueprint and restructure to clarify roles and resources, strong link to IHMS procurement and process reviews	Self assessment Nov 20 and ongoing	Restructure; identify and improve processes on a risk basis; IHMS procurement; training and performance management	Jul-22	Existing resources	DHP		=	Service blueprint complete, consultation diarised.	Informal restructure work continues.	No change.	New JDs and recruitment to Tech Services Management team progressing. Trades and unions meetings booked during April with a view to finalise new Trades Contracts by May.
2.2.2	<i>co-operate with relevant organisations to provide an adaptations service that meets tenants' needs</i>	HS11	Engagement with OT service haphazard, general approach is to complete adaptations regardless of practicality	No clear policy on Aids and Adaptations	Self assessment December 2021	Adopt Aids and Adaptation Policy	Apr-22	Existing resources	HofHS		+	First draft circulated internally for review	Policy in draft for this with established timeline for implementation. There is a meeting to consult with Occupational Health 25/01/22.	Consultation has been undertaken with OTs no comment for change was happy with policy. Due to go out for 2 week consultation on website w/c 21st Feb. EIA complete.	Policy going to Rural O&S in June 2022.

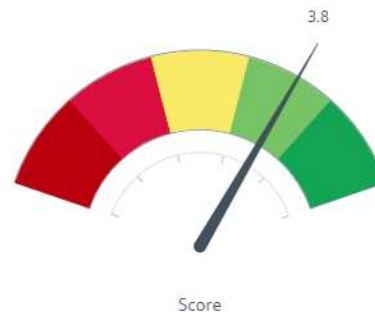
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Technician arrived early and completed repair within 30 mins

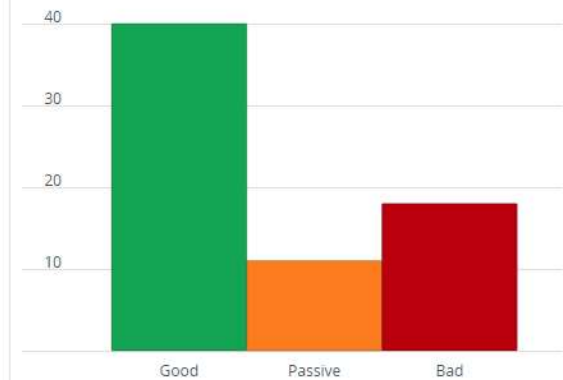
Sentiment



Score



Sentiment Breakdown



At a glance

73 items
277 topics
162 insights

most talked about **Repairs roles**
most positive **Speed**
most negative **Repairs roles**

	Workflow	Score	Comment
	Email_ASB	3	Because neighbours still making problems. Kids not allowed to play on the street but play...
	Email_Post_Work	3	The job in bathroom still needs to be cometed
	Email_Post_Work	5	They were a efficient and early to do the job
	Email_Post_Work	5	From phone call to repair excellent service
	SMS_Post_Work	5	He was polite ask me were I wonted them and got on with the job thanks
	Email_ASB	3	Anything to do with you is just a joke. Either rude work men or they spend 90% of the tim...
✉	SMS_Post_Work	5	Had 2 jobs done , men were polite and proficient
	Email_Post_Work	5	Very efficient. Very friendly person
	Email_Post_Work	5	He did a good job very polite and pleasant young man
	SMS_Post_Work	5	Technician arrived early and completed repair within 30 mins
	Email_Post_Work	5	Very polite and helpful
	Email_Post_Work	5	theemployee wwas very friendly anddid a good job also explained how i should use

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**SOUTH
KESTEVEN
DISTRICT
COUNCIL**

Rural and Communities Overview and Scrutiny Committee

28 April 2022

Report of: Councillor Robert Reid

Cabinet Member for Housing and
Property



HRA Grounds Maintenance and Assisted Garden Scheme report

This report seeks to provide clarity to Committee on the grounds maintenance specification to be delivered to Housing Revenue Account communal areas, and to provide an update on the number of tenants utilising the Assisted Garden Scheme

Report Author

Jodie Archer (Head of Housing Services)



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Corporate Priority:	Decision type:	Wards:
Housing that meets the needs of all residents	Non-Key	All Wards

Reviewed by:	Craig Spence (Assistant Director of Housing)	12 April 2022
Approved by:	Andrew Cotton (Director of Housing and Property)	12 April 2022
Signed off by:	Councillor Robert Reid (Cabinet Member for Housing and Property)	19 April 2022

Recommendation (s) to the decision maker (s)

1. Notes the specification to be delivered to HRA Communal Areas and total cost
2. Notes the numbers utilising the Assisted Garden Scheme

1 The Background to the Report

1.1 **Introduction:** The current Grounds Maintenance Service is provided via Environment SK (ESK), South Kesteven District Council (SKDC) is the sole shareholder. The Service Level Agreement sets out the main purpose to maintain spaces as part of a contract directly and solely linked to the HRA communal land. The costs of this service are then applied back to the tenant as part of a service charge, these are reviewed annually as part of the rent setting process there is a need for full transparency as to why and how we apply the charge moving forward.

1.2 **HRA Grounds Maintenance Specification:** The specification for HRA Communal Areas is detailed within the table below in 1.3. The table details the grass cutting frequency, area, cost, and the same for hedge cutting and shrub bed maintenance.

1.3 HRA Grounds Maintenance table of cost

Activity	2022/23 Specification	Total Cost (per year)
Sheltered communal gardens	7 cut and leave & 7 cut and collect	£54,864
Grass cutting		
Open spaces	196,472m ² – 14 cuts	£49,880
Rural open spaced	10,285m ² – 14 cuts	£7,998
Shrub bed maintenance	5,757m ² – 1 cut	£14,868
Hedge cutting (including large bushes)		
1 side & top up 2m	1762 m ²	£4,579
2 sides & top up to 2m	1220 m ²	£4,551
1 side & top over 2m up to 3m	1115 m ²	£4,159
2 sides & top over 2m up to 3m	52 m ²	£340
1 side & top over 3m	257 m ²	£1,678
2 sides & top over 3m	24 m ²	£502
Weed spraying and removal	86,786m ² – 1 treatment	£10,036
Moss removal	700m ² per hour	£425
		Total Cost = £153,700

1.4 **Assisted Garden Scheme:** The Assisted Garden Scheme enables tenants to access a service to maintain their gardens in line with their tenancy agreement. The costs to the tenant are outlined in the table below in 1.6.

1.5 The current pricing model is a flat rate per garden regardless of time or size. The only differences being whether it is grass cutting, grass and hedge cutting or hedge cutting only. It is felt that in the future we shall evolve this approach and pricing structure through

consultation with our tenants. Appendix 1 – Assisted Garden Locations, provides details of locations currently receiving this service.

1.6 Assisted Garden Scheme table of cost as of the 1st of February 2022

Activity	Proposal	Total cost (per year)
Assisted gardens 466 properties		
Grass only 109 properties	14 cuts per year	£44,616.97 £409.33 per property per year £7.87 per week
Grass and hedge cutting 247 properties	14 grass cuts and 1 hedge cut per year	£121,074.46 £490.18 per property per year £9.42 per week
Hedge cutting only 110 properties	1 cut per year	£8,896.60 £80.86 per property per year £1.55 per week

2 Consultation and Feedback Received, Including Overview and Scrutiny

2.1 Consultation with tenants and leaseholders is currently underway as a part of our Big Listen Survey. Within the survey the below questions are being asked.

2.1.1 Q1: Do you have communal areas that are maintained via the Council?

2.1.2 Q2: How satisfied are you with the service you receive as part of the maintenance of the communal areas? This question shall be responded on a five-point response scale from unsatisfactory to very satisfied. We shall also include a free text box to capture bespoke comments in relation to this question.

2.1.3 The results of the Big Listen Survey shall be reported back to a future Rural Overview and Scrutiny Committee.

3 Reasons for the Recommendation (s)

3.1 To professionalise the services that tenants receive ensuring that there is full transparency around delivery, cost and specification of service.

3.2 To support tenants with wider options as to how they can maintain their gardens to ensure that they do not breach their tenancy agreement.

4 Next Steps – Communication and Implementation of the Decision

4.1 The Big Listen survey is due to be completed between April and June 2022 with full analysis and understanding of the responses provided. A full report shall be forthcoming to a future Rural Overview and Scrutiny Committee.

5 Financial Implications

5.1 There are no financial implications associated with this report.

Financial Implications reviewed by: Alison Hall-Wright, Assistant Director of Finance

6 Legal and Governance Implications

6.1 There are no legal implications associated with this report.

Legal Implications reviewed by: Mandy Braithwaite, Legal Executive

7 Equality and Safeguarding Implications

7.1 All the necessary safeguarding and equality issues will be identified and complied with as necessary. This is especially so when managing such matters for vulnerable households and particularly those occupying specialist accommodation such as designated sheltered accommodation.

8 Risk and Mitigation

8.1 Tenants who are on benefits shall not be affected by the grounds maintenance service charges as the charges levied are Housing Benefit eligible.

8.2 Tenants who cannot afford the charges, may have options available to them, such as downsizing to a smaller property or moving to a sheltered housing scheme. Alternatively, we can assist, or refer on for assistance, in applying for attendance allowance to cover these costs

9 Community Safety Implications

9.1 Good grounds maintenance shall enhance the local amenity empowering tenant's and residents to feel better about their neighbourhood in turn reducing environmental crimes such as fly tipping.

10 How will the recommendations support South Kesteven District Council's declaration of a climate emergency?

10.1 Neutral no carbon impact.

11 Other Implications (where significant)

11.1 None currently.

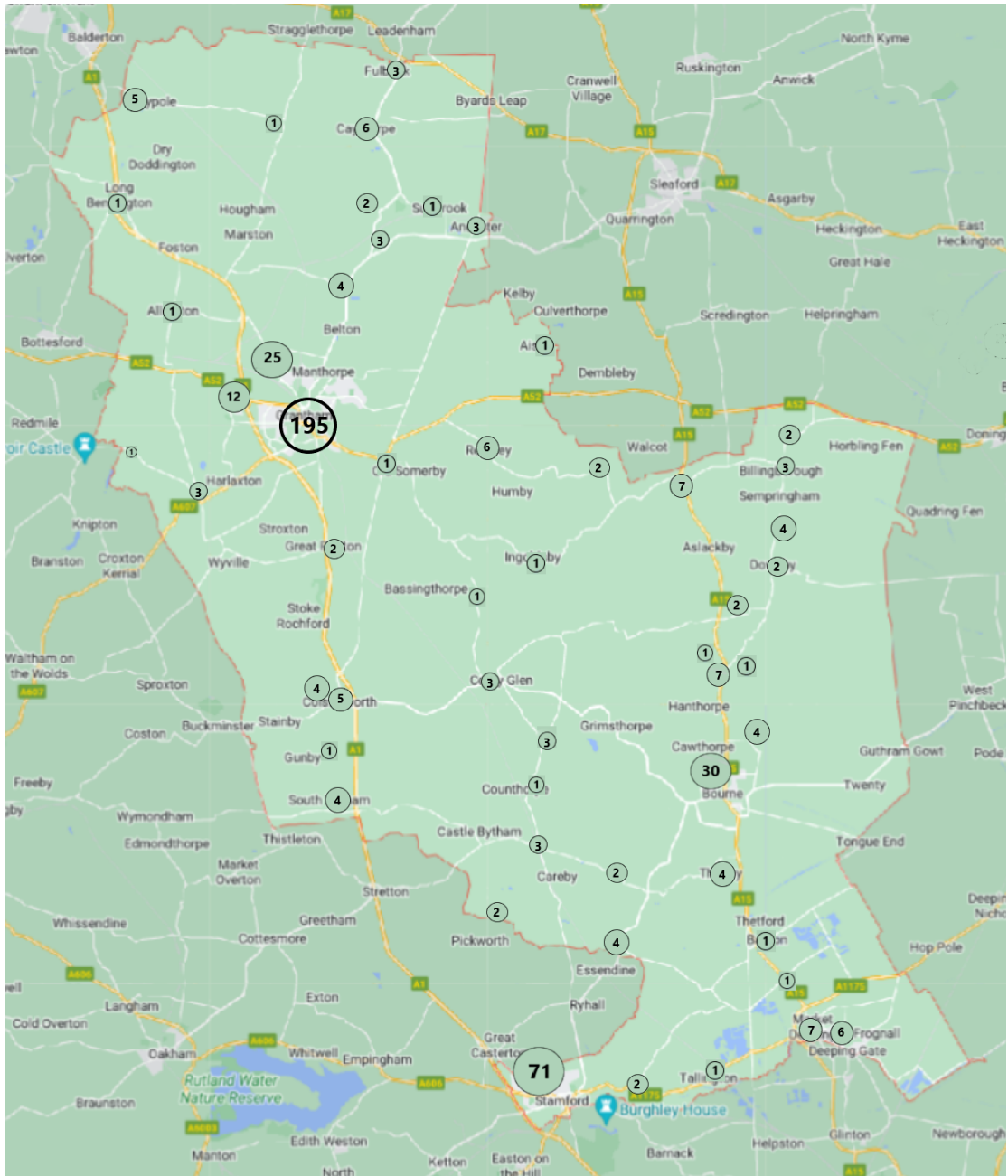
12 Background Papers

12.1 None.

13 Appendices

13.1 Appendix 1 – Assisted Garden Locations

Report Timeline:	Date of Publication on Forward Plan (if required)	N/A
	Previously Considered by:	N/A
	Final Decision date:	N/A



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**SOUTH
KESTEVEN
DISTRICT
COUNCIL**



Rural and Communities Overview and Scrutiny Committee

28 April 2022

Report of: Councillor Robert Reid

Cabinet Member for Housing and
Property

Voids Update

This report seeks to update Rural and Communities Overview and Scrutiny Committee on the year end position 2021/22 in relation to void performance, providing an update into the continuous improvement being made, following the adoption of our Void Policy and to also advise of our 2022/23 performance targets.

Report Author

Craig Spence (Assistant Director of Housing)



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Corporate Priority:	Decision type:	Wards:
Housing that meets the needs of all residents	Non-Key	All Wards

Reviewed by:	Andrew Cotton (Director of Housing and Property)	12 April 2022
Approved by:	Alan Robinson (Deputy Chief Executive)	12 April 2022
Signed off by:	Councillor Robert Reid (Cabinet Member for Housing and Property)	19 April 2022

Recommendation (s) to the decision maker (s)

1. Notes the year end void turnaround performance of 83.46 days
2. Notes the 2022/23 void turnaround performance target of 60 days for 2022/23

1 The Background to the Report

1.1 A key measure of the effectiveness of any landlord is the way in which it manages how tenancies end and properties are re-let; these vacant properties are known as voids. The Council manages approximately 6,000 rented homes of which at present around 5% become vacant each year.

1.2 In January of 2022 the new Void Policy and Re-let standard were adopted by Cabinet. This has provided a greater level of consistency and focus on Void property management.

1.3 Since November 2021 we have implemented a focused void meeting structure consisting of:

- A weekly operational void meeting chaired by the Assistant Director, Head of Technical Services or Head of Housing. This meeting provides a forum for all teams across the directorate to input, providing clarity of progress on every current void property as well as ensuring those properties on notice due back to us are also discussed.
- A monthly void meeting chaired by the Director of Housing and Property or the Assistant Director of Housing. This meeting provides focus on performance and process, all key stakeholders from across the service are present.

1.4 **Performance 2021/22:** Turnaround times and void rent loss remain a priority for the directorate. The below table shows our performance for this year and last.

	2020/21	2021/22
Average void times (calendar days)	Major works: 162.48 Minor works: 64.06	83.46 days
Void rent loss	£174k	£344k
Number of properties re-let	377	327

1.5 The table shows that we have made some significant progress in relation to reducing our turnaround times. The average void times above must be treated with caution due to limitations in data quality held in the housing management IT system (to be addressed through the upgrade of the system planned for 2022/23) and lack of real-time validation of the figures input. We have some challenges around historic data and how our previous performance figures were compiled. Increased void rent loss reflects the properties held without re-letting to be used for the decant programmes for the planned Earlesfield Estate project.

1.6 We now have a live dashboard of void performance with example screenshots shown in Appendix 1 – Void performance dashboard. This dashboard is refreshed weekly and enables us to have current data at our fingertips. Utilising this data to inform operational decisions and reacting to any trends.

1.7 Utilising this report we have the ability to map the locations of our voids and report down to ward level the number of properties turned around in the financial year. This helps us to easily show the number of void properties per ward for example.

1.8 **Performance Improvement:**

1.9 Improved management: a new monthly meeting has been initiated, chaired by the Director of Housing and Property. The meeting agrees process and procedural changes, monitors all aspects of void performance, and drives continuous improvement.

1.10 Better cross-team working: a new weekly meeting has been introduced, with representatives from Repairs, Housing Options, and Tenancy Services. This meeting is chaired by the Assistant Director and attended by the Head of Technical Services and Head of Housing Services. Each week, every current and pending void property is discussed with actions and timescales agreed. It identifies process improvements and blockages in delivery and takes ownership of delivery of the Void Policy.

1.11 Improved processes and reporting: the void process has been mapped end-to-end across the different functions and process changes will be agreed through the two operational meetings referred to above, Appendix 2 – Void Process April 2022. In addition, the void reports run from the housing management IT system have been amended to better fit the requirements of the meetings.

1.12 **Performance Target 2022/23:** It is clear that a reduction in void days is required, utilising knowledge from Housemark which is the leading data and insight company for the UK housing sector. Our current void time is 83.46 days which places us in the 3rd of 4 performance groups. In line with our corporate aspirations, we would like to set a stretch target of achieving a void turnaround time of **60 days** in the period 2022/23. If achieved this would place us in the top quartile for performance utilising 2021/22 data.

2 Consultation and Feedback Received, Including Overview and Scrutiny

2.1 Our void performance is one of our Corporate Performance measures and is also reported to our tenants through our Annual Report within the Skyline publication.

3 Available Options Considered

3.1 These will be further determined through work and feedback from the weekly and monthly meetings.

4 Preferred Option

4.1 To proceed with the ongoing pro-active management of voids embedding the 'Continuous Improvement' values this approach brings.

5 Reasons for the Recommendation (s)

5.1 We are making good progress on our improvement journey with void management which has resulted in positive performance improvements combined with harnessing a One Team Approach across the Housing Directorate.

6 Next Steps – Communication and Implementation of the Decision

6.1 To continue to build upon the progress made and provide timely and necessary information for Members such as this update report, so that robust decision making, and customer improvements can take place and be implemented as required.

7 Financial Implications

- 7.1 There are no direct financial implications arising from this report however reductions in void times will improve rental income.

Financial Implications reviewed by: Alison Hall-Wright, Assistant Director of Finance

8 Legal and Governance Implications

- 8.1 The updates to Committee allow members to track progress against key areas, which is to be welcomed from a governance perspective.

Legal Implications reviewed by: Alan Robinson, Monitoring Officer

9 Equality and Safeguarding Implications

- 9.1 All the necessary safeguarding and equality issues will be identified and complied with as necessary. This is especially so when managing such matters for vulnerable households and particularly those occupying specialist accommodation such as designated sheltered accommodation.

10 Risk and Mitigation

- 10.1 The Council's risk will be reduced through the continued focus on void performance, especially in the context of safeguarding the resources of the Housing Revenue Account and maximising the income to it.

11 Community Safety Implications

- 11.1 There are no direct community safety implications, although reducing empty homes can assist with perceptions of anti-social behaviour.

12 How will the recommendations support South Kesteven District Council's declaration of a climate emergency?

- 12.1 Any capital improvement plans especially in the context of dealing with essential gas, electrical and other works will aim to maximise energy efficiency measures, and reductions in carbon emissions

13 Other Implications (where significant)

- 13.1 None

14 Background Papers

- 14.1 None

15 Appendices

- 15.1 Appendix 1 – Void Performance Dashboard
15.2 Appendix 2 – Void Process April 2022

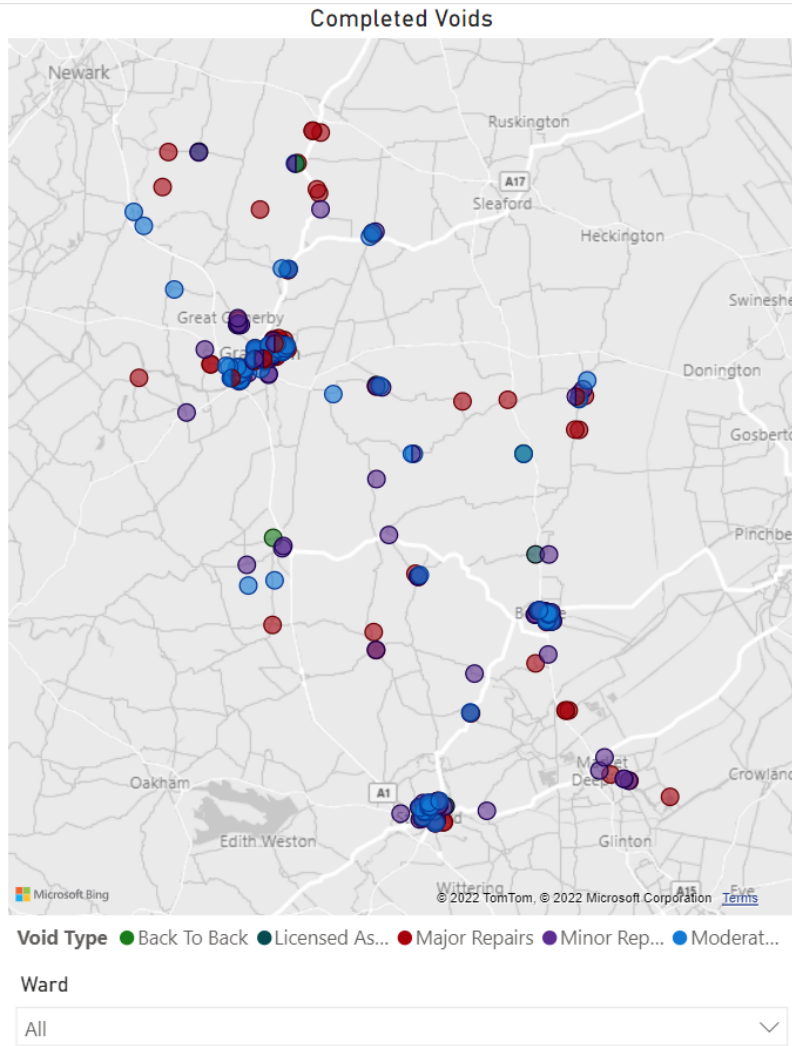
Report Timeline:	Date of Publication on Forward Plan (if required)	N/A
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	Previously Considered by: Rural and Communities Overview and Scrutiny Committee	7 January 2021
	Final Decision date	N/A

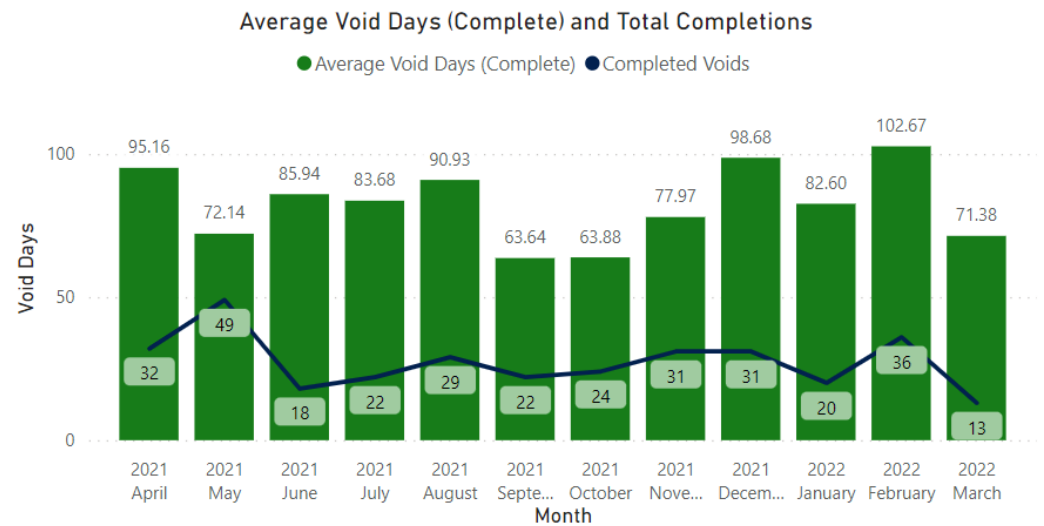
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Appendix 1 – Void Performance Dashboard

Completed Voids



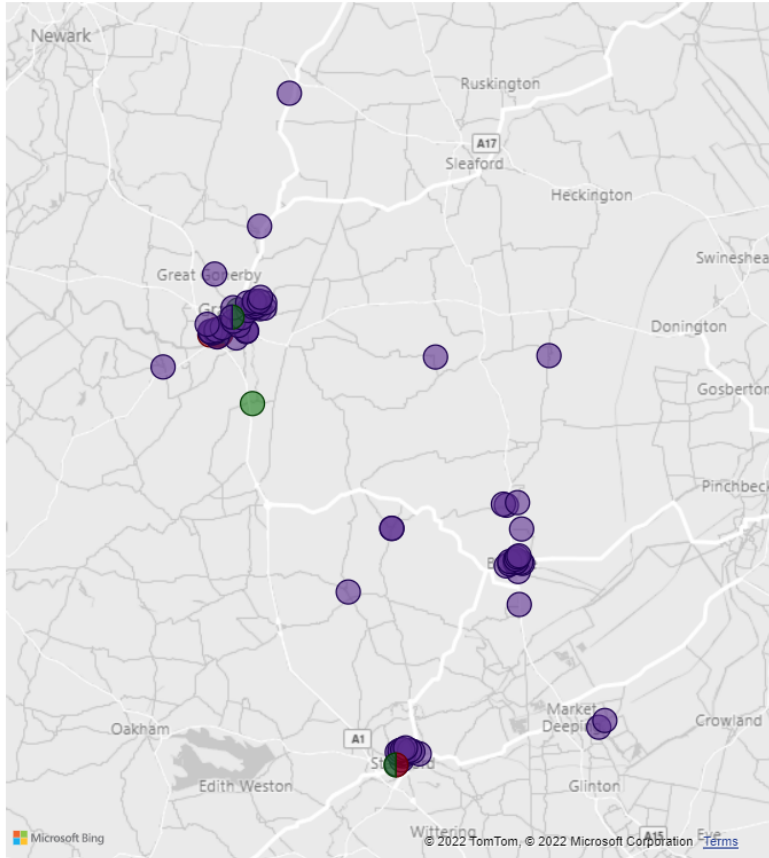
2021/2022	2022/2023	
327 Completed Voids	83.46 Average Void Days (Complete)	See Full List of Completed Voids
£323,035.18 Approx Rent Loss Total		
£80,066.73 Pre-21/22 Rent Loss Approx...	£242,968.45 21/22 Rent Loss Approx Total	(Blank) 22/23 Rent Loss Approx Total



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Current/Active Voids

Active Voids



Group ● Decant ● Homeless ● Main Stock

Ward

All

103

Active Voids

£126,413.93

Approx Total Active Rent Loss



See Full List of Voids

£13,251.64

Approx Pre-21/22 Rent Loss

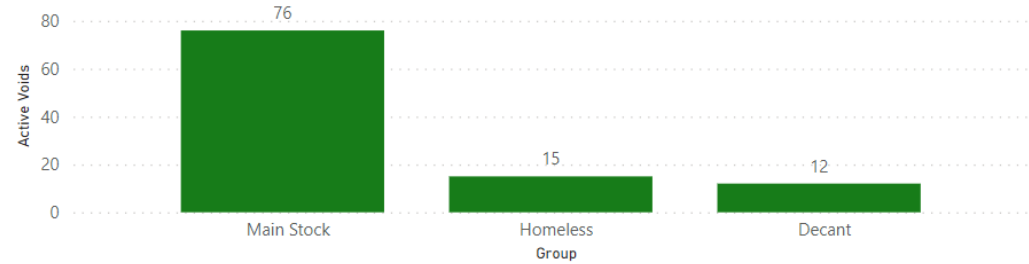
£101,519.17

Approx 2021/22 Rent Loss

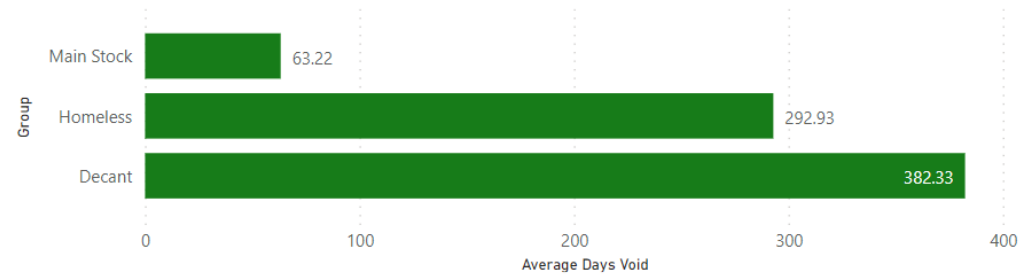
£11,643.12

Approx 2022/23 Rent Loss

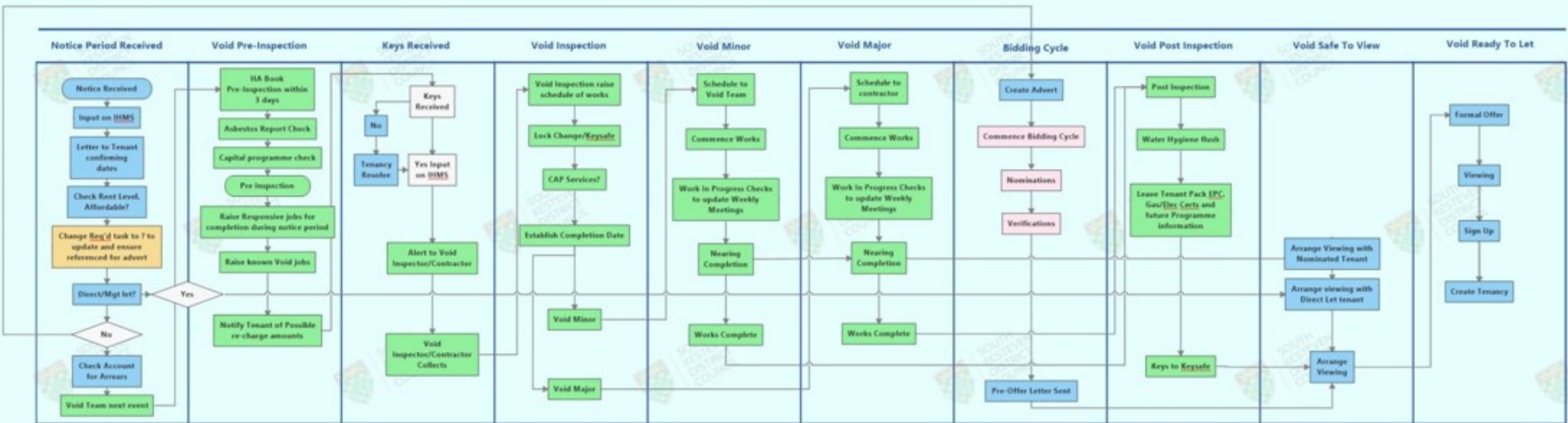
Active Voids by Group



Average Days Void by Group



SKDC Void Workflow



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SOUTH
KESTEVEN
DISTRICT
COUNCIL

Rural and Communities Overview and Scrutiny Committee

28 April 2022



SK Community Awards

To provide Members with feedback from the working group on 2021 SK Community Award and to share information on the lessons learned and plans for the SK Community Awards 2022.

Report Author

Carol Drury, Senior Community Development Officer



01476 406 161



c.drury@southkesteven.gov.uk

Approved by:

Nicola M^cCoy-Brown, Director of Growth and Culture

11 April 2022

Recommendation to the decision maker

The purpose of this report is to:

1. Present feedback from the working group on 2021 SK Community Awards and share information on the lessons learned
2. Allow Members to consider whether there are further actions required in relation to the plans for the SK Community Awards 2022 and accompanying celebratory event.
3. Enable Members to request routine progress updates for future Committee dates.

1 Background

- 1.1 The values of South Kesteven District Council determine behaviours, how services are delivered to residents and businesses, and how interactions are conducted. The Corporate Plan (2020 to 2023) details the seven areas for focus. The 'always learning' value means sharing knowledge, skills and expertise to enable the Council to go from strength to strength, and learn from everything we do.
- 1.2 Aligned to the 'always learning' core value, if documented and disseminated properly, lessons learned provide a powerful method of sharing ideas for improving processes, operations, quality and cost effectiveness. This report is intended to be a covering introduction to a presentation which will be shared with Members during 28 April 2022 Committee meeting.
- 1.3 The presentation shares feedback from a working group and includes information on what went well with the 2021 SK Community Awards; the lessons learned from that process and plans for the 2022 Awards and accompanying celebratory event.

2 Consultation and Feedback Received, Including Overview and Scrutiny

- 2.1 The presentation was compiled following a working group meeting which comprised members of Rural and Communities Overview and Scrutiny Committee, the Cabinet Member for People and Safer Communities and Officers involved in the planning and delivery of the SK Community Awards 2021.

3 Available Options Considered

- 3.1 The purpose of documenting and applying the lessons learned is to encourage improvement in best practices for future projects. The goal is to create a workforce that learns from missteps and repeats and improves its successes. It is for this reason that the 'do nothing' option was discounted.

4 Preferred Option

- 4.1 The preferred option provides Members with the opportunity to review the lessons learned, consider plans for the SK Community Awards 2022 and celebratory event, and request routine progress updates.

5 Reasons for the Recommendations

- 5.1 It is important that Members continually monitor Council activities, identify priorities and adapt so that South Kesteven thrives in the future.

6 Next steps - Communication and Implementation of the Decision

- 6.1 The 2022 Awards will be launched on 1st June. The nominations process will open to the public on this date and a media campaign, managed and delivered by the Communications Team, will start pre-launch and continue through to the Awards event in October 2022.

7 Financial Implications

- 7.1 All finance requirements relating to the 2022 SK Community Awards are included within the 2022/23 budget. A specific budget for the Community Awards has been established at £8k for the current financial year.

Financial Implications reviewed by: Richard Wyles, Chief Finance Officer

8 Legal and Governance Implications

8.1 There are no legal and governance implications arising from this report.

Legal Implications reviewed by: Graham Watts, Assistant Director of Governance and Deputy Monitoring Officer

9 Equality and Safeguarding Implications

9.1 Ensuring equality and inclusion are vital to the planning, process and delivery of the SK Community Awards 2022. There are no restrictions for either nominators or nominees in relation to the Awards process. Nomination information is accessible and will be provided in alternative formats on request. The venue hosting the celebratory event is fully accessible and is fitted with an induction loop.

9.2 From a safeguarding perspective it is acknowledged that two categories relate specifically to children and young people. Vulnerable individuals of any age can be nominated for an Award and all interaction and subsequent publicity, including the taking and publicising of photographs, will follow the Authority's safeguarding procedures. No image will be used without the explicit permission of the subject or, in the case of a child or young person, the consent of their parent or carer.

10 Risk and Mitigation

10.1 It is helpful to review lessons learned from previous similar initiatives before starting new activity to prevent the same mistakes being repeated. Actively seeking feedback improves quality decision making and provide Members with confidence in delivery.

11 Community Safety Implications

11.1 Not applicable

12 How will the recommendations support South Kesteven District Council's declaration of a climate emergency?

12.1 A category for 2022 has been introduced to highlight environmental projects being undertaken by schools within the District. The Business and the Community category also includes opportunities for nominators to highlight the contribution businesses operating in South Kesteven have made through internal and external projects, including reducing carbon emissions and improving climate change outcomes.

13 Other Implications (where significant)

13.1 Not applicable

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SK Community Awards 2022



Reason for this Briefing

- To provide some feedback from the working group on the 2021 Awards and share information on the lessons learned
- To share with Members of Rural Communities Overview and Scrutiny Committee plans for the SK Community Awards 2022



SK Community Awards 2021

Lessons Learned: What went well

- ✓ Early planning to ensure smooth process
- ✓ Launched in Volunteers Week (1st to 7th June)
- ✓ Dedicated web page on SKDC website
- ✓ On-line nomination form
- ✓ Clear criteria for eligibility of nominees
- ✓ Six week nomination period
- ✓ Agreed criteria for judging of nominations received
- ✓ Comms interaction with winners and positive PR

Criteria 2021

What would be considered:

- All nominees must operate within South Kesteven
- Elected Member cannot judge a group they are connected to or have a personal interest in
- Nominee must carry out voluntary service that benefits others within the community
- Nominations cannot be for individuals, groups or businesses that operate for personal gain
- What makes them stand out?

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Criteria 2021

What would not be considered:

- Nominations in support of a lobbying group
- Nominations in support of a political group/party
- Nominations that related to religious activities
- Nominations relating to individuals or groups that did not operate within South Kesteven for the benefit of those within the District

SK Community Awards 2021

Lessons Learned: Areas for Improvement

- Non-electronic nomination process clunky
- Some of the publicity featured SKDC more than the individuals nominated
- Too many categories with similar themes
- Categories chosen to match Cabinet portfolios
- Early distribution of certificates and publicity photographs of winners led to leaks to press and social media
- More outlets needed for promotion of Awards to include under-reached communities

Winners 2021



SK Community Awards 2022



Public Nomination Categories 2022

- **Business and the Community**
- **Inspirational Young Person** (nominees up to the age of 25)
- **Best School's Green Project**
- **Good Neighbour**
- **Lifetime Community Champion**
- **Health and Wellbeing**
- **Neil Smith – Beyond the Call of Duty**

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Planning and Process

- ✓ Planning underway (venue booked)
- ✓ Awards will be launched in Volunteers Week (1st to 7th June)
- ✓ Dedicated web page on SKDC website
- ✓ On-line nomination form
- ✓ Fewer categories and clearer criteria for eligibility of nominees within each category
- ✓ Six week nomination period
- ✓ Judging by a panel with the possibility of involvement of previous winners
- ✓ 2022 Awards will culminate in an event for nominees



**SOUTH
KESTEVEN
DISTRICT
COUNCIL**

1



Rural and Communities Overview and Scrutiny Committee

28 April 2022

Report of: Councillor Annie Mason

Cabinet Member for People and
Safer Communities

SK Community Fund

To consider proposed changes to determine access to the SK Community Fund: Small Grants Scheme and provide a recommendation to Cabinet on a revised eligibility criteria.

Report Author

Carol Drury, Senior Community Development Officer



01476 406 161



c.drury@southkesteven.gov.uk

Corporate Priority:	Decision type:	Wards:
Administrative	Administrative	All Wards

Reviewed by:	Debbie Nicholls, Communications and Armed Forces Officer	11 April 2022
Approved by:	Nicola M ^c Coy-Brown, Director of Growth and Culture	11 April 2022
Signed off by:	Councillor Annie Mason, Cabinet Member for People and Safer Communities	12 April 2022

Recommendation to the decision maker

- 1. Recommends to Cabinet the changes to the eligibility criteria for the Small Grants Scheme of the SK Community Fund.**

1 The Background to the Report

- 1.1 South Kesteven District Council recognises the huge contribution that the Voluntary and Community Sector (VCS) has made to lives of residents over many years which has been brought into sharp focus during the COVID-19 pandemic. The Corporate Plan (2020-2023) has a vision for South Kesteven for the Council to develop the immense goodwill and community spirit that already exists so that communities thrive.
- 1.2 The Council has a strong record in supporting the VCS by helping to enable communities to be more self-sufficient. This continues to be a key priority for the Council and helping the VCS to grow and thrive is central to achieving this. The Small Grant Scheme was launched in 2017, two years after the development of the SK Community Fund.
- 1.3 The Small Grant Scheme was created following feedback from small and newly-formed voluntary and community groups who required small yet, to them, significant amounts of funding to carry out projects or help with the set up costs of their group.
- 1.4 The SK Community Projects and Events Fund was considered too onerous and much of the documentation required to apply for larger amounts was not in place or required by small groups.
- 1.5 Unlike the Community Projects or Community Events grants, through which groups can apply for up to 80% of their project costs to a maximum of £5,000, the Small Grants Scheme offers up to 100% of project costs to a maximum of £2,000.
- 1.6 When this Scheme was developed, nothing was written into the criteria to restrict who could apply for funding (beyond the agreed restriction that applications must be from constituted groups with a dedicated bank account). This approach enabled groups and organisations of all sizes and means, to apply to the Scheme when the intended purpose was to support only small and newly-formed groups.
- 1.7 In recent rounds of funding there has been an increasing number of applications to the Small Grants Scheme from groups and organisations that have substantial amounts of existing resources (as evidenced through the requirement to provide a current bank statement when making an application) at their disposal.
- 1.8 Whilst accepting that some of the existing resources held by groups will be restricted, based on the terms under which grant funding from other sources was received, it would be within their means to contribute the required 20% supporting funding (10% of this contribution can be in-kind).
- 1.9 This report seeks support to recommend to Cabinet an amendment to the criteria to make groups that hold financial resources of £10,000 and above ineligible to apply to the Small Grants Scheme. These groups remain eligible to apply for project or event funding to the SK Community Fund.
- 1.10 In response to the withdrawal of the Ward Member Grant Scheme for 2022/23, support is also requested to lower the minimum grant allowed within the Small Grants Scheme from £500 to £200. It is hoped that this approach will encourage applications from those who would previously have sought funding through their Ward Councillor.

2 Consultation and Feedback Received, Including Overview and Scrutiny

- 2.1 Officers consulted with the Panel of elected Members which meets to determine awards given by the Council through the SK Community Fund. The Panel was supportive of the proposed changes outlined in the preceding paragraphs.

3 Available Options Considered

- 3.1 The existing criteria could remain. However this option was discounted as this disadvantages small and newly-formed groups.

4 Preferred Option

- 4.1 As detailed under section one of this report, the preferred option is to both amend the eligibility criteria and to lower the minimum grant permitted of the Small Grants Scheme.

5 Reasons for the Recommendation

- 5.1 To improve the criteria of the Small Grants Scheme by preventing groups who have means to contribute to the cost of their project. Instead opening opportunities for those who require small amounts of funding to realise their community project or activity, for whom the grant award is the difference between proceeding or not.

6 Next Steps – Communication and Implementation of the Decision

- 6.1 If Members of Rural and Communities Overview and Scrutiny Committee recommend the suggested changes to the criteria of the Small Grants Scheme, Cabinet will be asked to approve the changes to the SK Community Fund for implementation in Round 26.

7 Financial Implications

- 7.1 The proposed changes do not have any specific financial implication but can ensure the finite budget is targeted at those applications that demonstrate limited ability to access funding through other means.

Financial Implications reviewed by: Richard Wyles, Chief Finance Officer

8 Legal and Governance Implications

- 8.1 There are no specific legal or governance implications arising from this report.

Legal Implications reviewed by: Graham Watts, Assistant Director of Governance and Deputy Monitoring Officer

9 Equality and Safeguarding Implications

- 9.1 The SK Community Fund remains open to applications from constituted voluntary and community groups. The process is equitable and awards from the Fund are determined on set criteria that are applied by an awarding panel of Elected Members.

10 Risk and Mitigation

- 10.1 The risk is the impact of the SK Community Fund diminishing. Amending the eligibility criteria, mitigates against this occurring.

11 Community Safety Implications

- 11.1 None

12 How will the recommendations support South Kesteven District Council’s declaration of a climate emergency?

12.1 Not applicable to this report

13 Other Implications (where significant)

13.1 None

14 Background Papers

14.1 [Community Fund Grant Scheme – Progress Report](#). Communities and Wellbeing Overview and Scrutiny Committee 5th September 2017

15 Appendices

15.1 None

Report Timeline:	Date of Publication on Forward Plan (if required)	N/A
	Previously Considered by:	N/A
	Final Decision date	31 May 2022

Rural and Communities Overview and Scrutiny Committee Work Programme 2021 - 2022

Committee Membership:

Chairman: Councillor Ray Wootten

Vice Chairman: Councillor Sarah Trotter

REPORT TITLE	ISSUE	PURPOSE	ORIGINATED	CORPORATE PRIORITY
28 April 2022				
Crime Disorder - Neighbourhood Policing and Anti-social Behaviour	A six-monthly update from the Lincolnshire Neighbourhood Policing Team. Lead Officer: Yvonne Swinton (Community Safety Lead)	6 monthly update.	Requested to be an item on the agenda by the Committee on 7 October 2021.	Healthy and Strong Communities
Regulatory compliance	Update to be provided at each meeting for the duration of the non-compliance notice. To include Tenant Engagement Feedback. Lead Officer: Andrew Cotton (Director for Housing and Property)	To evidence progress and actions undertaken.	Requested to be a standing item on the agenda by the Committee on 11 March 2021.	Housing that meets the needs of all residents
Tenant Grounds Maintenance consultation, including Assisted Garden Scheme	To provide committee with an update on HRA grounds maintenance service and seek views on the format of tenant consultation. Lead Officer:	To seek Member input into service improvement	Requested to be an item on the agenda by the Committee on 8 December 2021.	Housing that meets the needs of all residents

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Agenda Item 13

REPORT TITLE	ISSUE	PURPOSE	ORIGINATED	CORPORATE PRIORITY
	Andrew Cotton (Director for Housing and Property)			
Update on Voids	To review progress on Void properties. Lead Officer: Andrew Cotton (Director for Housing and Property)	To ensure OSC is kept up to date with updates.	Requested to be an item on the agenda by the Committee on 8 December 2021.	Housing the Meets the Needs of all Residents
Queen's Jubilee			Requested to be an item on the agenda at the agenda setting meeting.	Healthy and Strong Communities
Community Awards Grant 2021/22	Presentation on SK Community Awards. Lead Officer: Carol Drury (Senior Community Development Officer)	To provide information on lessons learnt from 2021 and plans for 2022.	Requested to be an item on the agenda at the agenda setting meeting.	Healthy and Strong Communities
SK Community Fund	Review of criteria for Small Grants Scheme of the SK Community Fund. Lead Officer: Carol Drury (Senior Community Development Officer)	To enable the Committee to comment on proposed changes and make recommendations to Cabinet.	Requested by the Chairman following the last funding round of the SK Community Fund.	Healthy and Strong Communities

REPORT TITLE	ISSUE	PURPOSE	ORIGINATED	CORPORATE PRIORITY
June/July 2022				
Housing Allocation Policy	To review the Housing Allocation Policy. Lead Officer: Andrew Cotton (Director for Housing and Property)	To enable the Committee to comment and review the policy.	Requested to be an item on the agenda by the Chairman on 17 February 2022.	Housing the Meets the Needs of all Residents

Report title	Issue	Originated	Corporate Priority
Landlords Forum	TBC		Housing that meets the needs of all residents
CCG/ULHT – Pandemic lessons learnt and experiences	TBC	Requested by the Chairman	Healthy and strong communities
Housing Service Repair Policy	The chargeable policy report provides guidance on how the council will identify, calculate and administrate charges for undertaking repairs to its housing stock that are not its responsibility as the landlord. Lead Officer: Julie Martin (Head of Housing Technical Services)	Requested by the Chairman	Housing the Meets the Needs of all Residents

The Committee's Remit

The remit of the Rural and Communities Overview and Scrutiny Committee will be to work alongside Cabinet Members to assist with the development of policy and to scrutinise decisions in respect of, but not limited to:

- Anti-social Behaviour
- Assisted Garden Maintenance Scheme
- Benefit Claims
- Community Cohesion
- Community Funding & Volunteering
- Community Right to Bid
- Community Safety and Local Policing
- Customer Services
- DASH Landlord Accreditation Scheme
- Disabled Facilities Grant
- Empty Homes Assistance
- Empty Homes Discount
- Equalities and Diversity
- Essential Home Repair Assistance
- Gravitas Housing
- Health
- Homelessness
- Housing Management, Improvement and Repairs
- Housing Partnership
- HR and Organisational Development
- Landlords Forum
- Parish and Town Council Liaison
- Procurement
- Safeguarding
- Well-being