

Housing Overview and Scrutiny Committee



SOUTH
KESTEVEN
DISTRICT
COUNCIL



Thursday, 6 June 2024 at 2.00 pm
Council Chamber - South Kesteven House, St. Peter's Hill,
Grantham. NG31 6PZ

Committee Members: Councillor Lee Steptoe (Chairman)
Councillor Zoe Lane (Vice-Chairman)

Councillor Matthew Bailey, Councillor Emma Baker, Councillor Anna Kelly,
Councillor Bridget Ley, Councillor Penny Milnes, Councillor Habibur Rahman and
Councillor Paul Wood

Agenda

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

1. **Public Speaking**
The Council welcomes engagement from members of the public. To speak at this meeting please register no later than 24 hours prior to the date of the meeting via democracy@southkesteven.gov.uk
2. **Apologies for absence**
3. **Disclosure of Interest**
Members are asked to disclose any interests in matters for consideration at the meeting.
4. **Minutes of the meeting held on 21 March 2024** (Pages 3 - 12)
5. **Announcements or updates from the Leader of the Council, Cabinet Members or the Head of Paid Service**

Published and dispatched by democracy@southkesteven.gov.uk on 29 May 2024.

☎ 01476 406080

Karen Bradford, Chief Executive
www.southkesteven.gov.uk

- 6. Housing Overview and Scrutiny Committee Review** (Verbal Report)
Cabinet Member for Housing to update the Committee.
- 7. Mutual Exchange Procedure** (Pages 13 - 35)
This report details the Mutual Exchange decision making process and outlines the circumstances in which a Mutual Exchange can be refused.
- 8. Change4Lincs (C4L) update** (Pages 37 - 42)
This report seeks to update Committee on the Change4Lincs partnership and the progress that has been made by the team.
- 9. Update on the Social Housing Decarbonisation Fund wave 2.1** (Pages 43 - 47)
This report provides an update on the ongoing Social Housing Decarbonisation Fund project to upgrade South Kesteven District Council owned properties with energy efficiency measures.
- 10. Housing Compliance Figures Report** (Pages 49 - 55)
This report seeks to update Committee on the status and progress of compliance figures in relation to the Council's social housing landlord function.
- 11. Earlesfield Grantham Project Update** (Pages 57 - 62)
To update the committee on the progress of the Earlesfield Project, providing an overview of the project position, completed works and projected timescales.
- 12. Build and Acquisitions Update** (Pages 63 - 80)
To provide an update to the Committee on the new build programme and acquisitions.
- 13. Integrated Housing Management System Implementation Update** (Pages 81 - 84)
To update the committee on the progress of the Integrated Housing Management System Project
- 14. Corporate Plan 2020-23 Key Performance Indicators End-of-Plan and 2023/24 End-Year (Q4) Report** (Pages 85 - 104)
This report outlines South Kesteven District Council's performance against the Corporate Plan 2020-23 Key Performance Indicators (KPIs) from January-March 2024, and presents a summary of overall performance over the lifecycle of the Corporate Plan 2020-23.
- 15. Empty Homes Strategy** (Pages 105 - 121)
This report presents the updated Empty Homes Strategy. The Strategy was initially implemented in 2022 and has been updated to reflect changes in the national and local context, providing a framework for the Council's approach to reducing the number of Empty Homes within the district and mitigating their impacts.
- 16. Work Programme 2024/2025** (Pages 123 - 126)
- 17. Any other business which the Chairman, by reason of special circumstances, decides is urgent**

Meeting of the Housing Overview and Scrutiny Committee

Thursday, 21 March 2024, 2.00 pm



SOUTH
KESTEVEN
DISTRICT
COUNCIL

Committee Members present

Councillor Virginia Moran (Chairman)
Councillor Lee Steptoe (Vice-Chairman)
Councillor Matthew Bailey
Councillor Emma Baker
Councillor Anna Kelly
Councillor Habibur Rahman

Other Members present

Councillor Ian Selby
Councillor Tim Harrison

Cabinet Members

Councillor Ashley Baxter, the Leader of the Council
Councillor Phil Dilks, Cabinet Member for Housing and Planning

Officers

Karen Bradford, Chief Executive
Alison Hall-Wright, Director of Housing
Sarah McQueen, Housing Options Manager
Debbie Roberts, Head of Corporate Projects, Performance and Climate Change
Phil Swinton, Health, Safety and Compliance Manager
Lucy Bonshor, Democratic Officer

60. Public Speaking

There were no public speakers.

61. Apologies for absence

Apologies for absence were received from Councillor Zoe Lane, Councillor Penny Milnes and Councillor Paul Wood.

62. Disclosure of Interest

None disclosed.

63. Minutes of the meeting held on 22 January 2024

The minutes of the meeting held on 22 January 2024 were **AGREED**.

64. Announcements or updates from the Leader of the Council, Cabinet Members or the Head of Paid Service

The Cabinet Member for Housing and Planning welcomed Alison Hall-Wright to the meeting in her role as the new Director of Housing. The Chairman of the Housing OSC also echoed these sentiments.

The Chairman informed the Committee that the order of the agenda would be changed. Agenda item 8 - Build and Acquisitions would be dealt with at agenda item 6 and agenda item 6 (Housing Regulatory Compliance) and 7 (Earlesfield Project Update) would be moved to the end of the agenda.

65. Building and Acquisitions update

The Cabinet Member for Housing and Planning introduced the regular report to the Committee which updated Members on the Housing Revenue Account New Build Programme which included acquisitions. The Cabinet Member for Housing and Planning stated that work at the Swinegate, Grantham site had been halted. Originally it had been hoped to retain the façade to 20 Swinegate, however, since December the façade had deteriorated significantly and Building Control had advised that the façade be demolished and a new Planning Application be submitted to this effect.

The Elizabeth Road site of 4 one bedroom units at Stamford was on time to be completed by August 2024.

Procurement in respect of the 21 unit scheme at Larch Close, Grantham had been sent out the previous day, planning permission for the site had been granted in November 2023.

Further engagement was taking place in respect of the outlined plans for the Wellington Way, Market Deeping development.

Twenty-one units had been purchased under the first phase of the Local Authority Housing Funding (LAHF1). A further eight units would be purchased under phase 2 (LAHF2), no funding had been sought for phase 3 (LAHF3).

Comments were made in respect of the loss of revenue for the car park spaces being used by the developers at the Swinegate site and also the extra costs of the development. It was stated that the extra costs and the delay in the scheme could not have been foreseen when the site was started. The developers had offered back some of the car parking spaces for the public to use, until planning permission for the site has been considered.

The Chairman congratulated the teams involved with the new developments and the work that this involved. Reference was made to the Wellington Way site where dialogue continued to help support the people living in the area.

The Cabinet Member for Housing and Planning welcomed the new developments which helped to mitigate the sale of Council houses under the Right to Buy scheme where between 40-50 houses were “lost” from the Council’s housing stock a year.

Members noted the update.

66. Mutual Exchange Procedure

The Cabinet Member for Housing and Planning presented the report which updated the Mutual Exchange Procedure which had been requested by the Chairman of the Committee. Mutual exchanges were made under the legislative framework of the Housing Act 1985, section 92 and were a voluntary procedure between tenants. The procedure updated the technical aspects, where inspections would be done where tenants had applied for an exchange and the process carried out by Officers. The procedure also highlighted where an exchange would not be appropriate and would be refused.

The Cabinet Member for Housing and Planning asked that an amendment to recommendation 2 of the report be considered by the Committee to include the following wording (in italics):

That the Committee:

2. Recommends to Cabinet for approval the updated Mutual Exchange Policy *and delegates to the Director of Housing, in consultation with the Cabinet Member for Housing, to make minor amendments prior to the Policy being presented to Cabinet for approval.*

The Chairman stated that the document had not been easy to read and she had found it “cumbersome”. She was happy with the amendment to the recommendation but also felt that the language used within the document needed to be examined.

Questions were asked in relation to the hoarding and clutter scale mentioned within the document and the reference to the drive where documents could be found. It was stated that the documents referenced on the drive should be background papers linked to the report. The Council did have a Hoarder Policy and this could be circulated to Members.

Further discussion followed and it was agreed that the recommendation on the Mutual Exchange Procedure be deferred to the next meeting of the Committee.

Recommendation

That the Mutual Exchange Procedure be deferred to the next meeting of the Housing OSC.

67. Garage Sites and development

The Cabinet Member for Housing and Planning presented the report which updated the Committee on garage sites and their potential for housing development. There were approximately 455 garage units across 60 site locations in South Kesteven and these had been assessed in February 2024 with regard to their suitability for development.

When the garages were built in the 1960's, cars were smaller, the new modern cars were bigger and difficult to get into the garages. Some of the garage sites were in poor condition and the variety of the garage buildings presented a number of challenges for the authority in terms of repair, maintenance and management. The sites had been looked at to see whether there was scope for development. Of the sites that had been assessed, 18 were being looked at for further investigation and feasibility for development and these were outlined within the report.

Comments were made in respect of the location of some of the garage sites which often were not near any kind of utilities and therefore the cost of developing these sites were exorbitant. Members were interested in the use of modular buildings with reference being made to the Passivhaus Building System which was a complete low energy self-build system which could be used in some of the locations.

It was highlighted that the reference to Burnside Avenue was in relation to Market Deeping and not Stamford as shown within the report.

Further comments were made in respect of the garage sites on the following:

- Using garages for storage - it was stated that the use of garages for storage would be in breach of the tenancy agreement.
- The use of a garage often affected car insurance quotes
- Had tenants been consulted, and if so, what feedback had been received.
- How many of the sites were currently used as garages.
- The use of open spaces to make sites viable.

It was noted that the assessment of the sites was still in the very early stages and it was about getting the right balance.

The Committee noted the current position and agreed to have a further update in six months' time.

➤ **Action**

That an update on Garage Sites and development be added to the Work Programme for a report in six months' time.

68. Voids Performance and Update

Members received an update on the current position in respect of void properties. The Cabinet Member for Housing and Planning referred to the first workshop held by the Housing OSC which had been on void properties and the challenges in getting void properties back in to circulation.

Currently the Council categorised voids into two classifications; minor and major as outlined within the report. The report listed the current active void properties as at 11 March 2024. The average time to complete voids currently stood at 171.23 days. Void properties caused a loss in rent revenue of £1m a year so bringing voids back into circulation as quick as possible was paramount. Some of the long term void properties were especially challenging and the costs of bringing them up to standard was prohibitive, therefore, work was being done to sell these properties on the open market and then reinvest the capital back into new builds. Comparisons would be in place for next year to enable figures to be compared side by side.

The Director of Housing referred the Committee to page 64 of the report and stated that of the 280 voids, 97 were used for temporary accommodation and 20 properties were being used to decamp families whilst the Earlesfield project was being completed. More context was needed around the figures shown to give a clearer view of the void situation.

Members felt that going forward the data could be presented in a more visual format so that trends could be seen clearly and it was stated that alternative formats would be considered to communicate the information going forward.

A discussion followed in respect of those properties being put on the open market and it was stated that currently six properties were being considered for disposal and these would be carried out following the red book valuation and advertised accordingly.

Further discussion on the companies and contractors involved with void properties followed and it was stated that over half of the void properties required major works to bring them up to the Decent Homes' Standard, progress was being made but there was still a long way to go.

Members noted the current position.

69. Corporate Plan 2024-2027: Key Performance Indicators

The Leader introduced the report on behalf of the Cabinet Member for Corporate Governance and Licensing who had sent his apologies. The Cabinet Member for Corporate Governance and Licensing was attending all the Overview and Scrutiny Committees in pursuit of measures for the Corporate Plan which had been approved on 25 January 2024. A copy of the Corporate Plan was appended to the report and detailed lots of actions and promises.

The Leader then quoted Galileo and stated that if you can't measure it, you can't manage it. Somethings were easy to manage such as the number of void properties, the number of council houses owned by the Council where as others were more nebulous and as such information was difficult to pin down. The aim of the report was to consider the draft Key Performance Indicator's (KPIs) and make amendments where necessary to enable the administration to be held to account and have the necessary evidence to see where the contents of the Corporate Plan had been met or exceeded or where more work was required. The Leader also highlighted the difference between a target and a KPI, stating that a target was something that was "hit", and a KPI was more a direction of progress and something that we may not have complete control over to enable a target to be "hit". The Leader asked the Committee to consider whether the draft KPI's were the right ones for the Committee.

The Head of Corporate Projects, Performance and Climate Change stated that after discussions with Housing Officers, she requested that a further KPI be added to those circulated. The additional KPI was in respect of Choice Based Lettings, with three additional metrics in respect of Housing Allocation:

- Number of new applications received for noting each quarter.
- Number of people rehoused for noting each quarter.
- Time taken to assess the housing register application target 15 days.

The Chairman noted that the draft targets were very "sharp" targets and acknowledged that targets needed to be ambitious, but also, they needed to be attainable. The Director of Housing stated that they were aspirational targets and that perhaps interim targets should be considered as part of the draft KPI's.

It was noted that South Kesteven had one of the largest owned housing stock in the East Midlands and it was essential that the Housing KPI's monitored the service to ensure it was being carried out correctly.

The Chairman thanked the Member for his comments and acknowledged the fantastic work being done by Officers in the Housing section. She did query the 15 days in respect of the additional KPI and it was confirmed that this working days.

Discussion followed in respect of some of the targets that had been drafted and it was felt these aspirational targets should be planned over a three year period. The following targets were then amended to cover a three year period:

HOUS5	Satisfaction with the overall service provided by the landlord Year 1 – 75% Year 2 – 77% Year 3 – 80%
HOUS7	Percentage of non-emergency repairs completed within target timescale Year 1 – 75% Year 2 – 77%

Year 3 – 80%
 Satisfaction with the repairs service over the last 12 months
 (perception)
 Year 1 – 70%
 Year 2 – 75%
 Year 3 – 80%

Additional KPI - Choice Based Lettings

Time taken to assess the housing register application
 Year 1 – 25 working days
 Year 2 – 20 working days
 Year 3 – 15 working days

HOUS6 Average Void time (days)
 Year 1 – 100 days
 Year 2 – 80 days
 Year 3 – 60 days

A short discussion on the rent loss due to voids followed and also the void properties that were being used to decamp tenants due to the work being carried out in the Earlesfield project and how this affected the void figures.

The recommendations as contained within the report were proposed, seconded and AGREED with the inclusion of the extra KPI's in relation to Choice Based Lettings and also the alteration to the targets over a three year period.

Recommendation

That the Committee:

1. **Confirms the key performance indicators as appended to the report subject to the inclusion of the metrics under the additional Choice Based Lettings KPI and the alteration to targets over a three year period as associated with the actions in the Corporate Plan 2024-2027.**
2. **Notes that key performance indicators will be monitored throughout the year as determined by the Committee in agreeing its work programme.**
3. **Notes that the KPI suite will be reviewed and if necessary revised as part of the annual review process.**

70. Choice Based Lettings update

The Cabinet Member for Housing and Planning presented the report which updated Members on the progress of the implementation of the Choice Based Lettings allocation system. The Choice Based Lettings allocation scheme had been launched in October 2023 and the report gave a comparison of the applications received in January 2024 to March 2024. Currently there were 162 pending applications which was down from the 200 referred to when the report was

published. Overall feedback in relation to the new system was positive and the questions received were of a varied nature.

The Chairman made reference to incomplete applications and the need to have some comms in place to reinforce that the onus was now more on the applicant/tenant and that they should keep checking to see if they had received emails in respect of their application.

The Interim Head of Service for Housing Options stated that people were catching on to the new system which was user friendly and a lot of telephone calls had been received, with Officers helping people navigate the system.

A question was asked in respect of backups to the applications and it was confirmed that backups of the system happened every day and this was built into the software used.

A comment was made in respect of those people who did not have internet access and it was stated that there were processes in place which allowed for auto bids to be implemented on their behalf for those without internet access.

Members thanked the Officers for the fantastic work that they were doing in respect of the Choice Base Lettings system.

Members noted the update.

71. Sheltered Housing Workshop update

The Chairman referred to the recent Sheltered Housing Workshop that had been held on Monday 18 March 2024. The Workshop had been well attended and informative. Sheltered Housing or Assisted Housing should be based more on need rather than age. Examples were given and how the aspirations for Assisted Housing had changed over the years.

Work in relation to the Assisted Housing schemes would be done to look at the make up of these schemes and how they could be improved and whether all the facilities within the schemes were still relevant. This would be done on a gradual basis and would take time to complete, it was currently in the very early stages.

The Officers involved in the Workshop were thanked for their contribution.

The Chairman stated that the slides were available for those Members who wished to be sent a copy.

72. Housing Regulatory Compliance Update

Members received an update on the actions to ensure regulatory compliance of the Council's social housing landlord function.

The Cabinet Member for Housing and Planning confirmed the 100% compliance for Legionella, Electrical, Asbestos, Fire Risk Assessment, Life Inspections, Smoke & CO₂ and Damp & Mould. The electrical baseline had been amended to remove lease holder/shared ownership but included 180 communal areas. The Gas compliant was now in the amber with 99.00% complete. It was difficult to get 100% compliant for Gas due to the difficulty in gaining access to all properties. Following letters, emails and telephone calls, 17 properties had been referred for court proceedings and capping due to lack of access, of these 10 had responded immediately to allow access for the checks to be carried out. A further seven had been capped following a vulnerability assessment, four had been in contact and three remained outstanding.

The Committee were informed that there was an error in the figures for Damp & Mould which should be the same as Smoke & CO₂, it should be 5868 not 5858 as shown in the report.

It was stated that that although 100% Gas would be strived for, 99% was a good target.

Members noted the report.

73. Earlesfield Project update

The Cabinet Member for Housing and Planning referred to the regular update that the Committee received on progress in relation to the Earlesfield Project. The report provided an overview of the project, completed works and timescales. It was confirmed that the Ward Members were now receiving a weekly report notice on the project.

A new contract had been signed with the current contractors, United Living, for a further year from 01 April 2024. It was envisioned that the project would be completed by the end of March 2025. 42 properties would be completed by the end of March 2024. Monthly meetings were continuing to be held with the Housing Team and United Living to ensure that the quality of work was high and that the project would be completed on time.

The Vice-Chairman stated that the project was amazing for the estate and he thanked everyone involved with the project.

A Member of the Committee asked if would be possible to have a tour of the project and it was confirmed that this could be arranged with small groups.

74. Work Programme 2023/24

Items to be included on the Work Programme were:

- Mutual Exchange Policy to be moved to June 2024
- Garage sites update – September 2024

- KPI monitoring every 6 months

Items down for the June meeting of the Housing OSC:

- Regulatory Compliance Monitoring update
- Earlesfield Project update
- Build and Acquisitions update
- Private Sector Housing Enforcement Policy
- Rent and Service Charge Policy
- Empty Homes Strategy
- Integrated Housing Management System
- C4L update
- Stock Condition update
- Social Housing Decarbonisation Fund (SHDF) update

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

None.

76. Close of meeting

The meeting closed at 3:47pm.



SOUTH
KESTEVEN
DISTRICT
COUNCIL



Housing Overview and Scrutiny Committee

Thursday, 6 June 2024

Report of Councillor Virginia Moran
Cabinet Member for Housing

Mutual Exchange Procedure

Report Author

Alison Hall-Wright, Director of Housing

A.Hall-Wright@southkesteven.gov.uk

Purpose of Report

This report provides the Housing Overview and Scrutiny Committee with details of the Mutual Exchange decision making process and outlines the circumstances in which a Mutual Exchange can be refused.

The Mutual Exchange Procedure demonstrates the Council's Landlord compliance in accordance with legislation.

Recommendations

1. That the Committee notes the contents of the report and the Mutual Exchange Procedure.

Decision Information	
Does the report contain any exempt or confidential information not for publication?	No
What are the relevant corporate priorities?	Housing
Which wards are impacted?	(All Wards);

1. Implications

Taking into consideration implications relating to finance and procurement, legal and governance, risk and mitigation, health and safety, diversity and inclusion, safeguarding, staffing, community safety, mental health and wellbeing and the impact on the Council's declaration of a climate change emergency, the following implications have been identified:

Finance and Procurement

- 1.1 Any financial implications associated with the implementation of this policy will need to be met from existing budgets.

Completed by: Richard Wyles, Deputy Chief Executive and s151 Officer

Legal and Governance

- 1.2 There are no legal or governance implications arising from the review of this policy and procedure.

Completed by: James Welbourn, Democratic Services Manager and Deputy Monitoring Officer

2. Background to the Report

- 2.1 The Mutual Exchange Policy forms part of the Tenancy Management Policy which was approved by Cabinet on 6 February 2024. Following approval of these policies the Chairman of the Housing Overview and Scrutiny Committee requested that an overview of the Mutual Exchange Procedure at South Kesteven District Council be presented to the Committee.

- 2.2 The approved Mutual Exchange Policy is attached at Appendix 1 and the Mutual Exchange Procedure which the Council follows when processing applications is attached at Appendix 2.
- 2.3 It is essential that the Council has a robust internal process in place for administering Mutual Exchange applications, that staff are fully trained on the process and that a comprehensive inspection process is in place as this will ensure that the approved policy is effectively implemented and the potential for any issues with the exchange process are mitigated
- 2.4 South Kesteven District Council complete mutual exchanges in accordance with the legislative framework under the Housing Act 1985 section 92. This is defined as when a tenant who has a secure or assured tenancy agrees to exchange with another secure or assured tenant.
- 2.5 A mutual exchange is a totally voluntary arrangement and historically a process in which residents can find it difficult to find a suitable partner who they wish to swap with.
- 2.6 Tenants' rights relating to a mutual exchange are listed within the Tenants' Handbook, given to all tenants and available online via the Council's website.
- 2.7 A review of the inspection checklist is completed with Technical Services to ensure that specific items are not missed.
- 2.8 Arrangements are in place with Repairs Supervisors to have a second inspection if required around specific items that might require more technical knowledge/assessment.
- 2.9 Following agreement of the Mutual Exchange, a further inspection is carried out prior to the tenant moving out, to ensure the property is left in an acceptable condition.

3. Key Considerations

- 3.1 Key considerations are included in the content of the procedure and improved processes.

4. Other Options Considered

- 4.1 The alternative option would be to not have this procedure. However, to meet the requirements of legislation this would leave the Tenancy Service's team exceptionally vulnerable and open to criticism that as a Landlord we are non-compliant.

5. Reasons for the Recommendations

- 5.1 It is recommended that the Housing Overview and Scrutiny Committee notes the contents of the Mutual Exchange Procedure attached at Appendix 2 as this provides clarity on how Mutual Exchange applications are processed.

6. Consultation

- 6.1 The Tenancy Management Policy which includes the Mutual Exchange Policy was presented to the Housing Overview and Scrutiny Committee on 22 January 2024 and was approved by Cabinet on 6 February 2024.

7. Appendices

- 7.1 Appendix 1 - Mutual Exchange Policy
Appendix 2 – Mutual Exchange Procedure
Appendix 3 – Mutual Exchange Checklist

Tenancy Management Policy – Mutual Exchange Policy

Service Area		Housing & Projects	
Policy Owner		Tenancy Services Manager	
Introduced	2023	Last Reviewed	n/a
Version	One	Review Date	2025

MUTUAL EXCHANGES

1. PURPOSE

- 1.1 South Kesteven District Council recognises that because our customers' needs change throughout their lives and tenancies, this may result in a need to move homes. Exchanging homes is often the easiest and quickest way to move.
- 1.2 This policy sets out the approach to be taken by South Kesteven District Council in enabling tenants to exchange their tenancy with another tenant. This could be with either: another South Kesteven District Council tenant, another Local Authority tenant or a tenant of another registered provider.

2. POLICY STATEMENT

- 2.1 South Kesteven District Council will maximise the opportunities for mutual exchange. We will meet our obligations under legislation and those set out in tenancy agreements on mutual exchange.
- 2.2 We will participate in national and local mobility/exchange schemes (details are on our website). We will provide tenants with access to these mobility/exchange schemes, where there is value for money for tenants and South Kesteven District Council, to do so.
- 2.3 Tenants can mutually exchange to any part of the UK. However, tenants may be restricted from moving to a property or overcrowding may be withheld.
- 2.4 We will carry out an electric and gas safety check on all our properties. The electric check will take place prior to a move and we will carry out the gas safety check within 24 hours post the mutual exchange taking place.

3. CONTEXT

- 3.1 South Kesteven District Council's tenants on secure and fixed term tenancies have a legal right to exchange their home (statutorily and through rights given in the tenancy agreement). Introductory tenants have no right in law to mutual exchange.
- 3.2 Tenants are not being offered a new tenancy but 'swapping' (assigning by way of exchange) an existing tenancy, regardless of whether it is a secure, assured or fixed term tenancy, except where s.158 of the Localism Act, 2011 applies. Tenants take over the terms and conditions of each other's tenancy and could, for example, be swapping a secure tenancy for a fixed term tenancy.

4. POLICY OUTLINE

4.1 Landlord's Consent

- 4.1.1 South Kesteven District Council will require you and your exchange partner(s) to complete a mutual exchange application form. We have 42 days (6 weeks) to provisionally approve or reject an application from the date of when we have received application forms from all parties involved.
- 4.1.2 If consent is to be withheld, a notice must be served within 42 days of the tenant's application to exchange. The notice must specify the ground for withholding consent and give reasons for it.
- 4.1.3 If the other landlord of a mutual exchange refuses consent and there is reason to believe that the refusal was not reasonable, it is the responsibility of the other tenant, and not South Kesteven District Council or South Kesteven District Council's tenant, to pursue this. This right can be legally enforced only by the tenant against the landlord.

4.2 Tenant's Responsibilities

- 4.2.1 It is the tenant's responsibility to pursue potential exchanges.
- 4.2.2 A tenant needs to discuss the condition they are willing to accept the property in, with the person they are exchanging

with, before a move takes place. If tenants are not happy to accept the property in the condition it is in, then the tenants should not agree to move.

- 4.2.3 South Kesteven District Council may potentially refuse to rectify repair works which are accepted by the incoming tenant.

4.3 Implications of assignments of Mutual Exchange

- 4.3.1 Each tenant takes on the terms and conditions of the other party's tenancy.

- 4.3.2 The exchange may result in a change of tenancy type eg. from secure to assured. Consequently tenancy rights will alter, e.g. loss of Right to Buy and a fair rent. We will fully explain the implications prior to any exchange.

- 4.3.3 The incoming tenant cannot be held responsible for liabilities under the tenancy prior to the date of exchange, e.g. rent arrears.

- 4.3.4 The incoming tenant accepts the property in the condition, as per the signed disclaimer.

- 4.3.5 Other than repairs which South Kesteven District Council will carry out (and recharge the outgoing tenant), South Kesteven District Council will not undertake any other work to the property including internal redecoration or cleaning.

- 4.3.6 Tenants moving by mutual exchange will not qualify to receive decoration vouchers offered by South Kesteven District Council and will be expected to cover their own removal costs.

4.4 Handling Mutual Exchange Applications

- 4.4.1 We will determine an application to exchange within 42 days (6 weeks) of receipt of the fully completed original application.

4.4.2 Written permission must be obtained from all landlords involved in the mutual exchange before any exchange takes place.

4.4.3 We will not unreasonably refuse consent. Grounds by which a request to exchange is refused or granted conditional consent, are detailed in Appendix 2 and 3. Applicants need to be eligible to go on our housing register.

4.4.4 If South Kesteven District Council tenants are not happy with the way in which their mutual exchange application has been dealt with (rather than the decision, as this is made in accordance with the grounds in appendix 2 and 3) they have the right to make a complaint. Any feedback can be addressed to: complaints@southkesteven.gov.uk or feedback@southkesteven.gov.uk

4.5 Mutual Exchanges without permission

4.5.1 If tenants exchange without permission from all landlords concerned, the exchange is not legal. The options available to the landlords involved are:

- to confirm the exchange and ask the tenants to complete the paperwork (this option will only be in exceptional circumstances);
- to take action and the tenants return to their original property (if the original property is still available)

4.5.2 Failure to ask for permission to exchange can result in legal action and charges incurred.

4.6 Conditional Consent

4.6.1 Providing the tenant is notified within the statutory 42 days, South Kesteven District Council can attach a condition to any consent. We will notify the tenant of the condition in writing and the timescales for completion.

4.7 Mutual Exchange Withheld

4.7.1 The grounds by which a request to exchange is withheld are detailed in Appendix 2 and 3.

4.8 Waive the right to refuse a Mutual Exchange

4.8.1 South Kesteven District Council will endeavour to work with tenants affected by any extenuating circumstances (considered on a case by case basis) including, but not limited to, welfare reform, including applicants who are under-occupying.

4.8.2 This means that South Kesteven District Council may choose to approve an exchange, even if they have grounds by which they could refuse it, if the exchange is into a South Kesteven District Council property and would:

- improve the tenant's financial situation
- resolve under-occupation
- result in a repayment of arrears outstanding to South Kesteven District Council

4.8.3 If South Kesteven District Council exercises a waiver, this would happen prior to completion of the mutual exchange with approval from the Tenancy Services Manager. If there are rent arrears, there will also be a requirement to repay these through a repayment plan.

4.8.4 Prior to any mutual exchange being finalised, the tenant will need to sign a declaration to demonstrate to South Kesteven District Council that s/he has been formally informed and they understand the requirement to pay the debt. Also, the tenant has been notified that failure to adhere to the terms of repayment of this debt may result in further actions being taken against them.

4.9 Safeguarding

4.9.1 Where an exchange involves a tenant who is considered to be vulnerable, particular care and consideration will be given to ensure there is no coercion, exploitation or safeguarding concerns.

5. ELIGIBILITY

5.1 Secure Tenancies

5.1.1 The Housing Act 1985, s.92 (as amended by the Local Government and Housing Act 1989, s.163) states that every secure tenant may, with the consent of their landlord, assign their tenancy to another secure or assured tenant, who also has the written consent of their landlord and satisfies the conditions under the aforementioned legislation.

5.2 Assured Tenancies

5.2.1 The Local Government and Housing Act 1989, s.163 allowed assured tenants to exchange with secure tenants.

5.2.2 Schedule 3 of the Housing Act, 1985 (refer to Appendix 2) lists the grounds by which a mutual exchange request can be refused in cases where one tenant is a secure or assured tenant.

5.3 Fixed Term Tenancies of 2+ years

5.3.1 The Localism Act 2011 allowed social landlords to grant tenancies for a fixed length of time. Section 158 and section 159 of the Act relate to the transfer of tenancies.

5.3.2 Section 158 of the 2011 Act does not apply in relation to—

- ☐ (a) an assured shorthold tenancy for a fixed term of less than two years,
- ☐ (b) a periodic assured shorthold tenancy,
- ☐ (c) an assured shorthold tenancy where the rent payable under the tenancy is—
 - (i) Affordable Rent;
 - (ii) Intermediate Rent;
 - (iii) Mortgage Rescue rent; or
 - (iv) Shared ownership rent

(and accordingly, the transfer of tenancy provisions in that section do not apply in relation to assured shorthold tenancies of those kinds).

5.3.3 Example of exchange with fixed term tenant: if Tenant A (a secure or assured lifetime tenant, whose tenancy was granted prior to 1 April 2012) and Tenant B (a fixed term tenant) wish to exchange, and consent is given, then Tenant A must be granted another tenancy, which is the same as their original tenancy (secure or assured). This only works once and so will not be possible on subsequent mutual exchanges.

5.3.4 Tenant B is not protected; it is up to the landlord to decide what type of tenancy to offer Tenant B. South Kesteven District Council's position is set out in the Tenancy Policy.

5.3.5 Schedule 14 of the Localism Act 2011 (refer to Appendix 3) lists the grounds by which a mutual exchange request can be refused in cases where one tenant is a fixed term tenant.

5.4 Introductory tenancies

5.4.1 South Kesteven District Council introductory tenants can only exchange in exceptional circumstances. Each tenant's circumstances will be considered on their own merit. The Tenancy Services Manager will determine cases that are considered exceptional. In order to enable a mutual exchange to take place, both tenants must gain landlord's consent to formally exchange.

5.5 Exchanging with tenants of different tenure

5.5.1 The Localism Act 2011, s.158 introduced a protection for secure and assured lifetime tenants, who were granted their tenancy prior to 1 April 2012. This means that if they exchange with another tenant, they keep the same tenure, regardless of the tenure of the other tenant they are exchanging with.

5.5.2 Mutual exchanges will take effect by either an assignment

of tenancies or by surrender and re-grant of each tenancy, in accordance with the relevant legal and regulatory provision. The appropriate mechanism of exchange is based on tenure types. This is explained in a table (Appendix 4).

6. IMPLEMENTATION OF THE POLICY

- 6.1 The effective implementation of this policy and the procedures includes responsibility for ensuring all requests are regularly maintained; relevant aspects of the Council's website in relation to mutual exchange are kept up to date; and all options for a customer to consider are made available to them.
- 6.2 Once a mutual exchange application is made, we will keep in regular contact with applicants and adhere to the customer service standards in the handling of the mutual exchange within the legal timescales (42 days).
- 6.3 We will monitor the effectiveness of the Mutual Exchange Policy and Procedures through annual review.

This page is intentionally left blank

Mutual Exchange Process

The mutual exchange process for council housing can vary slightly depending on the Council's specific policies, but generally, it follows a structured series of steps designed to facilitate the exchange between tenants. Below is indicative of our typical process here at SKDC:

1. Eligibility Check

- Review the Eligibility Criteria: Before commencing with a mutual exchange the council will ensure the tenant is eligible which requires them to have a secure tenancy, no rent arrears or ongoing tenancy issues. The property will be checked to identify whether there are any adaptations in the property suitable for the incoming party.

2. Finding an Exchange Partner

- Tenants will register their property on specific websites, other approved platforms or via word of mouth which will enable them to search for potential swap partners.

3. Property Viewing

- Once two or more parties have found potential exchange partners, they will arrange a time to view each other's properties, establishing size, location, condition and whether it suits their needs. If all parties agree that they wish to pursue an exchange they will then submit a formal application.

4. Formal Application

- Both parties will formally submit a Mutual Exchange application to the Council.
- From receipt of the applications the Council has 42 days to reach a decision regarding whether to approve the exchange. The date of the exchange is confirmed **after** the decision is reached.
- The Council requires the applications to provide the required information which includes details about both properties, the occupants, reasons for the exchange, and the consent of all tenants involved.

5. Council's Assessment

- **Property Inspection:** The council will inspect both properties to ensure they are suitable for the needs of the exchanging tenants and to identify any potential issues which need remedying before the exchange can proceed.
- Where it is recognised that tenant improvements or significant works have been undertaken, the expertise of our Technical Service department is employed to inspect the properties.
- Attached at Appendix 3 is a copy of the assessment checklist which is completed.
- **Eligibility:** The council will check that both tenants meet the eligibility criteria for mutual exchange and do not have any active notices.

6. Approval Process

- **Receive Decision:** If both applications are approved, the council will send written confirmation to all parties involved. In some cases, provisional agreement may be given subject to the tenant completing certain conditions.
- The Housing Act 1985 is very prescriptive about the reasons we can refuse a mutual exchange and all decisions are made in accordance with housing law.
- A further visit is conducted prior to the signing of the agreements to ensure that the condition of the council property is satisfactory.

7. Signing the New Tenancy Agreement

- **Sign New Contracts:** The tenant and their exchange partner will need to sign new tenancy agreements with the respective council or housing association.
- In cases of joint tenants, both parties are required to sign.
- **Agree on a Moving Date:** Once the new agreements are signed, a moving date is agreed.

8. Moving

- **Organise the Move:** Tenants will plan and execute their moves themselves. The Council will not be involved in the process of moving. The tenants will also be responsible for ensuring that the relevant utility providers are updated.

9. Post-Move

- If the tenant discovers any issues with their new property, they can report them to the council. The Council will usually only complete major repairs i.e. a leak.

Any other repairs not identified at the original assessment will be the responsibility of the tenant.

This page is intentionally left blank

Tenancy Services Schedule of Works



**SOUTH
KESTEVEN
DISTRICT
COUNCIL**

Mutual Exchange - Property Standard (Guidance)

A key part of the Mutual Exchange process is to ensure that our properties are a safe environment for our tenants, and in particular that all services including gas and electric supplies are safe.

For the exchange to be approved, the property must meet a certain standard of repairs and cleanliness, and the garden maintained. If repairs are identified, they will be put in two categories:

1. Repairs that the outgoing tenant is responsible for, which must be put right before the exchange can take place.
2. Repairs that we will put right (and possibly recharge you for) prior to the exchange.

You will be advised of your responsibilities by the visiting Officer.

Please note that any improvements or alterations to the property require permission. If this was not obtained, a further inspection will be carried out by a repairs inspector who will recommend whether the alteration requires restoring back to standard or whether it can be disclaimed and inherited by the incoming party.

As above, any outstanding works will need to be completed and approved prior to the date of exchange.

Address					
Tenant				Tenure	
Date & time				Tenant present?	Yes / No
Officer Inspecting					
Reason for Inspection					
Property Type		Floor Level		No of Bedrooms	
Heating Type	Gas / Solid fuel / electric / oil / warm air Full or partial?				
Gas Cooker Point	Yes / No	Cooker control	Yes / No	Immersion heater	Yes / No
Washing Machine Point	Yes / No	Telephone point	Yes / No	Driveway	Yes / No
Gates	Yes / No	Garage	Yes / No	Shed	Yes / No
Outhouse	Yes / No	External toilet	Yes / No	Wheelie bin(s) x3	Yes / No
Consider	slips, trips, falls, dangers from height, obstructions to exits, broken or damaged Council property (gates, fencing, wiring), people, places, tasks				

1. Gardens and External Areas	Comments
<input type="checkbox"/> Lawns are cut and tidy and free from hazards	
<input type="checkbox"/> Hedges and shrubs are cut back	
<input type="checkbox"/> Existing fencing and gates are complete and in reasonable condition	
<input type="checkbox"/> Existing gutters, downpipes, drains, and gulley's are in good condition and not blocked	
<input type="checkbox"/> Any additional structure (i.e. sheds/summerhouse) installed will be in good condition – gifted if left behind	
<input type="checkbox"/> All rubbish, litter, discarded furniture, and cuttings to be removed from the property	
2. Doors and Windows	
<input type="checkbox"/> Windows, front and back doors are in good condition and secure	
<input type="checkbox"/> Full set of keys available	
<input type="checkbox"/> Internal doors are all present and in general good condition (reasonable wear & tear) non- standard doors to be gifted	
<input type="checkbox"/> Door frames and skirting are all present and securely fixed to the wall	
<input type="checkbox"/> Any cat/dog-flap left will be in good condition and gifted . Incoming tenant will be responsible for replacing the door at the end of their tenancy	
3. Floors	
<input type="checkbox"/> All visible floorboards are present	
<input type="checkbox"/> Any carpet or laminate flooring left behind is in good condition - gifted if left behind <input type="checkbox"/> Kitchen <input type="checkbox"/> Living Room <input type="checkbox"/> Hallway <input type="checkbox"/> Stairs <input type="checkbox"/> Dining Room <input type="checkbox"/> Bedroom 1 <input type="checkbox"/> Bedroom 2 <input type="checkbox"/> Bedroom 3	Acceptable?

<input type="checkbox"/> Bedroom 4 <input type="checkbox"/> Bathroom/Wet room <input type="checkbox"/> Separate W/C	
4. Walls and Ceilings	Comments
<input type="checkbox"/> Free from damp / black mould	
<input type="checkbox"/> Free from damage like bulging, crumbling plaster, or major cracks	
<input type="checkbox"/> Decorations in reasonable condition (i.e. no graffiti)	
5. Kitchen	
<input type="checkbox"/> Units and worktops are in good condition, clean and with only superficial damage	
<input type="checkbox"/> Unit doors are aligned ; doors/drawers open & close, handles secure and present	
<input type="checkbox"/> Tiling in good/acceptable condition	
<input type="checkbox"/> Taps – if tenants own to be disclaimed and gifted Plug and chain present	
<input type="checkbox"/> Standard cooker spacing (600mm) (If tenant has removed a kitchen unit to house a larger cooker without permissions, original unit to be restored)	
6. Bathroom and W/C	
<input type="checkbox"/> Sanitary ware clean and free from cracks and stains and in good working order	
<input type="checkbox"/> Shower (tenants own installation to be gifted)	
<input type="checkbox"/> Tiling in good/acceptable condition	
<input type="checkbox"/> Taps - if tenants own to be disclaimed and gifted Plugs and chains present	
7. Hallway, Stairs & Landing	
<input type="checkbox"/> Staircases, banisters and handrails are securely fixed, with no parts missing	
<input type="checkbox"/> Floorboards / treads are all present and free from protruding nails	

<input type="checkbox"/> Décor good/acceptable condition	
----------------------------------------------------------	--

8. Roof and Storage Spaces	Comments
<input type="checkbox"/> No visible signs of damage (i.e. missing roof tiles) that would cause a leak	
<input type="checkbox"/> Tenant advised of responsibilities to remove all rubbish and personal effects from storage spaces throughout the property	
9. Gas, Electricity and other Energies	
<input type="checkbox"/> Switches, sockets and pendants are securely fixed to walls / ceilings with no bare wire	
<input type="checkbox"/> Switches, sockets and pendants are standard plastic white – if non-standard, the electric safety test will reveal if they are safe – to be gifted if left behind	
<input type="checkbox"/> Electric installation is safe – only determined with the EICR test carried out	
<input type="checkbox"/> Copy of full Landlord Gas Certificate – to be no older than 12 months	
<input type="checkbox"/> One smoke detector present on each floor	
<input type="checkbox"/> Carbon Monoxide detector present (where applicable)	
<input type="checkbox"/> Full Safety Check on Heating System	
<input type="checkbox"/> Are there solar panels at the property?	Yes / No
Meter Readings & Supplier – Gas:	
Meter Readings & Supplier – Electricity:	
Meter Readings & Supplier – Water:	Anglian Water
10. General Cleanliness	
<input type="checkbox"/> The property is generally clean and tidy to an acceptable standard	
11. Layout change resulting of major DIY – Please refer to improvements/repairs inspector for revisit	Referred to: (where applicable)
<input type="checkbox"/> No sign of missing wall / partition in the layout of the property	
<input type="checkbox"/> No ‘divided’ room (one made into two)	
<input type="checkbox"/> No DIY loft “conversion”	
<input type="checkbox"/> No single brick extension	

<input type="checkbox"/> No front garden parking without a dropped kerb or LCC written permission	
---------------------------------------------------------------------------------------------------	--

Comments:

I/we understand taking all the above in to account it is my/our choice to enter into this agreement. I/we understand that SKDC cannot resume responsibility for any defects/damages that are concealed by appliances, flooring or personal belongings, but satisfied that a thorough visual inspection will be completed by employees of SKDC.

Address:	
-----------------	--

Exchangee Signature:	
-----------------------------	--

Exchangee Full Name:	Date:
-----------------------------	--------------

Joint Exchangee Signature:	
-----------------------------------	--

Joint Exchangee Full Name:	Date:
-----------------------------------	--------------

Witnessed By:	Position:
----------------------	------------------

Date:

This page is intentionally left blank



SOUTH
KESTEVEN
DISTRICT
COUNCIL



Housing Overview and Scrutiny Committee

Thursday, 6 June 2024

Report of Cllr Virginia Moran, Cabinet
Member for Housing

Change4Lincs (C4L) Update

Report Author

Sarah McQueen, Head of Service (Housing Options)

 sarah.mcqueen@southkesteven.gov.uk

Purpose of Report

This report seeks to update Committee on the Change4Lincs partnership and the progress that has been made by the team.

Recommendations

That the Committee notes the latest update for the Change4Lincs partnership initiative.

Decision Information	
Does the report contain any exempt or confidential information not for publication?	No
What are the relevant corporate priorities?	Connecting communities Housing
Which wards are impacted?	All Wards

1. Implications

Taking into consideration implications relating to finance and procurement, legal and governance, risk and mitigation, health and safety, diversity and inclusion, safeguarding, staffing, community safety, mental health and wellbeing and the impact on the Council's declaration of a climate change emergency, the following implications have been identified:

Finance and Procurement

- 1.1 Grant funding has been awarded for the period to 31 March 2025 and has been included in the approved budget for 2024/25. There is no cost to the Council for the additional costs of emergency accommodation as these will be funded from the grant.

Completed by: Richard Wyles, Deputy Chief Executive and s151 Officer

Legal and Governance

- 1.2 This is an update report and is for noting by the Committee.

Completed by: James Welbourn, Democratic Services Manager and Deputy Monitoring Officer

2. Background to the Report

- 2.1 Change4Lincs is an initiative which has been set up to tackle rough sleeping across Lincolnshire for South Kesteven, North Kesteven, West Lindsey and South Holland.
- 2.2 The scheme is hosted by South Kesteven District Council and is delivered in partnership with North Kesteven District Council, West Lindsey District Council and South Holland District Council from pooling the Rough Sleeper Initiative

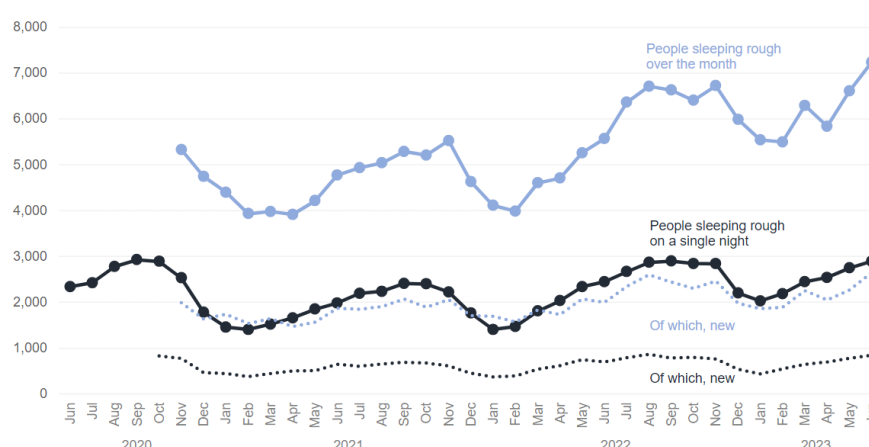
funding to create this scheme. The initiative was launched in October 2020 and funding is secured until March 2025.

- 2.3 Regular Change4Lincs Strategic Partnership Meetings have been initiated, the last meeting took place on 21 February 2024. This allows the progress of the initiative to be reviewed and feedback received from the partners. In addition, regular operational meetings take place with the Managers from the District Councils.
- 2.4 Rough sleepers can be referred by each local authority as well as the general public where there are concerns about a known rough sleeper. The outreach team then seek to visit the rough sleeper onsite to capture all relevant information, discuss their options and pass on to the support workers.
- 2.5 The package of support provided by the team is bespoke for each client dependent on their need. Support includes help with budgeting, benefit claims, signposting to mental health services and substance misuse services.
- 2.6 Support has the clear aim of supporting clients back into settled accommodation.
- 2.7 As funding is only currently in place to run this service until March 2025, discussions are being held with districts in relation to the future of this service and whether the partnership will continue in its current format. Central Government are yet to announce Rough Sleeper initiative funding for 2025/2026 so once this is announced the four districts will decide if a joint bid will be submitted.

3. Key Considerations

- 3.1 Over the past years, the number of rough sleepers has increased which is a national trend.
- 3.2 The below graph shows the national figures from 2020 to June 2023. The blue line is the number of people sleeping rough over the month which is where you can see a steep increase to June 2023.

Figure 1: People sleeping rough on a single night and over the course of the month, June 2020 to June 2023



Source: Support for people sleeping rough in England, June 2023 - GOV.UK (www.gov.uk)

- 3.3 Central government collates an annual Rough Sleeper count each November where each local authority report their rough sleeper numbers based on a single night's figure.
- 3.4 South Kesteven's Rough Sleeper figures reflect the national trend and show an increase from 7 reported in the 2022 annual return to 9 reported in the 2023 annual return.
- 3.5 Table 1 illustrates the Rough sleeper figures across our Chartered Institute of Public Finance & Accountancy (CIPFA) family ; Local Authorities with similar attributes that can be used for benchmarking purposes.

Local Authority	2022	2023	Trend
Amber Valley	0	1	Increase
Bassetlaw	8	5	Decrease
Braintree	3	7	Increase
Breckland	15	6	Decrease
Broxtowe	2	1	Decrease

Chorley	6	6	Same
Gedling	1	4	Increase
Harrogate	Part of North Yorkshire Council so data not available		
High Peak	3	3	Same
Hinckley and Bosworth	3	5	Increase
Mendip	Part of Somerset Council so data not available		
Newark and Sherwood	3	1	Decrease
Stafford	10	12	Increase
Stroud	3	5	Increase
West Suffolk	6	8	Increase
South Kesteven	7	9	Increase

3.6 Of the 16 Local authorities, 8 have seen an increase in their Rough Sleeper figures, 2 have stayed the same, 4 have seen a decrease and 2 were not able to report figures for just their local authority.

3.7 Table 2 shows the demand on the Change4Lincs service from April 2023 to April 2024. The figures show a significant increase in the demand for the service – the total number of referrals has increased by 94%. The figures in brackets are the previous year's figures for comparison purposes.

District	Total Number of referrals	Outreach referrals	Support referrals	Placed in Temporary accommodation via C4L
South Kesteven	193 (63)	144 (56)	49 (7)	7 (26)
North Kesteven	79 (60)	60 (47)	19 (13)	3 (11)
West Lindsey	77 (46)	66 (33)	11 (13)	1 (6)
South Holland	115 (70)	113 (69)	2 (1)	4 (28)
Total	464 (239)	383 (205)	81 (34)	15 (71)

3.8 Table 3 shows the accommodation outcomes for the clients that have been supported by the service.

District	Accommodated via C4L (long term)	Accommodated via supported accommodation
South Kesteven	11 (6)	4 (1)
North Kesteven	6 (3)	2 (8)
West Lindsey	5 (4)	7 (2)
South Holland	1 (1)	3 (3)
Total	23 (23)	16 (14)

- 3.9 The team is currently managed by the Change 4 Lincs Team Leader and is supported by our Head of Housing Options. The team consists of 3 outreach workers, 5 intensive support officers, 1 reconnection and support officer and a lettings officer.
- 3.10 Due to overspends on temporary accommodation in previous years, during 2023/2024 the service had to scale back the temporary accommodation offer so that only exceptional cases were accommodated.
- 3.11 However, because we took this stance, it has meant that we have re-couped the overspends so there will be no ongoing impact on the 2024/25 budget.
- 3.12 Through partnership working with each district we have developed a clear plan regarding how this budget is utilised for accommodation to ensure there are no future overspends. The focus will be on very short term accommodation placements with wraparound support to move people on from placements as quickly as possible.
- 3.13 We will continue to work with partners to ensure that the relevant support is accessed and in place.
- 3.14 Supporting Rough Sleepers can be extremely complex and is often far more than just sourcing accommodation so partnership working is essential for this service and we will continue to strengthen our working relationships

4. Other Options Considered

- 4.1 This report is for information purposes.



SOUTH
KESTEVEN
DISTRICT
COUNCIL



Housing Overview and Scrutiny Committee

Thursday 6 June 2024

Report of Councillor Virginia Moran,
Cabinet Member for Housing

Update on the Social Housing Decarbonisation Fund wave 2.1

Report Author

Peter Park, Decarbonisation Project Manager



Peter.park@southkesteven.gov.uk

Purpose of Report

This report provides an update on the ongoing Social Housing Decarbonisation Fund project to upgrade South Kesteven District Council Housing Revenue Account dwellings with energy efficiency measures.

Recommendations

That the Committee:

1. Notes the update on the Social Housing Decarbonisation Fund project and the energy efficiency upgrades undertaken in the Council's Housing stock.

Decision Information

Does the report contain any exempt or confidential information not for publication?	No
What are the relevant corporate priorities?	Housing Clean and sustainable environment
Which wards are impacted?	All Wards

1. Implications

Taking into consideration implications relating to finance and procurement, legal and governance, risk and mitigation, health and safety, diversity and inclusion, safeguarding, staffing, community safety, mental health and wellbeing and the impact on the Council's declaration of a climate change emergency, the following implications have been identified:

Finance

- 1.1 The Social Housing Decarbonisation Fund project is a £7.26m programme running to 2025. Upon application a provision was made in the 2023/24 and 2024/25 HRA capital and revenue budgets to deliver the programme. A 40% spend is required for the end of financial year 23/24 by Department for Energy Security and Net Zero.
- 1.2 The funding is provided on a contributory basis, with the Council's contribution being slightly above the 50% minimum contribution due to going above cost caps for some of the energy measures included.

Completed by: Richard Wyles, Deputy Chief Executive and s151 Officer

Legal and Governance

- 1.3 It is important that as part of good project management the terms and conditions of the funding offer are adhered to and monthly reporting to the grant body the Department for Energy Security and Net Zero are made.

Completed by: James Welbourn, Democratic Services Manager and Deputy Monitoring Officer

Climate Change

- 1.4 The completion of the Social Housing Decarbonisation Fund project will have a significant impact on the energy efficiency of the Council's housing stock. By targeting the lowest performing properties, the energy and carbon savings from upgrades will be significant and help to address issues of fuel poverty for tenants.

Completed by: Serena Brown, Sustainability and Climate Change Officer

2. Background to the Report

- 2.1 The Council has a clear commitment in its Corporate Plan 2024 – 2027 to ensure that all residents can access housing which is safe, good quality, sustainable and suitable for their needs and future generations which this project will contribute towards achieving.
- 2.2 The Council is responsible for around 6000 properties which are let to tenants. The average Energy Performance Certificate (EPC) for the Council's housing stock is an EPC D. There is a requirement for the Council to achieve an average of at least EPC C across the portfolio by 2030 to mitigate fuel poverty for our tenants, as well as to contribute to wider decarbonisation of the district of South Kesteven. This will require a significant programme of targeted energy efficiency upgrades.
- 2.3 Wave 2.1 of the Social Housing Decarbonisation Fund was announced in 2022 by the Department for Business, Energy and Industrial Strategy (BEIS) as an £800m fund designed to support local authorities and registered social housing providers to deliver warm, energy-efficient homes, reduce carbon emissions and fuel bills, tackle fuel poverty, and support green jobs.
- 2.4 The key objectives of SHDF Wave 2.1 are to:
- deliver warm, energy efficient homes
 - reduce carbon emissions
 - tackle fuel poverty
 - support green jobs
 - develop the retrofit sector
 - improve the comfort, health and wellbeing of social housing tenants
- 2.5 Since project delivery commenced in November 2023, the Council has achieved the year one grant allocation spend of £1.192m so has not been required to return any of the allocated funding to the Department for Energy Security and Net Zero (DESNZ). The balance of funding to be utilised in 2024/25 is £1.999m.
- 2.6 The project is being delivered in three distinct phases, in line with the relevant primary energy measure identified for each property:

	Primary Measure	Number of properties
Phase 1	Solar PV Panels	148
Phase 2	Air Source Heat Pumps (ASHP)	180
Phase 3	External Wall Insulation (EWI)	39
Total		367

- 2.7 To date 154 measures have been completed on phase 1 of the project which comprises of the installation of 122 Solar PV arrays, 10 cavity wall extractions and re-fills, 3 loft insulation upgrades and 12 ventilation measures. Additional visits have been made to properties to install boarding and mains lighting in loft spaces to ensure compliance for serviceable items in the roof space.
- 2.8 Phase 2 of the project where the primary measure focus is ASHP's is progressing, the Council has completed 2 ASHP installations, 112 retrofit assessments, 26 technical designs, 42 DPI's and conducted 39 asbestos surveys. There have been 10 refusals to date for heating upgrades as residents are concerned about increased utility costs. To mitigate these concerns the SHDF team are planning to hold 3 resident engagement days in June which will give residents the opportunity to view the equipment, meet the SHDF and Eon teams, to ask any questions regarding the equipment and to discuss their concerns. There will be a physical interactive ASHP system on a display vehicle for residents to see.
- 2.9 Phase 3 of the project will focus on Turnor Crescent, Grantham as a targeted whole street approach, for EWI. Several properties on the street have already benefitted from the fabric upgrade so this phase will focus on EWI for the remaining Council owned properties. Letters will be sent to private owners offering a fabric upgrade and an appraisal will be completed on their eligibility for any potential grant funding such as ECO 4 which offers financial assistance for energy-efficient installations in eligible homes. A resident engagement day will also be held, and a site compound will be established on the grassed area to mitigate the impact of the scheme on traffic and the available parking on the street.
- 2.10 Planning applications and party wall agreements are currently being compiled with the aim of commencing EWI installations in June.
- 2.11 Draft guidance has been released for SHDF wave 3, which is due to start on 1 April 2025. The funding requirements will be similar to the current wave of funding, however funding will be over a 3 year period so all Council dwellings with an EPC rating of less than C will be eligible for the scheme. The deadline for submitting

an application for funding still needs to be confirmed so an update will be provided to the committee at a future meeting.

3. Key Considerations

- 3.1 The report is provided for information rather than decision. Members are asked to note the work to date in tackling energy efficiency issues in the Council's housing stock and successful award of grant funding to deliver a significant programme of upgrades.

4. Other Options Considered

- 4.1 There is a vision to achieve an average of at least EPC C across the Council's housing portfolio by 2030. The use of funding through the Social Housing Decarbonisation Fund was identified as the best way forward to deliver these upgrades. Additionally, re -filling of cavities and lofts to correct specifications is being explored under a fabric first initiative which will attract further grant funding.

5. Reasons for the Recommendations

- 5.1 The report is provided for information to track progress of the Social Housing Decarbonisation Fund project.

This page is intentionally left blank



SOUTH
KESTEVEN
DISTRICT
COUNCIL



Housing Overview and Scrutiny Committee


Thursday, 6 June 2024

Report of Cabinet Member for Housing

Housing Compliance Figures Report

Report Author

Phil Swinton, Health, Safety and Compliance Manager

 phil.swinton@southkesteven.gov.uk

Purpose of Report

This report seeks to update the Committee on the status and progress of the compliance figures in relation to the Council's social housing landlord function.

Recommendations

That the Committee:

1. Notes the latest compliance position of April 2024
2. Receives further updates at its next scheduled meeting

Decision Information

Does the report contain any exempt or confidential information not for publication?	No
What are the relevant corporate priorities?	Housing Effective council
Which wards are impacted?	(All Wards);

1. Implications

Taking into consideration implications relating to finance and procurement, legal and governance, risk and mitigation, health and safety, diversity and inclusion, safeguarding, staffing, community safety, mental health and wellbeing and the impact on the Council's declaration of a climate change emergency, the following implications have been identified:

Finance and Procurement

- 1.1 The financial considerations arising from the compliance requirements have been incorporated in the HRA budgets.

Completed by: Richard Wyles Deputy Chief Executive and s151 Officer

Legal and Governance

- 1.2 This compliance update provides Members with an opportunity to monitor 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.

Completed by: Graham Watts, Monitoring Officer

Risk and Mitigation

- 1.3 Risks will be identified via the work plans with any actions agreed with the Regulator. Dealing with significant compliance matters requires a comprehensive approach to risk management, particularly in respect of assessing priorities and critical actions.

Completed by: Tracey Elliott Governance and Risk Officer

Health and Safety

- 1.4 The key focus in meeting the regulatory standard is to ensure tenants, leaseholders, their households and visitors live in homes that are, as far as is reasonably practicable, safe with hazards minimised. This is reflected in the key compliance areas that are monitored and reported to Committee.

Completed by: Philip Swinton Health, Safety and Compliance Manager

Diversity and Inclusion

- 1.5 All equality issues are identified with the necessary compliance and improvement activities taking place on a case-by-case basis. Each equality impact is 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.

Completed by: Philip Swinton Health, Safety and Compliance Manager

Climate Change

- 1.6 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. More efficient energy systems will also result in lower utility bills for tenants.

Completed by: Serena Brown: Sustainability and Climate Change Manager.

2. Background to the Report

- 2.1 Following the lifting of the Social Housing Regulatory notice in October 2023, it was agreed that Members will continue to receive update reports on progress to ensure that Members have oversight of broad progress around the key areas of activity and scrutinise work where required.

3. Key Considerations

- 3.1 Due to the timeline for completing and publishing the report the figures contained are up to the end of April 2024. A verbal update will be provided at the meeting as to the position

of compliance figures in May 2024, with particular focus on Gas and Electrical installation certification compliance.

- 3.2 Legionella – 100% Compliance with Legionella risk assessments
- 3.3 Gas – 98.90 % The month of April saw the handover from Liberty Gas to a new provider (Aaron Services) In the run up to the handover there was a significant reduction in the number of inspections, approximately 50% drop, carried out by Liberty Gas with many being rescheduled but never completed. There are currently 51 properties which are non-compliant, and this has seen the figures dip below the 99% target the Council works to. Of the 51 there are 26 newly non-compliant properties. A court date has been obtained for June 2024. 19 properties were identified for capping in April with 8 of these allowing access on the day that capping was to take place. Although the position for Gas is disappointing, A return to a higher position of compliance is anticipated to take until to July to achieve due to the cancelled appointments which have a direct impact on the process of access requests. Given the lack contractor interaction and tenant cooperation it could have been far worse than that achieved in this period.
- 3.4 Asbestos – 100% position of compliance for Asbestos re-inspections
- 3.5 Fire risk assessments -100% for Fire risk assessment completion and reviews
- 3.6 Lift Inspections (LOLER) 100% completion
- 3.7 Smoke and CO Alarms – As noted previously the report appendix will not include the number of alarms which are inspected and or replaced each month in order to provide an overall and annual compliance total. In April the number completed was 392.
- 3.8 Damp and Mould – 99.90% There are now 6 outstanding CAT 2 matters being reported. Of these 5 require an additional review as tenants have refused works. This will need to be investigated further before they can be closed.
- 3.9 **Leadership Compliance Meetings:** Chaired by the Chief Executive and attended by the Leader of the Council, the Cabinet Member for Housing and Planning and the Interim Head of Technical Services, these meetings have been a continued feature of the more detailed compliance review process being undertaken. This group ensures specific responses to the changing compliance review process and manage tenant and communication responses to actions associated with key service and regulatory responses.
- 3.10 **Regular Reports to Committees and Cabinet:** the necessary reporting to appropriate committees will continue and will change as per the committee needs. Members are invited to comment on this report content and confirm their views and observations relating to the detail contained within this report.

4. Other Options Considered

- 4.1 The figures are provided by the Compliance Team and have been verified through external audit and by the lifting of the Regulator Notice. There are currently no other options which require consideration in relation to the provision of figures.

5. Reasons for the Recommendations

- 5.1 To secure and maintain a return to a strong position of compliance in respect of housing services, including the identification of appropriate resources, funds and service improvements in a timely manner.

6. Consultation

- 6.1 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, the latest Skyline publication, dedicated customer telephone enquiry line, and an updated web site detailing compliance issues and signposting services. This process will continue and the engagement with tenants particularly will be amended to reflect changing needs and requirements.

7. Appendices

- 7.1 Appendix A Compliance figures February to April 2024

This page is intentionally left blank

	29/02/2024				31/03/2024				30/04/2024				COMMENTS
	Baseline number	Compliant	Non-Compliant	% Compliant	Baseline number	Compliant	Non-Compliant	% Compliant	Baseline number	Compliant	Non-Compliant	% Compliant	
Legionella	33	33	0	100.00%	33	33	0	100.00%	33	33	0	100.00%	
Gas	4644	4592	44	99.00%	4644	4597	47	99.00%	4644	4593	51	98.90%	Of the 51 overdue 26 are newly non-compliant properties. A court date has been secured in June for 20 Gas warrant applications. 11 properties have been capped and a further 8 allowed access on the day that capping was to take place. It should be noted that the daily average of inspections fell by over 50% in March as Liberty Gas prepared to exit the contract and rescheduled appointments on multiple occasions.
Electrical	5856	5412	444	92.42%	5856	5414	442	92.45%	5854	5414	440	92.48%	As with Gas there has been a significant lack of engagement from UK Gas who are the outgoing contractor. The new contractor (Aaron) is working to increase the number of inspections completed each week.
Asbestos (re-inspections)	259	259	0	100.00%	259	259	0	100.00%	259	259	0	100.00%	
Fire Risk Assessments	147	147	0	100.00%	147	147	0	100.00%	147	147	0	100.00%	
Lift inspections	13	13	0	100.00%	13	13	0	100.00%	13	13	0	100.00%	
Smoke & CO	5856	5856	0	100.00%	5856	5856	0	100.00%	5854	5854	0	100.00%	392 properties have had their Smoke and CO alarms inspected in the month of April. This figure will be provided monthly to allow an annual assurance of 100% to be provided
Damp & Mould	5856	5847	9	99.85%	5856	5847	9	99.85%	5854	5848	6	99.90%	The CAT 1 and 2 figures reported have been reduced to 6. 5 of these are properties where tenants have refused works / stated they do not have a repair issue. These will undergo final review before closing

This page is intentionally left blank



SOUTH
KESTEVEN
DISTRICT
COUNCIL



Housing Overview and Scrutiny Committee

Thursday, 6 June 2024

Report of Councillor Virginia Moran,
Cabinet Member for Housing

Earlesfield Grantham Project Update

Report Author

Alison Hall-Wright, Director of Housing

 A.Hall-Wright@southkesteven.gov.uk

Purpose of Report

To update the Committee on the progress of the Earlesfield Project, providing an overview of the project position, completed works and projected timescales.

Recommendations

1. That the Committee notes the contents of the report and the progress being made to deliver on the Earlesfield Grantham Project to resolve long standing issues within the Council's housing stock.

Decision Information

Does the report contain any exempt or confidential information not for publication?	No
What are the relevant corporate priorities?	Housing
Which wards are impacted?	Grantham Earlesfield;

1. Implications

Taking into consideration implications relating to finance and procurement, legal and governance, risk and mitigation, health and safety, diversity and inclusion, safeguarding, staffing, community safety, mental health and wellbeing and the impact on the Council's declaration of a climate change emergency, the following implications have been identified:

Finance and Procurement

- 1.1 The budget required to complete the works associated with the Earlesfield Project is included in the approved 2023/24 HRA Revenue and Capital budgets so a budget carry forward will be requested as part of the year end process. At the time of compiling the report, it is likely that the original budget for this project will not be sufficient to meet all the costs of the necessary schemes within the project. If this is the case, then virements from other capital schemes will be undertaken in order to ensure the budget can be increased accordingly.

Completed by: Richard Wyles, Deputy Chief Executive and s151 Officer

Legal and Governance

- 1.2 The report provides the Committee with an update on the Earlesfield Project and is for noting. There are no significant legal or governance implications arising from the report.

Completed by: Graham Watts, Monitoring Officer

2. Background to the Report

- 2.1 The Council has a clear commitment in its Corporate Plan 2024 – 2027 to ensure that all residents can access housing which is safe, good quality, sustainable and suitable for their needs and future generations and this project which focuses on improving houses on the Earlesfield Estate in Grantham, will contribute towards achieving this commitment.

- 2.2 There have been site visits undertaken to completed properties by Cabinet Members and the Ward Members.
- 2.3 To date we have completed 45 property refurbishments under phase 1 of the project. Phase 2 of the project is progressing with works currently being undertaken on 15 properties and 4 properties have been completed and handed back to the Council.
- 2.4 Discussions are ongoing with the contractor and additional resources are being brought on to the project to increase the turnaround of completed properties to ensure the project remains on target for completion by 31 March 2025.
- 2.5 The new contract with United Living commenced on 1 April 2024. This will ensure continuity of the works on site and will be in line with the revised scope of works that has been agreed as part of the contract renewal which clearly defines the responsibilities of the contractor and the council.
- 2.6 Additional site staff has also been agreed which includes a dedicated Tenant Liaison Officer to deal with tenant queries and day to day administration of the project.
- 2.7 An interim meeting was held on 8 April 24 where the Council's Chief Executive, the Director of Housing and the Interim Head of Housing - Technical Services met with United Living's Quantity Surveyor and Contract Manager to discuss the administration, documentation and project delivery of the new contract.
- 2.8 Monthly progress meetings have been arranged with United Living, these will monitor the on-site works, quality of the works and ensure the project is delivered within the agreed timescale.
- 2.9 A revised set of KPI's is being developed which will ensure the contractor performs satisfactorily for the remaining duration of the project.

3. Key Considerations

- 3.1 45 Properties were completed under phase 1. 4 properties have been completed under phase 2 with a further 15 properties at various stages of work.
- 3.2 An updated copy of the programme is attached as Appendix 1.

4. Reasons for the Recommendations

- 4.1 This report is for information and noting.

5. Appendices

5.1 Appendix 1 – Earlesfield Project Progress Report

UPRN	House Number	Address	Area	Postcode	Kitchen replacement	Bathroom Replacement	DPI fitted	Full rewire	Partial Rewire	Boiler Replacement	Full heating replacement	Fire Stopping	Loft insulation	Replace Front door	Replace Rear door	Replace Windows	Information	Asbestos survey complete	Kitchen Design		Strip Out		Asbestos removal	Electrical	Heating	Fire Stopping	Plaster Boarding	Plaster Kitchen /Bathroom	Plumb Bathroom	Fit Kitchen	Wall tiling / Floor screed	Windows & Doors	Decoration	3rd lx all trades	Finishing	Final clean	Actual Completion Date	Claimed										
																			Booked/Completed	Delivery	10%	15%																	20%	25%	30%	35%	40%	45%	50%	60%	65%	70%
1010635	137	Thames Road	Grantham	NG31 7SR	✓	✓	✓	✓		X	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	17/02/23											
1014251	9	Stirling Court	Grantham	NG31 7RJ	✓	✓	✓	✓		X	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	17/02/23										
1010657	141	Thames Road	Grantham	NG31 7SR	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	03/03/23										
1009003	8	Kestrel Court	Grantham	NG31 7RN	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	17/03/2023									
1008793	11	Kestrel Court	Grantham	NG31 7RN	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	17/03/2023									
1008088	8	Falcon Court	Grantham	NG31 7RP	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	31/03/2023									
1011412	14	Gresley Court	Grantham	NG31 7RH	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	17/04/2023								
100030915318	16	Gresley Court	Grantham	NG31 7RH	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	06/04/2023								
1014080	13	Stirling Court	Grantham	NG31 7RJ	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	12/05/2023								
1014137	19	Stirling Court	Grantham	NG31 7RJ	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	28/04/2023								
1008884	2	Kestrel Court	Grantham	NG31 7RN	p	p	✓	✓		✓	✓	✓	✓		X	X	2		✓	N/A	N/A	✓	✓	✓	✓	✓	✓	✓	✓	✓	X	✓	✓	✓	✓	✓	✓	✓	✓	16/06/2023								
1014240	8	Stirling Court	Grantham	NG31 7RJ	✓	✓	✓	✓		X	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	16/06/2023							
1014193	3	Stirling Court	Grantham	NG31 7RJ	✓	✓	✓	✓		X	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	21/07/2023							
1014182	23	Stirling Court	Grantham	NG31 7RJ	✓	✓	✓	X		✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	18/07/2023							
1009387	22	Mallard Court	Grantham	NG31 7RW	✓	✓	✓	✓		X	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	22/08/2023							
1008282	9	Gannet Court	Grantham	NG31 7RR	✓	p	✓	✓		✓	✓	✓	✓		X	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	04/08/2023							
1008011	19	Falcon Court	Grantham	NG31 7RP	X	p	✓	X		X	✓	✓	✓	✓	✓	✓	✓		✓	X	X	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	22/08/2023							
1009467	30	Mallard Court	Grantham	NG31 7RW	✓	p	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	25/08/2023							
1012404	24	Ivatt Court	Grantham	NG31 7RF	✓	✓	✓	✓		✓	✓	✓	✓	✓		X	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	05/09/2023						
1014386	6	Sturrock Court	Grantham	NG31 7RQ	✓	✓	✓	✓		✓	✓	✓	✓	✓		X	X	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	05/10/2023						
1008782	10	Kestrel Court	Grantham	NG31 7RN	✓	✓	✓	X		✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	27/10/2023						
1009321	17	Mallard Court	Grantham	NG31 7RW	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	10/10/2023						
1009263	11	Mallard Court	Grantham	NG31 7RW	✓	X	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	24/10/2023						
1014411	9	Sturrock Court	Grantham	NG31 7RQ	✓	✓	X	✓		✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	14/11/2023						
1014284	11	Sturrock Court	Grantham	NG31 7RQ	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	14/11/2023					
1009456	3	Mallard Court	Grantham	NG31 7RW	X	✓	✓	X	✓	✓	✓	✓	✓		X	✓	✓		✓	N/A	N/A	✓	✓	✓	✓	✓	✓	✓	✓	✓	X	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	21/11/2023						
1012415	25	Ivatt Court	Grantham	NG31 7RF	✓	✓	✓	✓		✓	✓	✓	✓	✓		✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	22/12/2023					
1009296	14	Mallard Court	Grantham	NG31 7RW	✓	p	✓	✓		X	X	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	12/01/2024					
1008215	11	Gannet Court	Grantham	NG31 7RR	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	07/12/2023					
1012313	16	Ivatt Court	Grantham	NG31 7RF	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	12/01/2024				
1008033	3	Falcon Court	Grantham	NG31 7RP	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	13/12/2023				
1011445	17	Gresley Court	Grantham	NG31 7RH	X	✓	✓	✓		✓	✓	✓	✓	✓	✓	X	✓		✓	N/A	N/A	✓	✓	✓	✓	✓	✓	✓	✓	✓	X	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	02/02/2024					
1008986	6	Kestrel Court	Grantham	NG31 7RN	✓	✓	✓	X		✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	02/02/2024				
1012391	23	Ivatt Court	Grantham	NG31 7RF	✓	X	✓	X		✓	✓	✓	✓	✓	✓	X	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	09/02/2024				
1014240	5	Stirling Court	Grantham	NG31 7RJ	✓	✓	✓	✓		✓	✓	✓	✓		X	X	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	06/02/2024				
1014159	20	Stirling Court	Grantham	NG31 7RJ	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	02/05/2024			
1008271	8	Gannet Court	Grantham	NG31 7RR	✓	✓	X	✓		✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	16/02/2024			
1008997	7	Kestrel Court	Grantham	NG31 7RN	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	16/02/2024		
1008920	25	Kestrel Court	Grantham	NG31 7RN	✓	✓	✓	✓		X	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	02/05/2024		
1012255	10	Ivatt Court	Grantham	NG31 7RF	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	28/03/2024	
1012266	11	Ivatt Court	Grantham	NG31 7RF	✓	✓	X	✓		✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	27/03/2024	
1012299	14	Ivatt Court	Grantham	NG31 7RF	✓	✓	✓	✓		X	X	✓	✓		X	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓																						

UPRN	House Number	Address	Area	Postcode	Kitchen replacement	Bathroom Replacement	DPI fitted	Full rewire	Partial Rewire	Boiler Replacement	Full heating replacement	Fire Stopping	Loft insulation	Replace Front door	Replace Rear door	Replace windows	Information	Asbestos survey complete	Kitchen Design		Strip Out		Asbestos removal	Electrical	Heating	Fire Stopping	Plaster Boarding	Plaster Kitchen /bathroom	Plumb Bathroom	Fit Kitchen	Wall tiling / Floor screed	Windows & Doors	Decoration	3rd fix all trades	Finishing	Final clean	Actual Completion Date
																			Booked/ Completed	Delivery	10%	15%	20%	25%	30%	35%	40%	45%	50%	60%	65%	70%	80%	90%	100%		
1012379	21	Ivatt Court	Grantham	NG31 7RF	Y	Y	Y	Y		Y	Y	Y	Y	Y	N	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y					
1012357	2	Ivatt Court	Grantham	NG31 7RF	Y	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	10/05/2024
1008237	2	Gannet Court	Grantham	NG31 7RR	N	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y		Y	N/A	N/A	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	17/05/2024
1012459	7	Ivatt Court	Grantham	NG31 7RF	Y	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	10/05/2024
1007949	12	Falcon Court	Grantham	NG31 7RP	N	N	Y	Y		Y	Y	Y	Y	Y	Y	Y		Y	N/A	N/A	Y	Y	Y	Y	Y	Y	N/A	N/A	N/A	N/A	Y	Y	Y				
1008204	10	Gannet Court	Grantham	NG31 7RR	Y	N	Y	Y		N	N	Y	Y	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	17/05/2024
1009309	15	Mallard Court	Grantham	NG31 7RW	Y	Y	Y	N	Y	Y	Y	Y	Y	Y	Y	Y		Y	N/A	N/A	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y							
1012426	3	Ivatt Court	Grantham	NG31 7RF	Y	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y		
1009503	5	Mallard Court	Grantham	NG31 7RW	Y	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y							
1008077	7	Falcon Court	Grantham	NG31 7RP	N	N	Y	N		N	N	Y	Y	Y	Y	Y		Y	N/A	N/A	Y	Y	Y	Y	Y	Y	Y	Y									
1007927	10	Falcon Court	Grantham	NG31 7RP	Y	Y		Y		Y	Y	Y	Y	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y										
1010668	143	Thames Road	Grantham	NG31 7SR	Y	Y	Y	Y		N	N	Y	Y	Y	Y	Y		Y	Y	Y	Y	Y	Y	N/A	Y	Y											
1008099	9	Falcon Court	Grantham	NG31 7RP	Y	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y													
1010624	135	Thames Road	Grantham	NG31 7SR	N	N		Y			Y	Y	Y	N	N	Y		Y	N/A	N/A	Y	Y															
1014364	3	Sturrock Court	Grantham	NG31 7RQ	Y	Y	N	Y		Y	Y	Y	Y	Y	Y	Y		Y																			
1009514	6	Mallard Court	Grantham	NG31 7RW	Y	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y		Y			Y																
1009490	4	Mallard Court	Grantham	NG31 7RW	N	P	N	Y		N	Y	Y	Y	Y	Y	Y		Y	N/A	N/A																	
1009423	27	Mallard Court	Grantham	NG31 7RW	Y	Y	Y	Y		N	N	Y	Y	Y	Y	Y		Y																			
1014079	11	Stirling Court	Grantham	NG31 7RJ	Y	Y	Y	Y		Y	Y	Y	Y	Y	Y	Y																					



SOUTH
KESTEVEN
DISTRICT
COUNCIL



Housing Overview and Scrutiny Committee

Thursday, 6 June 2024

Report of Cabinet Member for Housing

Build and Acquisitions Update

Report Author

Debbie Roberts, Head of Corporate Projects, Performance and Climate Change

 Debbie.Roberts@southkesteven.gov.uk

Purpose of Report

This report provides an update on the Housing Revenue Account New Build programme including acquisitions.

Recommendations

It is recommended Members of the Housing Overview and Scrutiny Committee note this report to inform and support their ongoing work programme.

Decision Information

Does the report contain any exempt or confidential information not for publication?	N
What are the relevant corporate priorities?	Housing
Which wards are impacted?	All Wards

1. Implications

Taking into consideration implications relating to finance and procurement, legal and governance, risk and mitigation, health and safety, diversity and inclusion, safeguarding, staffing, community safety, mental health and wellbeing and the impact on the Council's declaration of a climate change emergency, the following implications have been identified:

Finance and Procurement

- 1.1 The 2024/25 HRA Capital Programme includes a £8.099m budget for Housing Development investment, this budget will also be utilised to fund strategic acquisitions. The budget will be reviewed as part of the year end process to establish whether a budget carry forward is required from the 2023/24 allocation to ensure there is sufficient budget to fund all of the identified schemes. It is important that the HRA has a continual housing growth strategy that incorporates a range of interventions including acquiring properties directly from developers, new build and acquiring former Right to Buy properties that specifically meet the housing needs. The formation of the capital programme for the HRA needs to ensure that affordable funding is included to enable the progression of the strategy.

Completed by: Paul Sutton, Interim Head of Finance and Deputy Section 151 Officer

Legal and Governance

- 1.2 Regular reporting on agreed actions and measures is to be welcomed from a governance point of view, as it provides a transparent mechanism for reporting on performance.

Completed by: Graham Watts, Monitoring Officer

Risk and Mitigation

- 1.3 No significant risks have been identified.

Climate Change

- 1.4 The contents of this report do not have a direct impact on the Council's carbon emissions or the carbon emissions of the wider district. More detailed information on carbon impact of individual projects is outlined within the relevant project documentation.

2. Background to the Report

- 2.1 The purpose of this report is to provide the Committee with an update regarding the new build housing pipeline and purchases using the Local Authority Housing Fund (LAHF1&2).
- 2.2 The approved Corporate Plan 2024-2027 clearly sets out how South Kesteven District Council intends to meet the mission “to ensure that all residents can access housing which is safe, good quality, sustainable and suitable for their needs and future generations.”
- 2.3 The Corporate Plan, Priority 4 identifies ‘Housing’ as a key priority with high quality housing essential for all, and the council is committed to working with partners to provide this by:
- Facilitating a range of appropriate and sustainable housing and community facilities for future generations and the emerging needs of all our communities.
 - Delivering exemplary and high-quality services for housing and homelessness.
 - Increasing the supply of sustainable and high-quality Council-provided housing.
 - Working with developers and private landlords to ensure sustainable, affordable, and high-quality housing is facilitated.
- 2.4 There are many schemes within the district that are at various stages of the pipeline, an update on each one is as follows: -

Swinegate, Grantham

- 2.5 Members will be pleased to note that the demolition of the façade of 20 Swinegate commenced on 29 April 2024 following the planning consent being granted to demolish and re-build the frontage of the building.
- 2.6 Lindum have fully mobilised a team and the demolition was complete in one day with the ground works now being progressed.



Figure 1- Demolition at Swinegate, a curtain was used to stop debris on the road so that it could remain open

- 2.7 There will be a delay to the completion of the development due to the method statement for the demolition of No.20 Swinegate needing to be approved by the Planning Committee so handover is anticipated to be July 2025. The additional costs associated with the delay have been agreed at £60,000 with Lindum. Costs will be reviewed throughout the development to determine whether any savings can be identified to mitigate this additional cost.
- 2.8 Monthly contract meetings are held with Lindum and the wider project team and updates will be provided to the committee throughout the scheme.

Elizabeth Rd, Stamford

- 2.9 Cabinet approved the award for the £665,000 scheme to D Brown Construction Ltd and work commenced in January 2024.
- 2.10 Works are progressing in accordance with the project plan and the 4 one-bedroom units are due to be handed over to the Council in August 2024.
- 2.11 A site photograph was taken during the contract meeting on 16 May 2024 which shows excellent progress.



Figure 2- Elizabeth Road progress

Larch Close, Grantham

- 2.12 The 21-unit scheme was granted permission at the Planning Committee meeting on 8 November 2023.
- 2.13 The procurement process has concluded and the tenders received are currently under evaluation. A contract award is on the forward plan for Cabinet in June 2024.
- 2.14 This scheme was included in the HRA budget setting process for 2024/25 therefore sufficient budget is available and the current estimated start date is September 2024.

Wellington Way, Market Deeping

- 2.15 There are outline plans for a 14-unit scheme in this location that had received pre-application advice from the Local Planning Authority in 2021.
- 2.16 Early engagement with the Scout Hut representatives has commenced to understand their car parking drop off/collection requirements. Following a small traffic survey on Friday 1 March 2024 amendments to the initial design and layout have been made.
- 2.17 There will be continued engagement with the local residents and representatives from the Scout Hut with a second meeting on 20 May 2024. Additional car parking provision will be incorporated into the design prior to the next meeting and it's hoped that a planning application can be submitted in June 2024.
- 2.18 The procurement and the planning process can be twin tracked and an award of contract could be made in October 2024 with the successful contractor starting onsite as soon as possible.

Gorse Rise, Grantham

- 2.19 This is a former garage site that was demolished in February 2020.
- 2.20 A pre-application has been submitted to the Local Planning Authority and comments received for 6 units on the parcel of land. Some design amendments have been made following comments from the Planning Authority.
- 2.21 Once the designs have been finalised the scheme will be submitted for planning.

Kesteven Road, Stamford

- 2.22 The site consists of an irregular parcel of land of approximately 1.3 acres in size and includes a combination of a garage block, car parking area and open space.
- 2.23 Feasibility has identified the best option and layout for the site with an approximate 14-unit scheme being explored due to the biodiversity net gain requirements. This has been reduced from 18 units to enable more green space to be retained.
- 2.24 A pre- planning application has been submitted and is awaiting feedback from the Local Planning Authority.

Bourne End Road Estate, Colsterworth

- 2.25 Due to structural issues within the timber frame and thermally poor performance there are opportunities on this estate to demolish some of the existing stock and rebuild with more units due to large plot sizes.
- 2.26 Pre-Application feedback has been received from the Local Planning Authority with alterations being explored on the 9-unit scheme prior to submitting the full planning application.

3. Key Considerations

- 3.1.1 In order to achieve the numbers of houses that the Council has a requirement to deliver each year there will be a hybrid approach to new builds to work closely with developers on planning schemes which need to include a number of affordable units, the Council will discuss purchasing these (similar to a Registered Provider). There have been discussions with house builders on three sites within the District and these discussions are progressing in a positive direction.
- 3.1.2 The Council has now exchanged contracts to acquire 36 affordable units at Corby Glen on an approved large development (Full Planning Approved ref: S21/1841). This scheme has been in discussions since last summer and the Council with legal advisors have been negotiating to ensure the best deal for the authority.
- 3.1.3 Upon exchange (which took place on the 16 May 2024) 10% of the total package price was paid on Phases 1-3, with a further 10% of the total package price to be paid on Phases 4-7 upon commencement of construction on a phase-by-phase

basis. The deal was agreed in this way so that all of the deposit was not paid on exchange due to the length of the construction phases and the Council wanting to reduce financial risk.

3.2 The phasing plan for the handover is as follows: -

Phase Number	Handover Dates	Types of Property
1	March 2025	4 x 3 bedroom houses
2	April 2026	2 x 3 bedroom houses
3	June 2026	6 x 2 bedroom houses
4	March 2027	2 x 1 bedroom maisonettes, 1 x 2 bedroom house, 2 x 4 bedroom houses
5	December 2027	3 x 4 bedroom houses, 4 x 2 bedroom houses
6	December 2027	2 x 1 bedroom maisonettes, 3 x 2 bedroom houses, 2 x 3 bedroom houses
7	June 2028	5 x 2 bedroom houses

Total – 36 units

3.3 These units have been secured at an affordable unit cost to the Council and will meet the needs of our residents.

3.4 Local Authority Housing Fund (LAHF) 1 –

The Council agreed to accepting the funding at their meeting in July 2023

[Agenda for Council on Thursday, 20th July, 2023, 1.00 pm | South Kesteven District Council](#)

The Council had a requirement to secure 21 units as part of the allocated funding with a deadline of 30 November 2023 to secure purchases. Under the MoU the Council was required to provide: -

- 19 properties for households that meet the eligibility criteria (2/3 beds)
- 2 Four+ bed properties to be allocated to households currently in bridging accommodation ('the bridging element');

3.5 The Council has met this 21-unit purchase with the following

- 12 properties at Langtoft,
- 4 properties at Bourne
- 1 property in Ropsley
- 3 properties in Grantham (including the 2 four bedroom properties)
- 1 property in Ancaster

3.6 All houses have completed for this stage.

- 3.7 LAHF 2 – the Council has accepted the second stage of the funding which is to deliver a further eight properties, seven ‘main element’ 2/3 bed properties and one ‘bridging element’ 4 bed+ property.
- 3.8 The Council has met this 8-unit need with all houses being on various new build schemes in and around the Bourne area. These were all offered by the deadline of the funding and are progressing with legal services currently.
- 3.9 The Council will not be seeking funding from LAHF3 due to meeting all of the local demand for the properties.
- 3.10 The Council is also purchasing a bungalow in the Market Deeping area which will be fully adapted using S106 money. There are a number of people requiring specific types of properties (particularly fully adapted) and the team are looking at acquiring properties using this funding stream to meet the needs as a matter of urgency.

Right To Buy

- 3.11 The Council is approached regularly to purchase back properties that have been acquired through the Right to Buy process as the covenants are in place for a period of 10 years. These properties are independently valued and visited by a member of the repairs team to access any works required to ensure that they meet the void standard prior to assessing if they should be acquired. There are two properties currently being assessed for purchase in Stamford and Grantham.

4. Reasons for the Recommendations

- 4.1 This is a regular report where Members are invited to scrutinise and comment on performance.

Appendix 1 - SKDC Policy Note: Right to Buy Statistics 2022/23

Purpose and Key Statistics

- 1.1 This report summarises Right to Buy (RTB) statistics for South Kesteven District Council (SKDC). Four comparison groups have been selected:
- Group 1 - National and regional trends presented as per 1000 stock.
 - Group 2 - Authorities with a similar sized portfolio (10% parameters (plus & minus) on SKDC's portfolio of 5912 dwellings (as of 31 March 2023)).
 - Group 3 - SKDC's CIPFA Nearest Neighbours 2023.
 - Group 4 - Lincolnshire authorities.
- 1.2 Statistics are presented for latest available financial year (2022/23). The principal examined period is the decade 2013/14-2022/23. Where relevant, SKDC's figures have been contextualised relative to other English local authorities with housing portfolios by calculating SKDC's decile placing. In this presentation Decile 9 equals a placing in the top 20% of relevant English local authorities, Decile 2 in the bottom 20% of English local authorities, Deciles 6+ in the top half of English local authorities for a given indicator.
- 1.3 Key statistics for South Kesteven are:
- SKDC's portfolio stood at 5912 dwellings (as of 31 March 2023) (Decile 5). The median portfolio nationally is 6033 dwellings.
 - SKDC sold 42 properties via RTB in 2022/23 (Decile 6). This is 0.71% of its total portfolio. Over the last decade SKDC has sold a total of 451 properties (Decile 6). On average over this period SKDC sold 45 properties annually (0.75% of total portfolio).
 - SKDC generated receipts of £3,616,000 in 2022/23 (Decile 5). This is a 19.64% increase on 2021/22. Over the last decade annual receipts have averaged £2,868,000. Receipts peaked in 2018/19 at £4,387,000.
 - The average receipt per dwelling was £86,106 (Decile 4). The average receipt nationally was £101,713. The average receipt for the East Midlands was £66,220. Average receipts have increased by 11.1% on 2021/22 and 83.96% on 2013/14.
 - Over the last decade receipts have funded 105 replacements (starts & acquisitions Decile 4). This gives SKDC a total replacement rate of 23.23% (Decile 4). The replacement rate for the East Midlands was 26.74% and England was 35.96%.
- 1.4 Key conclusions for South Kesteven (presented in Table 1) are:
- The portfolio is being sold at a faster rate than national and county trends, and the median of CIPFA Nearest Neighbours.

- Average receipts per property lag behind the national average but are impressive for the region and higher than the median of SKDC's CIPFA Nearest Neighbours. SKDC's average receipts are the highest in Lincolnshire.
- The replacement rate (Total Sales/Total Replacements) over the last decade was in line with CIPFA Nearest Neighbours and regional trends, however below the national rate and the median rate of authorities with comparably sized portfolios. Neither SKDC or any of the comparison groups have achieved a positive replacement rate to either maintain or grow their portfolios in response to RTB sales. A minority of authorities have achieved this.

Table 1: Summary of Key Statistics by Comparison Group

	Housing Portfolio (31 March 2023)¹	Total sales 2013/14 - 2022/23²	Average % of portfolio sold annually 2013/14-2022/23	Average receipt per dwelling 2022/23 (£000)³	Total replacements 2013/14 - 2022/23 (starts and acquisitions)⁴	Replacement Rate 2013/14 - 2022/23
South Kesteven	5912	452	0.75%	£86.11	105	23.23%
East Midlands	170846	15895	0.90%	£66.22	4251	26.74%
England	835544	112092	0.70%	£101.71	40304	35.96%
Group 2 (median)	5643	358	0.56%	£105.16	148	56.80%
Group 3 (median)	4697	265	0.51%	£81.88	58.5	23%
Group 4 (median)	3997	337	0.56%	£77.79	110	32.59%

National and Regional Comparisons

- 1.5 To enable the comparison of different geographies, RTB data has been presented per 1000 local authority stock for 2022/23 (Table 2) and the period 2017/18-2022/23 averaged (Table 2 & Figure 1).
- 1.6 The key trend is shrinking portfolios from RTB sales. This is true at the county, regional and national level. No geography is able to fully replace the losses. In 2022/23, SKDC saw a net change of minus 6 (rounded) per 1000

¹ Local Authority Housing Statistics tables 2022-2023, sheet A: Dwelling Stock, Column G -

[Local Authority Housing Statistics 2022-23.ods \(live.com\)](#)

² Right to Buy sales: Table 691 (sheet LT_691a_1) - [Table 691 annual: Right to Buy sales, by local authority](#)

³ Receipts from Eligible Sales: Table 692 (totals – sheet LT_692a, averages – sheet LT_692b) - [Table 692 annual: Right to Buy receipts, by local authority](#)

⁴ Replacements: Table 692 (starts & acquisitions – sheet LT_693a, completions – sheet LT_693d) - Table 693 annual: replacements of Right to Buy sales, by local authority

properties. For every 1000 properties, SKDC sold 7 and completed 1. This is in line with county trends, also a net loss of 6 properties per 1000. The figure for England minus 5 properties per 1000 and minus 9 for the East Midlands.

Table 2: Portfolio Change per 1000 Stock – South Kesteven vs Comparators									
		2022/23				2017/18-2022/23 (averaged)			
		SKDC	Lincs.	E. Mids.	Eng.	SKDC	Lincs.	E. Mids.	Eng.
Gains	Acquisitions	0	0.70	0.84	0.82	0.34	1.29	1.40	1.43
	Completions	0.85	0.23	1.15	2.16	1.27	1.10	1.93	1.61
	Total	0.85	0.93	1.99	2.9	1.61	2.39	3.34	3.04
Losses	Sales	7.10	6.80	9.81	7.19	7.89	6.73	9.69	6.68
	Demolitions ⁵	0	0.61	0.99	1.2	0	0.66	0.61	1.28
	Total	7.10	7.41	10.8	8.41	7.89	7.41	10.30	7.97
Net Change		-6.26	-6.47	-8.81	-5.43	-6.28	-5.00	-6.96	-4.93

- 1.7 Nationally there is significant variation in RTB sales by region. In 2022/23, approximately 50% of total RTB sales occurred in 21 authorities. These are large urban centres: Leeds, Birmingham, Sheffield, Nottingham, Leicester etc. The regions with the most sales were London, Yorkshire, and the Midlands. The delivery of replacements is similarly concentrated in a minority of authorities, largely located in London and the East of England.
- 1.8 Regional variation occurs due the following reasons:
- The amount of local authority housing stock
 - Maximum Right to Buy discounts. London has a higher maximum discount compared to other regions.
 - The local house prices.

⁵ Demolitions – Social Housing Sales Open Data - [Live tables on social housing sales - GOV.UK \(www.gov.uk\)](https://www.gov.uk/live-tables-on-social-housing-sales)

- 1.9 Considering the period 2017/18-2022/23, the 2022/23 trends apply (Figure 1⁶). On average SKDC saw a net loss of 6 properties per 1000 annually, selling 8 (rounded) and acquiring 2 (rounded).

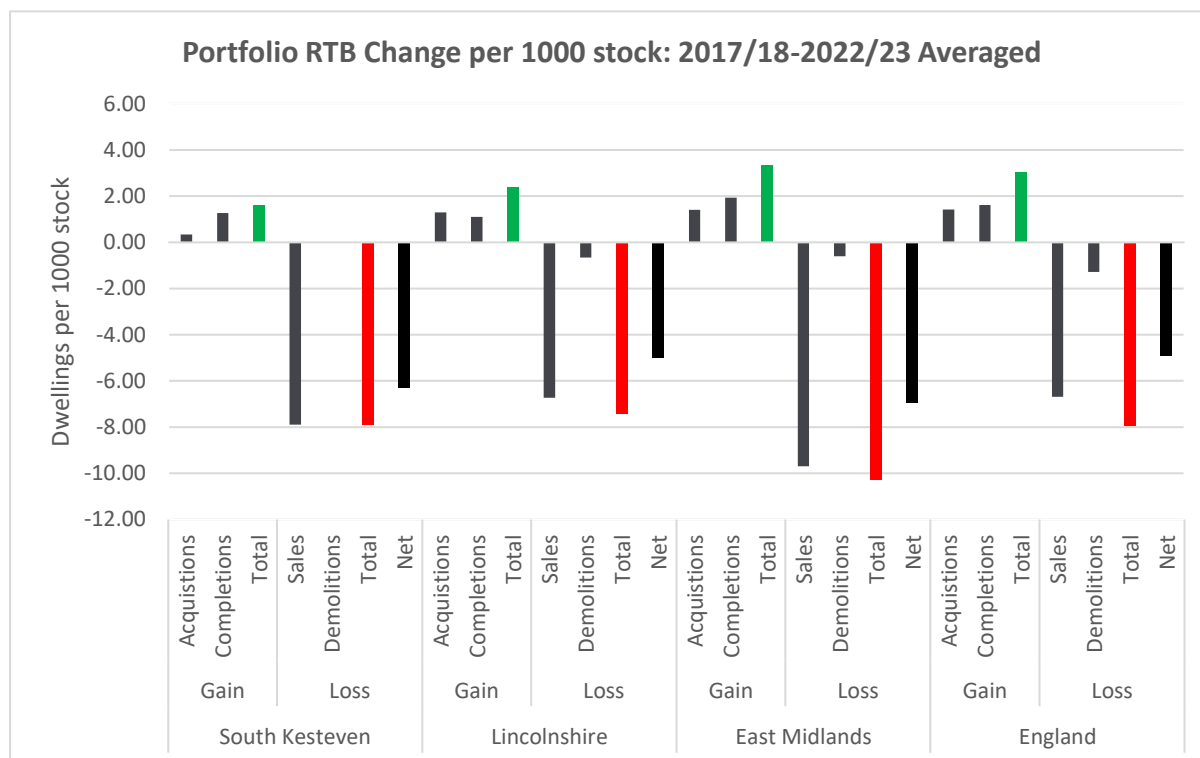


Figure 1 - Source: DLUHC, Live Tables on Social Housing Sales

Comparison Group 2 – Portfolio Size

- 1.10 The data discussed in this section is presented in Table 3 (page 6).
- 1.11 The eighteen comparators (excl. SKDC) were selected by housing portfolio size. Each authority was within 10% parameters (plus & minus) of SKDC's portfolio of 5912 dwellings (as of 31 March 2023).
- 1.12 The areas are extremely varied in character consisting of both urban and rural, severe deprivation and comparative affluence. That diversity necessarily limits the conclusions that can be drawn. There is little linking South Kesteven and Slough beyond similar sized portfolios and number of annual Right to Buy sales, as demonstrated by the significant difference in average sale price and total receipts. Disposals and replacements will be shaped by local market conditions and political priorities; however, the

⁶ Sales – Table 691 annual: Right to Buy sales by local authority (sheet LT_691b) - [LT_691.ods \(live.com\)](https://live.com/LT_691.ods)
 Demolitions – Social Housing Sales Open Data - [Live tables on social housing sales - GOV.UK \(www.gov.uk\)](https://www.gov.uk/live-tables-on-social-housing-sales)

comparison provides an insight into the variability of authorities with portfolios of approximately 5800 dwellings on average.

- 1.13 In 2022/23, South Kesteven sold 42 properties (0.71%) of its total portfolio via Right to Buy (columns D & E). This is consistent with trends over the past decade (2013/14-2022/23 columns F & G). On average South Kesteven has sold 45 properties annually, or 0.75% of its portfolio. The median disposal rate over this period for the comparator group was 0.62% (36 properties). The rate for the East Midlands was 0.90% and 0.70% for England.
- 1.14 Replacement has not kept pace with disposals (a theoretical 1 in 1 out would give a replacement rate of 100%). South Kesteven has acquired 105 properties (via construction starts and acquisitions) over the period 2013/14-2022/23 – a replacement rate of 23.23% (column M). There have been 46 completions. Over the same period there were 452 disposals (column H). The median replacement rate of the comparator group is 56.80%. The replacement rate for the East Midlands is 26.74% and England is 35.96% (column N).
- 1.15 A small minority of the comparator authorities have achieved replacement rates exceeding 100% and so have grown their portfolios over the past decade. These are Somerset West & Taunton, South Cambridgeshire, and Warwick. A further four authorities have replacement rates exceeding 75%: Central Bedfordshire, Epping Forest, Gravesham and Slough.

Comparison Group 3 – CIPFA Nearest Neighbours

- 1.16 The data discussed in this section is presented in Table 4 (page 7).
- 1.17 The CIPFA nearest neighbours are authorities considered statistically similar to South Kesteven on a range of geographic, demographic and socio-economic characteristics.
- 1.18 Of the 15 authorities (excl. South Kesteven) only seven possess significantly sized housing portfolios. The remainder either do not have housing portfolios or the total stock numbers under 200 dwellings. Two authorities (Bassetlaw, and Newark & Sherwood) have portfolios broadly comparable to South Kesteven. Note Newark & Sherwood is also in Comparison Group 2.
- 1.19 In 2022/23, South Kesteven sold 42 properties (0.71%) of its total portfolio. The median disposal rate for this comparator group was 0.59% (2022/23). Median average receipts per property were £81,880 and the total replacement rate over the last decade was 23%. South Kesteven's average receipts were £86,110. Only two authorities achieved a replacement rate over 50%: Newark & Sherwood (56.06%) and Stroud (64.22%). Note both authorities have sold in the region of half the properties South Kesteven has in the last decade.

Comparison Group 4 - Lincolnshire Authorities

- 1.20 The data discussed in this section is presented in Table 5 (page 8).

- 1.21 Of the seven Lincolnshire districts, only four have stock portfolios of comparable size. Boston and East Lindsey do not own any dwellings, whilst West Lindsey's portfolio stands at eight.
- 1.22 The median disposal rate for this comparator group was 0.93% (2022/23). Median average receipts per property were £77,790 and the total replacement rate over the last decade was 32.59%. South Kesteven has the highest receipts per property in the county. North Kesteven have successfully grown their portfolio over the last decade with a replacement rate of 123.90%. No other authority has a replacement rate above 30%.

Table 3: Right to Buy sales, receipts and replacements: 2022/2023 – South Kesteven vs Comparators (Portfolio Size)													
Area			Sales ⁷					Receipts ⁸		Replacements ⁹			
A - Authority	B - IMD 2019 Decile Placing (10 = top 10% of least deprived in England)	C - Total dwellings owned by the local authority 31 March 2023 (including PFI and shared ownership) ¹⁰	D - Annual Eligible Sales 2022-23 ¹¹	E - % of portfolio sold 2022/23 (sales/total dwellings)	F - Average % of portfolio sold annually 2013/14-2022/23	G- Average annual sales (2013/14 – 2022/23)	H - Total Sales 2013/14 - 2022/23	I - Total receipts 2022/23 (£000s)	J - Average receipt per dwelling 2022/23 (£000)	K - Number of replacements 2022/23 (starts and acquisitions)	L - Number of replacements 2022/23 (completions)	M - Total replacements 2013/14 - 2022/23 (starts and acquisitions)	N - Replacement Rate over 2013/14 - 2022/23
Central Bedfordshire	8	5456	25	0.46%	0.52%	27.50	275	£3,637.02	£145.48	6	59	243	88.36%
Charnwood	8	5482	28	0.51%	0.74%	41.50	415	£2,417.00	£86.32	4	0	48	11.57%
Cheshire West & Chester	6	5323	43	0.81%	0.85%	46.60	466	£2,296.23	£53.40	16	0	16	3.43%
Colchester	6	5935	38	0.64%	0.65%	38.70	387	£5,381.82	£141.63	20	0	248	64.08%
Epping Forest	7	6392	14	0.22%	0.48%	31.00	310	£3,052.87	£218.06	0	19	243	78.39%
Gravesham	4	5643	39	0.69%	0.52%	29.30	293	£5,390.31	£138.21	0	23	273	93.17%
Great Yarmouth	1	5736	40	0.70%	0.61%	35.80	358	£2,646.21	£66.16	7	0	84	23.46%
Mansfield	2	6348	26	0.41%	0.55%	35.40	354	£1,455.55	£55.98	0	4	36	10.17%
Newark & Sherwood	5	5531	17	0.31%	0.48%	26.40	264	£1,424.82	£83.81	2	7	148	56.06%
Nuneaton & Bedworth	3	5630	32	0.57%	0.64%	36.70	367	£2,068.90	£64.65	2	0	63	17.17%
Redditch	4	5516	38	0.69%	0.92%	53.00	530	£2,871.14	£75.56	0	0	128	24.15%
Slough	4	6032	25	0.41%	0.67%	42.00	420	£5,367.13	£214.69	0	0	354	84.29%
Somerset West and Taunton	5	5591	28	0.50%	0.62%	35.50	142	£2,944.40	£105.16	6	0	206	145.07%
South Cambridgeshire	10	5601	24	0.43%	0.41%	22.13	221	£4,768.55	£198.69	53	91	329	148.87%
South Kesteven	8	5912	42	0.71%	0.75%	45.20	452	£3,616.46	£86.11	0	5	105	23.23%
Southend-on-Sea	4	6033	15	0.25%	0.34%	20.60	206	£2,312.30	£154.15	10	0	117	56.80%
Sutton	8	6036	41	0.68%	0.75%	44.80	448	£8,388.30	£204.59	0	0	315	70.31%
Warwick	9	5539	31	0.56%	0.58%	32.00	320	£3,868.67	£124.80	40	0	424	132.50%

⁷ Right to Buy sales: Table 691 (sheet LT_691a_1) - [Table 691 annual: Right to Buy sales, by local authority](#)

⁸ Receipts from Eligible Sales: Table 692 (totals – sheet LT_692a, averages – sheet LT_692b) - [Table 692 annual: Right to Buy receipts, by local authority](#)

⁹ Replacements: Table 692 (starts & acquisitions – sheet LT_693a, completions – sheet LT_693d) - [Table 693 annual: replacements of Right to Buy sales, by local authority](#)

¹⁰ Local Authority Housing Statistics tables 2022-2023, sheet A: Dwelling Stock, Column G - [Local Authority Housing Statistics 2022 23.ods \(live.com\)](#)

¹¹ Eligible defined as subject to The Local Authorities (Capital Finance and Accounting) Regulations 2012)

West Lancashire	5	5830	68	1.17%	0.93%	55.30	553	£3,330.23	£48.97	0	37	71	12.84%
Median of Comparators	5	5643	31	0.56%	0.62%	35.80	358	£3,052.87	£105.16	2	0	148	56.80%
East Midlands (total)	N/A	170846	1646	0.96%	0.90%	1589.50	15895	£108,998.90	£66.22	441	196	4251	26.74%
England (total)	N/A	835544	10895	1.30%	0.70%	11209.20	112092	£1,108,212.54	£101.71	3200	3,398	40304	35.96%

Table 4: Right to Buy sales, receipts and replacements: 2022/2023 – South Kesteven vs Comparators (CIPFA Peers 2023)													
Area		Sales ¹²						Receipts ¹³		Replacements ¹⁴			
A - Authority	B - IMD 2019 Decile Placing (10 = top 10% of least deprived in England)	C - Total dwellings owned by the local authority 31 March 2023 (including PFI and shared ownership) ¹⁵	D - Annual Eligible Sales 2022-23 ¹⁶	E - % of portfolio sold 2022/23 (sales/total dwellings)	F - Average % of portfolio sold annually 2013/14-2022/23	G- Average annual sales (2013/14 – 2022/23)	H - Total Sales 2013/14 - 2022/23	I - Total receipts 2022/23 (£000s)	J - Average receipt per dwelling 2022/23 (£000)	K - Number of replacements 2022/23 (starts and acquisitions)	L - Number of replacements 2022/23 (completions)	M - Total replacements 2013/14 - 2022/23 (starts and acquisitions)	N - Replacement Rate over 2013/14 - 2022/23
Amber Valley	6	27	0	0.00%	0.00	0	0	£0.00	£0.00	0	0	0	0.00%
Bassetlaw	4	6549	49	0.75%	0.55%	36.8	368	£2,824.92	£57.65	2	0	43	11.68%
Braintree	7	8	0	0.00%	0.00	0	0	£0.00	£0.00	0	0	0	0.00%
Breckland	5	41	0	0.00%	0.00	0	0	£0.00	£0.00	0	0	0	0.00%
Broxtowe	7	4358	27	0.62%	0.60%	26.6	266	£2,106.43	£72.64	6	0	59	22.18%
Chorley	6	149	0	0.00%	0.00	0	0	£0.00	£0.00	0	0	0	0.00%
Gedling	7	188	0	0.00%	0.00	0	0	£0.00	£0.00	0	0	0	0.00%
Harrogate	9	3935	13	0.33%	0.48%	18.7	187	£1,462.50	£112.50	17	1	58	31.02%
High Peak	7	3831	34	0.89%	0.64%	25.1	251	£2,031.73	£59.76	3	0	18	7.17%
Hinckley and Bosworth	8	3209	28	0.87%	0.85%	27.8	278	£2,238.68	£79.95	7	3	31	11.15%
Mendip	6	0	0	0.00%	0.00	0	0	£0.00	£0.00	0	0	0	0.00%
Newark & Sherwood	5	5531	17	0.31%	0.48%	26.4	264	£1,424.82	£83.81	2	7	148	56.06%

¹² Right to Buy sales: Table 691 (sheet LT_691a_1) - [Table 691 annual: Right to Buy sales, by local authority](#)

¹³ Receipts from Eligible Sales: Table 692 (totals – sheet LT_692a, averages – sheet LT_692b) - [Table 692 annual: Right to Buy receipts, by local authority](#)

¹⁴ Replacements: Table 692 (starts & acquisitions – sheet LT_693a, completions – sheet LT_693d) - [Table 693 annual: replacements of Right to Buy sales, by local authority](#)

¹⁵ Local Authority Housing Statistics tables 2022-2023, sheet A: Dwelling Stock, Column G - [Local Authority Housing Statistics 2022 23.ods \(live.com\)](#)

¹⁶ Eligible defined as subject to The Local Authorities (Capital Finance and Accounting) Regulations 2012)

South Kesteven	8	5912	42	0.71%	0.75%	45.2	452	£3,616.46	£86.11	0	5	105	23.23%
Stafford	8	0	0	0.00%	0.00	0	0	£0.00	£0.00	0	0	0	0.00%
Stroud	9	5037	25	0.50%	0.43	21.8	218	£3,093.06	£123.72	0	24	140	64.22%
West Suffolk	6	55	0	0.00%	0.00%	0	0	£0.00	£0.00	0	0	0	0.00%
Median of Comparators	7	4697.5	27.5	0.59%	0.51%	26.5	265	£2,172.55	£81.88	2.5	2	58.5	23%
East Midlands (total)	N/A	170846	1646	0.96%	0.90%	1589.5	15895	£108,998.90	£66.22	441	196	4251	26.74%
England (total)	N/A	835544	10895	1.30%	0.70%	11209.2	112092	£1,108,212.54	£101.71	3200	3398	40304	35.96%

Table 5: Right to Buy sales, receipts and replacements: 2022/2023 – South Kesteven vs Comparators (Lincolnshire)													
Area			Sales ¹⁷					Receipts ¹⁸		Replacements ¹⁹			
A - Authority	B - IMD 2019 Decile Placing (10 = top 10% of least deprived in England)	C - Total dwellings owned by the local authority 31 March 2023 (including PFI and shared ownership) ²⁰	D - Annual Eligible Sales 2022-23 ²¹	E - % of portfolio sold 2022/23 (sales/total dwellings)	F - Average % of portfolio sold annually 2013/14-2022/23	G- Average annual sales (2013/14 – 2022/23)	H - Total Sales 2013/14 - 2022/23	I - Total receipts 2022/23 (£000s)	J - Average receipt per dwelling 2022/23 (£000)	K - Number of replacements 2022/23 (starts and acquisitions)	L - Number of replacements 2022/23 (completions)	M - Total replacements 2013/14 - 2022/23 (starts and acquisitions)	N - Replacement Rate over 2013/14 - 2022/23
Boston	4	0	0	0.00%	0.00%	0	0	£0.00	£0.00	0	0	0	0.00%
East Lindsey	2	0	0	0.00%	0.00%	0	0	£0.00	£0.00	0	0	0	0.00%
Lincoln	2	7766	48	0.62%	0.64%	49.3	493	£2,837.50	£59.11	8	0	115	23.33%
North Kesteven	9	3997	21	0.53%	0.53%	20.5	205	£1,549.39	£73.78	0	0	254	123.90%

¹⁷ Right to Buy sales: Table 691 (sheet LT_691a_1) - [Table 691 annual: Right to Buy sales, by local authority](#)

¹⁸ Receipts from Eligible Sales: Table 692 (totals – sheet LT_692a, averages – sheet LT_692b) - [Table 692 annual: Right to Buy receipts, by local authority](#)

¹⁹ Replacements: Table 692 (starts & acquisitions – sheet LT_693a, completions – sheet LT_693d) - [Table 693 annual: replacements of Right to Buy sales, by local authority](#)

²⁰ Local Authority Housing Statistics tables 2022-2023, sheet A: Dwelling Stock, Column G - [Local Authority Housing Statistics 2022_23.ods \(live.com\)](#)

²¹ Eligible defined as subject to The Local Authorities (Capital Finance and Accounting) Regulations 2012)

South Holland	6	3786	32	0.85%	0.58%	22.3	223	£2,617.74	£81.80	7	0	65	29.15%
South Kesteven	8	5912	42	0.71%	0.75%	45.2	452	£3,616.46	£86.11	0	5	105	23.23%
West Lindsey	5	8	0	0.00%	0.00%	0	0	£0.00	£0.00	0	0	0	0.00%
Median of Comparators	5	3997	37	0.93%	0.56%	33.75	337.50	£2,727.62	£77.79	3.5	0	110	32.59%
East Midlands (total)	N/A	170846	1646	0.96%	0.90%	1589.5	15895	£108,998.90	£66.22	441	196	4251	26.74%
England (total)	N/A	835544	10895	1.30%	0.70%	11209.2	112092	£1,108,212.54	£101.71	3200	3398	40304	35.96%



SOUTH
KESTEVEN
DISTRICT
COUNCIL



Housing Overview and Scrutiny Committee

Thursday, 6 June 2024

Report of Councillor Virginia Moran
Cabinet Member for Housing

Integrated Housing Management System Implementation Update

Report Author

Alison Hall-Wright, Director of Housing

 A.Hall-Wright@southkesteven.gov.uk

Purpose of Report

This report provides the Housing Overview and Scrutiny Committee with an update of the implementation of the Integrated Housing Management System.

Recommendations

That the Committee

1. Notes the progress of the implementation of the Integrated Housing Management System

Decision Information	
Does the report contain any exempt or confidential information not for publication?	No
What are the relevant corporate priorities?	Housing Effective council
Which wards are impacted?	(All Wards);

1. Implications

Taking into consideration implications relating to finance and procurement, legal and governance, risk and mitigation, health and safety, diversity and inclusion, safeguarding, staffing, community safety, mental health and wellbeing and the impact on the Council's declaration of a climate change emergency, the following implications have been identified:

Finance and Procurement

- 1.1 The cost of this project is included in the approved HRA Capital Programme Budget.

Completed by: Richard Wyles, Deputy Chief Executive and s151 Officer

Legal and Governance

- 1.2 There are no legal or governance implications arising from this report, which is for noting.

Completed by: James Welbourn, Democratic Services Manager and Deputy Monitoring Officer

2. Background to the Report

- 2.1 The Council has a clear commitment in its Corporate Plan 2024-2027 to ensure that all residents can access housing which is safe, good quality, sustainable and suitable for their needs and future generations and the implementation of an Integrated Housing Management System will enable the Council to effectively administrate its social landlord function.

- 2.2 On 29 March 2022 Cabinet approved the award of a contract to Aareon UK Limited for the provision of its Housing Management System and associated modules.
- 2.3 A project team consisting of the key users of the system was created to support the implementation of the system and to ensure their individual system needs were considered as part of the project.
- 2.4 The Project team configured the processes in QL system which went through a period of functionality testing and issue resolution. User acceptance testing was completed by selected end users of the system which also included issue resolution. A full training plan was rolled out with the project team creating user guides and delivering the training.
- 2.5 Phase 1 of the project went live in 2 stages. On 22 January 2024 the following modules/tasks were implemented:
- Rents
 - Voids
 - Housing – Anti-social Behaviour & Mutual Exchange
 - Letters development (Designed and tested)
 - Data was migrated from the legacy system, Anite, to QL
- 2.6 On the 26 February 2024 Phase 1 of the project was completed with the implementation of the following modules/tasks:
- Repairs module including Leaseholder Repairs
 - Upgrade of Dynamic Resource Scheduler (DRS) which is the system the Housing repairs team use for scheduling repairs which will be completed by the in-house repairs team
 - 1st touch upgrade to Versaa which is a mobile solution that provides daily work schedules for officers working across the district and includes Void Inspection forms and Repairs Works Order forms that can be completed on site.
 - An Anite archive was built which will ensure the Council can continue to access historic data.
- 2.7 The reporting tool for the QL system is PowerBi, the Council has experienced issues with producing the reports that are required from the system due to the level of knowledge that is required to design and create reports in PowerBi. The reports that are required by the Council have been prioritised to ensure that the more urgent reports are focused on. The progress of the creation of the reports is monitored on a weekly basis and regular meetings are held with key users of the system to identify any issues they may be experiencing to ensure these are resolved.
- 2.8 Phase 2 of the project has now commenced which includes the implementation of modules which will improve the functionality the Housing system is able to offer both officers and customers, for example, replacing paper forms with online forms. There

will also be upgrades to existing Housing systems, for example the upgrade of the Apex system which is the Councils asset management system for Housing.

2.9 Phase 2 of the project consists of the following:

- The transfer of compliance data from the existing Propeller system into the QL Housing system.
- The transfer of compliance data from the Propeller system into Apex.
- The upgrade of the current Apex system to Apex Cloud 9 which will includes an interface with Compliance Contractors who complete compliance surveys for the Council.
- The development of Versaa forms for Tenancy Services which will enable officers to update the system with visit notes and additional information, for example, photographs, whilst they are onsite. Officers will also be able to access information during visits which will support them with responding to tenant enquiries.
- QL Contractor Portal - which will enable contractors to update details of repairs and submit costs for authorisation directly.
- QL Customer Portal – this will allow tenants to raise repair requests, view their current rent account balance, report estate/tenancy management issues and request updates to their personal details.
- QL Right To Buy Process - this will automate the current paper based process.
- Project Planner – this will assist with scheduling repairs jobs to ensure the Council can maximise the number of jobs that can be completed each week.
- InfoSuite - this is a reporting tool for the Council's repairs work scheduler, DRS which will allow the Council report repairs related performance.

2.10 The continued implementation of system will support the Council with both automating and streamlining processes and will ensure that it has accurate and up-to-date information which will enable a consistent approach to service delivery as it will ensure that we have a clear picture of our tenants, property and compliance responsibilities in real time.

3. Key Considerations

3.1 There are included in section 2 of the report.

4. Reasons for the Recommendations

4.1 The Committee has requested an update of the Integrated Housing Management System Implementation project.



**SOUTH
KESTEVEN
DISTRICT
COUNCIL**



Housing Overview and Scrutiny Committee

Thursday, 6 June 2024

Report of Cllr Philip Knowles, Cabinet
Member for Corporate Governance and
Licensing

Corporate Plan 2020-23 Key Performance Indicators End-of-Plan and 2023/24 End-Year (Q4) Report

Report Author

Charles James, Policy Officer

 Charles.james@southkesteven.gov.uk

Purpose of Report

This report outlines South Kesteven District Council's performance against the Corporate Plan 2020-23 Key Performance Indicators (KPIs) from January-March 2024, and presents a summary of overall performance over the lifecycle of the Corporate Plan 2020-23.

Recommendations

That the Committee:

- 1. Review and scrutinise the performance against the Corporate Plan Key Performance Indicators in relation to the delivery of the Corporate Plan 2020-23 priorities and outcomes.**
- 2. Use this report to inform and support the ongoing work programme of the Committee.**

Decision Information

Does the report contain any exempt or confidential information not for publication?	No
What are the relevant corporate priorities?	Housing
Which wards are impacted?	(All Wards);

1. Implications

Taking into consideration implications relating to finance and procurement, legal and governance, risk and mitigation, health and safety, diversity and inclusion, safeguarding, staffing, community safety, mental health and wellbeing and the impact on the Council's declaration of a climate change emergency, the following implications have been identified:

Finance and Procurement

- 1.1 The financial considerations where appropriate are referenced throughout this report.

Completed by: Paul Sutton Interim Head of Finance (Deputy 151)

Legal and Governance

- 1.2 Regular reporting on agreed actions and measures is to be welcomed from a governance point of view, as it provides a transparent mechanism for reporting on performance. The report highlights that a new KPI suite has been adopted and this will be reflected in future reports.

Completed by: James Welbourn, Democratic Services Manager and Deputy Monitoring Officer

2. Background to the Report

- 2.1 The South Kesteven Corporate Plan 2020-2023 was approved by Council on the 1st of October 2020. It was agreed by Council that actions, key performance indicators (KPIs) and targets would be developed by the relevant overview and scrutiny committee, which would retain oversight of the performance management arrangements at a strategic level. These actions and indicators were then presented to the Rural and Communities Overview and Scrutiny Committee (note Housing OSC was not established until July 2023) and agreed on the 12 November 2020.

- 2.2 Regular mid-year (Q2) and end-of-year (Q4) KPI reports were presented to the responsible Committee for scrutiny over the previous four years.
- 2.3 The last prior was the Mid-Year report for 2023/24, which was presented to the Committee on 22 January 2024 and outlined the performance against the Corporate Plan 2020-23 for Quarter 2 2023/24.
- 2.4 2023/24 was the final year of reporting on the Corporate Plan 2020-23 KPI suite. The Corporate Plan 2024-27 was adopted by Council in January 2024.
- 2.5 This report is the last on the Corporate Plan 2020-23, providing an update on performance for the 2023/24 financial year, and a summary overview of the Council's performance over the period 2020/21 to 2023/24.

Corporate Plan 2020-23 End-of-Plan Action Review

- 2.6 The Corporate Plan 2020-23 listed ten actions under the Priority: *Housing that Meets the Needs of All Residents*. These actions set the Council's agenda for the life of that Plan.
- 2.7 The first round of performance reporting in 2020/21 introduced a series of criteria for what successful delivery would look like. This criterion has been used as the yardstick to judge the Council's overall performance against the stated actions.
- 2.8 It should be recognised that the Council is not a static organisation. Over the course of the Plan's lifecycle there were significant changes to the senior political and officer leadership. There also were challenging external conditions, from the pandemic – the longer-term impacts and legacy of which were not clear at the start of the Plan, the onset of the Ukraine conflict in February 2022 and cost of living crisis. Each development will have influenced the Council's priorities and resource allocations.
- 2.9 Furthermore, the stated actions had varying levels of Council control. Some were wholly within the Council's control e.g. delivery of service reviews for Planning and Housing and the resultant implementation of action plans. Others were substantially outside the Council's control e.g. an action with the success criteria of a 'reduced number of homeless persons in the district'. An alternative success criterion would assess how the service has performed under the external pressure from challenging economic conditions, but using the strict yardstick the stated action was not achieved. Finally, some actions were significantly outside the Council's control e.g. the future of the Prince William of Gloucester Barracks where the decisionmaker is the Ministry of Defence.
- 2.10 For these reasons, the Council's stated success conditions with the context of degree of control, rather than the individual metrics which evolved over the reporting cycle, are preferred as the simplest and most direct form of accountability.
- 2.11 Of the ten stated actions:
- Four were wholly within the Council's control and successfully achieved.

- One was wholly within the Council's control and was not successfully achieved.
- Two were substantially outside the Council's control and were not successfully achieved.
- Three were significantly outside the Council's control. One was successfully achieved and two were not.

2.12 A summary is set in Table 1 below:

Table 1: Summary Review of Corporate Plan 2020-23 Housing Actions			
Action	Success Criteria	SKDC Control	End of Plan Status
Work in partnership with the housing market to stimulate housing growth.	Achieve the adopted Local Plan target for delivery of homes, with a particular focus on addressing historic under achievement of growth targets within Grantham.	Significantly outside	Unachieved
Work to reduce and prevent homelessness in our District.	Work to reduce the number of homeless persons in the district	Substantially Outside	Unachieved
Increase the supply of high quality, sustainable Council houses.	The delivery of new Council Homes that meet the relevant (Code for Sustainable Homes), and reduce overall Co2 emissions	Within SKDC control	Unachieved
Undertake a Planning Review to improve performance and support local sustainable, high-quality growth.	Completion of Planning Review and implementation of recommendations	Within SKDC control	Achieved
Action	Success Criteria	SKDC Control	End of Plan Status
Undertake a Housing Review to provide the highest quality service possible to our tenants	Completion of Housing Audit recommendations through an approved Improvement Plan	Within SKDC control	Achieved
Work with housing associations and developers to ensure quality affordable housing is delivered.	Increase in the number of Affordable new homes delivered in the district	Significantly outside	Achieved
Ensure the ambitions of the adopted Local Plan are met and a review framework is developed to deliver sustainable growth in the District.	Meeting or exceeding housing delivery targets Determination of planning applications in line with Local Plan	Within SKDC control	Achieved
Work with Homes England, the Ministry of Defence and other partners to develop holistic masterplans for the delivery of	Development of a masterplan for the Prince William of Gloucester Barracks site that supports the delivery of new homes	Significantly outside	Unachieved

Grantham's Southern Urban Extension.	in accordance with the trajectory set out in the local plan.		
Ensure that major developments in South Kesteven are high quality, with sustainable, good design.	Developments that satisfy the requirements of the emerging district-wide design guidance and which meet the latest standards for carbon-reducing housing design.	Within SKDC control	Achieved
Prioritise bringing private sector empty properties back in to use.	Increase in the number of empty properties brought back into use as high-quality new homes	Substantially Outside	Unachieved

- 2.13 Appendix A presents a review of the Council's performance against the Housing priority actions for the Corporate Plan 2020-23.

End-of-Year 2023/24 Update

- 2.14 Appendix B presents the overall performance against the seven actions being presented for Q4 2023/24, as well as specific performance against the sub measures contained within those. Specific commentary is provided for each action, which is summarised as follows:

- Three of the actions are rated Green. These are actions which are on, or above target as planned.
- Four of the actions are rated Amber. This is an action which is currently below the planned target.
- Zero actions are rated Red. This is an action, which is currently significantly below the planned target.
- Three actions of the original ten are no longer reported.

Future Reporting

- 2.15 To accompany the Corporate Plan 2024-27, a new suite of KPIs was developed to reflect the priorities, ambitions, and actions of the new Plan. In the development process it was decided that the Planning Committee would be best qualified to scrutinise planning related KPIs. All the new measures are wholly within the Council's control.
- 2.16 The new KPI suite with proposed targets for 2024-27 was presented to, considered, and approved by the Committee on 21 March 2024.
- 2.17 The new KPI suite is included for the Committee's reference, incorporating the alterations and recommendations stipulated by the Committee in the March session.
- 2.18 The Committee will receive the first report on the new KPIs (mid-year 2024/25) in Quarter 3 2024/25.

3. Key Considerations

- 3.1 This is the last presentation of the KPIs for the Corporate Plan 2020-23. A general overview of the Council's performance displays that SKDC achieved four of the ten stated actions under the Priority: Housing that Meets the Needs of All Residents in the Corporate Plan 2020-23. Five of these actions however were substantially or significantly outside the Council's control. Of the five actions directly within the Council's control: SKDC achieved four and has made good progress in delivering the fifth (HRA new build pipeline).
- 3.2 This is also a presentation of the end year (Q4) data for 2023/24.
- 3.3 There is commentary for each of the KPIs with an appropriate update from each area.
- 3.4 The Corporate Plan 2024-27 was adopted in January 2024. A new KPI suite to reflect the new Corporate Plan was approved by Committee in March 2024. The first report using the new KPIs will be presented in Quarter 3 2024/25.

4. Reasons for the Recommendations

- 4.1 This is a regular report where Members are invited to scrutinise and comment on performance.

5. Appendices

- 5.1 Appendix A – Corporate Plan 2020-23: Housing that Meets the Needs of All Residents – End of Plan Action Review
- 5.2 Appendix B - KPI Report: Housing OSC End-of-Year (Q4) 2023/24
- 5.3 Appendix C - Approved KPI Suite 2024-27

Corporate Plan 2020-23: Housing that Meets the Needs of All Residents – End of Plan Action Review								
Corporate Plan 2020-2023 Priority	Overview & Scrutiny Committee	Corporate Plan 2020-2023 Action	Corporate Plan 2020-2023 Success Criteria	KPI	Target	SKDC Control	End of Plan Status	Summary Commentary
Housing that Meets the Needs of All Residents	Housing	Work in partnership with the housing market to stimulate housing growth.	Achieve the adopted Local Plan target for delivery of homes, with a particular focus on addressing historic under achievement of growth targets within Grantham.	1. Number of houses complete	650 (annual)	Significantly outside	Unachieved	The Council failed to achieve the set targets in any of the four years of the Plan. The closest to success was the delivery of 642 completions in 2022/23. Over the four years 2126 houses were completed district wide, 82% of the 2600 four-year target. 471 of those completions were in Grantham, 39% of the 1200 four-year target. In the previous four period (2016/17-2019/20) there were 2,287 completions. This KPI was largely outside the Council's control and direct influence. The Planning Service has a significant role in setting the 'rules': planning policy, site allocations, design etc, however it is developers and wider market and economic conditions to set which schemes are brought forward, when and where and the pace of delivery. Due to these external factors this KPI has not been retained for the new suite. Completions will be reported for information, but the focus of the KPIs will be the Council's own performance and service delivery.
				2. Number of houses complete in Grantham	300 (annual)	Significantly outside	Unachieved	
Housing that Meets the Needs of All Residents	Housing	Work to reduce and prevent homelessness in our District.	Work to reduce the number of homeless persons in the district	1. Proportion of prevention cases successfully resolved	>50%	Substantially Outside	Unachieved	The Housing Options team continues to provide the district's response to homelessness and homelessness prevention. The period 2020-23 has seen significant challenges due to economic conditions. The cost-of-living crisis has increased the number of households financially struggling to sustain their existing accommodation. Access into the private sector continues to be a huge challenge in the prevailing housing market. Further pressures include the ongoing resettlement of those housed in the Stoke Rochford Asylum hotel and the national dispersal model. In addition, the demand for affordable social housing continues to far outweigh the supply. SKDC has to undertake more initial assessments than the average of its CIPFA Peers and Lincolnshire, with consequently more duties overall. Preventions in SKDC are lower than the Lincolnshire average (nearly 50%) and that of CIPFA Peers (although SKDC's figures are more in line here). Reliefs are significantly higher in South Kesteven. The number Relief duties owed is up 36% on 2019/20. The number of reliefs in South Kesteven is 60% higher than the Lincolnshire average and 54% higher than the average of South Kesteven's CIPFA Peers (authorities with similar demographic and socio-economic characteristics).
				2. Proportion of relief cases successfully resolved	>40%	Substantially Outside	Unachieved	
				3. Number of homelessness duty cases accepted in year	<95	Substantially Outside	Unachieved	
				4. Proportion of homeless cases accepted as final duty	>60%	Substantially Outside	Unachieved	
Housing that Meets the Needs of All Residents	Housing	Increase the supply of high quality, sustainable Council houses.	The delivery of new Council Homes that meet the relevant (Code for Sustainable Homes), and reduce overall Co2 emissions	1. Number of new Council Homes provided	15 (annual)	Within SKDC control	Unachieved	The Council failed to achieve the overall target of 60 new homes in the period 2020-23. 27 were delivered (2020/21 – 12, 2021/22 – 10, 2022/23 – 5). There has been significant activity. Construction has commenced on 20 units at Swinegate, Grantham and 4 units at Elizabeth Road, Stamford. Larch Close, Grantham: development of 21 homes, planning application was approved in November 2023 and expressions of interest regarding the procurement of the scheme has commenced. Tenders were submitted by interested parties on 15 May 2024. The contract is expected to be awarded by Cabinet in June 2024 with an anticipated start on site of early September 2024. More schemes are in the pipeline as well as acquiring affordable units on larger developments. 21 homes were purchased using Local Authority Housing Fund tranche 1 money, a further 8 are being progressed through legal for tranche 2. These properties will be used to house Ukrainian & Afghan refugee, before entering into the general council stock in the future.

Corporate Plan 2020-2023 Priority	Overview & Scrutiny Committee	Corporate Plan 2020-2023 Action	Corporate Plan 2020-2023 Success Criteria	KPI	Target	SKDC Control	End of Plan Status	Summary Commentary
Housing that Meets the Needs of All Residents	Housing	Undertake a Planning Review to improve performance and support local sustainable, high quality growth.	Completion of Planning Review and implementation of recommendations	1. Review and Adopt New Planning Committee Protocols	Adopt	Within SKDC control	Achieved	<p>In 2020, an external review of the Planning Service was undertaken by external consultants. The review made twenty-nine recommendations summarised into three domains:</p> <ul style="list-style-type: none"> • Embedding good practice in operational (officer) delivery of the service • Identifying areas where change to protocols and functioning of the Planning Committee that are likely to be beneficial • Highlighting opportunities to invest in technology and communication to help improve the service. <p>An Action Plan was developed by officers and endorsed by the Governance & Audit Committee. Annual progress reports were made to that Committee. As of the latest report (March 2024) all twenty-nine recommendations have been implemented. New Planning Committee protocols and the Code of Practice were adopted by Full Council at the 2022 AGM as part of a broader review of the Constitution.</p>
				2. Adopt new Code of Practice for Planning Matters	Adopt	Within SKDC control	Achieved	
				3. % Major Applications Determined in Time	>60%	Within SKDC control	Achieved	
				4. % Non-Major Applications Determined in Time	>70%	Within SKDC control	Achieved	
Housing that Meets the Needs of All Residents	Housing	Undertake a Housing Review to provide the highest quality service possible to our tenants	Completion of Housing Audit recommendations through an approved Improvement Plan	Completion of the Improvement Plan	Complete	Within SKDC control	Achieved	<p>In 2020 the Council commissioned an audit that identified key areas of work required to meet the Regulator of Social Housing Home Standard. Based on the findings the Council referred itself to the Regulator. The Regulator Issued a Regulatory Notice in February 2021. An Improvement Plan was developed to address the identified issues and transform the service. This was successfully delivered, and the Regulatory Notice was lifted in October 2023. Key items in the improvement include the delivery of a new integrated housing management system (IHMS), choice-based lettings, and a £3.2 million programme of renovation works to 143 properties in the Earlesfield Estate, Grantham. Further work is necessary to continue the improvement. As of Q4 2023/24, 91.37% properties met the Decent Homes Standard and 99.08% of properties had a valid gas certificate, the average void turnaround time was 147 calendar days. The repairs data from Anite was not accurate for 2023/24 due to an error in linking to the mobile repairs system. This issue will be resolved by the move to QL, enabling the accurate reporting of repairs data for 2024/25.</p>
				Lifting of the Regulatory Notice	Achieve	Within SKDC control	Achieved	
				1. Rent Collection (inc. arrears)	97.35%	Within SKDC control (with compliance of tenants)	Unachieved	
				2. % Properties with a valid gas certificate	100%	Within SKDC control (with compliance of tenants)	Unachieved	
				3. Average Void Relet Time (Calendar Days)	TBC	Within SKDC control	Unachieved	
				4. Percentage of responsive repairs resolved on first visit	TBC	Within SKDC control	Unachieved	
				5. Percentage of Properties meeting the Decent Homes Standard	100%	Within SKDC control	Unachieved	
Housing that Meets the Needs of All Residents	Housing	Work with housing associations and developers to ensure quality affordable housing is delivered.	Increase in the number of Affordable new homes delivered in the district	1. Number of affordable homes delivered in South Kesteven	100 (annual)	Significantly outside	Achieved	<p>The Council achieved the set target of 100 affordable dwellings annually in three of the four years of the Plan.</p> <ul style="list-style-type: none"> • 2020/21: 56 • 2021/22: 116 • 2022/23: 151 • 2023/24: 171 <p>A total of 494 affordable dwellings were completed over the life of the Plan. This compares to 403 in the preceding four-year period (2016/17-2019/20).</p>

Corporate Plan 2020-2023 Priority	Overview & Scrutiny Committee	Corporate Plan 2020-2023 Action	Corporate Plan 2020-2023 Success Criteria	KPI	Target	SKDC Control	End of Plan Status	Summary Commentary
		Ensure the ambitions of the adopted Local Plan are met and a review framework is developed to deliver sustainable growth in the District.	Meeting or exceeding housing delivery targets	1. Maintaining a 5-year housing supply	Maintain a 5-year housing land supply, including any appropriate buffer.	Within SKDC control	Achieved	National planning guidance requires local planning authorities to identify and maintain a rolling specific deliverable supply of sites, sufficient to provide five years' worth of housing against their annual requirement. Local Authorities can fix their housing land supply through either a recently adopted plan or an Annual Position Statement (APS). As the review of the Local Plan is ongoing, SKDC has submitted four Annual Position Statements to the Planning Inspectorate (2020, 2021, 2022 & 2023). Each have been successfully confirmed. The latest (2023) confirmed the Council has a housing land supply equivalent to 5.01 years' supply of deliverable sites which is confirmed for one year through an Annual Position Statement until 31st October 2024.
			Determination of planning applications in line with Local Plan	2. Adherence to review programme - consultation on draft pre-submission (reg 19) by Spring 2023.	Successful completion and approval in Spring 2026.	Within SKDC control	Achieved	The review of the Local Plan commenced in April 2020. A Regulation 18 Issues and Options consultation was launched in October 2020 which sought the scope of the Local Plan review. A Call for Sites was also launched which invited landowners to submit details of any land that could come forward for development during the plan period. The Council has recently concluded an 8-week Draft Local Plan consultation (29th February - 25th April 2024) in accordance with Regulation 18. Representations received will be considered in the preparation of the next stage of the Local Plan review process: Regulation 19 Pre-Submission Local Plan consultation, which is scheduled to take place later this year. A revised Local Development Scheme which sets out the timetable for the Local Plan Review will be presented to Cabinet in June 2024.
Housing that Meets the Needs of All Residents	Housing	Work with Homes England, the Ministry of Defence and other partners to develop holistic masterplans for the delivery of Grantham's Southern Urban Extension.	Development of a masterplan for the Prince William of Gloucester Barracks site that supports the delivery of new homes in accordance with the trajectory set out in the local plan.	1. Agreement of masterplan	N/A	Significantly outside	Unachieved	The Ministry of Defence (MOD) has repeatedly pushed back the disposal date of the Prince William of Gloucester Barracks. The current disposal date is 2029, as per the House of Commons Disposal Database produced by the MOD and the Defence Infrastructure Organisation (DFO). This KPI has not been reported on since 2020/21 following the announcement of the revised disposal timeline in November 2021.
Housing that Meets the Needs of All Residents	Housing	Ensure that major developments in South Kesteven are high quality, with sustainable, good design.	Developments that satisfy the requirements of the emerging district-wide design guidance and which meet the latest standards for carbon-reducing housing design.	1. Residential developments of 10 dwellings or more should perform positively when assessed against Building for a Healthy Life	50%	Within SKDC control	Achieved	The Planning team operates a pre-application advice service which includes Design PAD. Design PAD is a monthly meeting that brings together different disciplines to provide feedback on development proposals. The aim is to improve design quality and bringing people together is an efficient and effective way of achieving the desired results. Collaboration between the key disciplines such as planning, highways, local lead flood authority, the drainage board, urban design, conservation and landscape. The Design PAD is also used in relation to planning applications.
Housing that Meets the Needs of All Residents	Housing	Prioritise bringing private sector empty properties back in to use.	Increase in the number of empty properties brought back into use as high-quality new homes.	Increase the number of empty properties brought back into use	N/A	Substantially Outside	Unachieved	Responsibility for Empty Homes has recently been transferred from the Housing team to Public Protection. A working group has been established bringing together colleagues from Planning, Private Sector Housing, Neighbourhoods, Housing and Council Tax. The Empty Homes Strategy, published originally in 2022, is currently being updated, and is due to be considered by Housing OSC in June 2024. The level of empty homes within South Kesteven is currently below the national average. Under the definitions of the new Empty Homes Working group Long Term Empty Properties are regarded as those that have been empty for longer than 2 years, as of 31 st March 2024 there 164 long term empty properties under this definition.
				1. Introduce a new Empty Homes strategy	2021/22	Within SKDC control	Achieved	
				2. Proportion of long term empty homes within the district	Below East Midlands average	Substantially Outside	Unknown	

This page is intentionally left blank

Housing That Meets The Needs Of All Residents

Priority Number	Action	Priority Status	Action Status
1	Work in partnership with the housing market to stimulate housing growth.	Reported Q2 2023-24	Below Target
2	Work to reduce and prevent homelessness in our District.	Reported Q2 2023-24	Below Target
3	Increase the supply of high quality, sustainable Council houses.	Reported Q2 2023-24	Below Target
4	Undertake a Planning Review to improve performance and support local sustainable, high quality growth.	Reported Q1 2023-24	On Target
5	Undertake a Housing Review to provide the highest quality service possible to our tenants	Reported Q2 2023-24	Below Target
6	Work with housing associations and developers to ensure quality affordable housing is delivered.	Reported Q2 2023-24	On Target
7	Ensure the ambitions of the adopted Local Plan are met and a review framework is developed to deliver sustainable growth in the District.	Reported Q4 2022-23	On Target
8	Work with Homes England, the Ministry of Defence and other partners to develop holistic masterplans for the delivery of Grantham's Southern Urban Extension.	No Longer Reported	Not Reported
9	Ensure that major developments in South Kesteven are high quality, with sustainable, good design.	No Longer Reported	Not Reported
10	Prioritise bringing private sector empty properties back in to use.	Reported Q4 2022-23	Not Reported

<div>Priority</div> <div></div> <div>Housing That Meets The Needs Of All Residents 1</div>		<div>Measured</div> <div>Quarterly</div>		<div>Responsible Director</div> <div>Growth & Culture</div>					
		<div>Below Target</div> <div>Current Status</div>		<div>Responsible Cabinet Member</div> <div>Planning & Planning Policy</div>					
<div>Action</div> <div>Work in partnership with the housing market to stimulate housing growth.</div>									
<div>Measure</div> <div></div> <div>1. Number of houses complete</div> <div>2. Number of houses complete In Grantham</div>				<div>Target</div> <div>650</div> <div>300</div>	<div>Achieved</div> <div>553</div> <div>95</div>				
<div>Measure History</div> <div></div> <div>1. Number of houses complete</div> <div>2. Number of houses complete In Grantham</div>				<div>Q1 2023-24</div> <div>143</div> <div>33</div>	<div>Q2 2023-24</div> <div>293</div> <div>55</div>	<div>Q3 2023-24</div> <div>Not Reported</div> <div>Not Reported</div>	<div>Q4 2023-24</div> <div>553</div> <div>95</div>		
<div>Commentary</div> <div></div> <div>The Local Plan was adopted on 30th January 2020. The Plan’s annual target for housing completions is 650 dwellings. A total of 553* dwellings were completed in the monitoring year (2023/24). The Local Plan identifies land to provided 53% of housing in Grantham, 18% in Stamford, 7% in Bourne, 8% in the Deepings, and 14% in the villages across the plan period (2011-2036).</div> <div>Completions in the four main towns accounted for 72% of the completions, with 95 dwellings completed in Grantham. A dwelling is counted as a completion when it is substantially complete; this means that it has working facilities (kitchens and bathrooms) and is ready for occupying (it does not need to be furnished).</div> <div>Officers are reviewing the Council’s housing needs as part of the local plan review which will also include reviewing where to allocate any additional housing should we need to increase our housing supply.</div> <div>*(Please note these are provisional figures and will be confirmed at the end of the year through the publication of the Authority Monitoring Report or the 5-Year Housing Land Supply Statement).</div>									

<div>Priority</div> <div>▲</div> <div>Housing That Meets The Needs Of All Residents 2</div>		<div>Measured</div> <div>Quarterly</div>		<div>Responsible Director</div> <div>▲</div> <div>Housing & Property</div>	
		<div>Below Target</div> <div>Current Status</div>		<div>Responsible Cabinet Member</div> <div>▲</div> <div>Housing & Property</div>	
<div>Action</div> <div>Work to reduce and prevent homelessness in our District.</div>					
<div>Measure</div> <div>▲</div>		Target		Achieved	
1. Proportion of prevention cases successfully resolved		> 50%		23%	
2. Proportion of relief cases successfully resolved		> 40%		15%	
3. Number of homelessness duty cases accepted in year		< 95		155	
4. Proportion of homeless cases accepted as final duty		> 60%		55%	
<div>Measure History</div> <div>▲</div>		Q1 2023-24	Q2 2023-24	Q3 2023-24	Q4 2023-24
1. Proportion of prevention cases successfully resolved		Data Unavailable	34.5% (19 of 55)	Not Reported	23%
2. Proportion of relief cases successfully resolved		Data Unavailable	29.5% (36 of 122)	Not Reported	15%
3. Number of homelessness duty cases accepted in year		Data Unavailable	205	Not Reported	155
4. Proportion of homeless cases accepted as final duty		Data Unavailable	23%	Not Reported	55%
<div>Commentary</div> <div>▲</div> <div>Our Housing Options team continues to provide the district's response to homelessness and homelessness prevention. However, with the prevailing housing market, access into the private sector continues to be a huge challenge. We are still facing pressures on the service which we predict will increase with the ongoing resettlement of those housed in the Stoke Rochford Asylum hotel and the national dispersal model. In addition, the cost of living crisis with further increase the number of households approaching as they are struggling financially to sustain their exisiting accomodation. The demand for affordable social housing continues to far outweigh the supply so its essential that our policies and proceedures support prioritising those in the most need of affordable housing and our newly implemented allocations policy is in line with this. The number Relief duties owed is up 36% on 2019/20. The number of reliefs in South Kesteven is 60% higher than the Lincolnshire average and 54% higher than the average of South Kesteven's CIPFA Peers (authorities with similar characteristics).</div>					

<div>Priority</div> <div>Housing That Meets The Needs Of All Residents 3</div>		<div>Measured</div> <div>Quarterly</div>		<div>Responsible Director</div> <div>Housing & Property</div>			
		<div>Below Target</div> <div>Current Status</div>		<div>Responsible Cabinet Member</div> <div>Housing & Property</div>			
<div>Action</div> <div>Increase the supply of high quality, sustainable Council houses.</div>							
<div>Measure</div> <div>1. Number of new Council Homes provided</div>				<div>Target</div> <div>15</div>	<div>Achieved</div> <div>0</div>		
<div>Measure History</div> <div>1. Number of new Council Homes provided</div>				<div>Q1 2023-24</div> <div>0</div>	<div>Q2 2023-24</div> <div>0</div>		
				<div>Q3 2023-24</div> <div>Not Reported</div>	<div>Q4 2023-24</div> <div>0</div>		
<div>Commentary</div> <div>The following sites for new council homes are progressing as detailed below; Construction has commenced on 20 units at Swinegate, Grantham and 4 units at Elizabeth Road, Stamford. Larch Close, Grantham: development of 21 homes, planning application was approved in November 2023 and expressions of interest regarding the procurement of the scheme has commenced. Tenders were submitted by interested parties on 15 May 2024. The contract is expected to be awarded by Cabinet in June 2024 with an anticipated start on site of early September 2024. More schemes are in the pipeline as well as acquiring affordable units on larger developments. 21 homes were purchased using Local Authority Housing Fund tranche 1 money, a further 8 are being progressed through legal for tranche 2.</div>							

Priority

Housing That Meets The Needs Of All Residents 4

Measured

Annually

Responsible Director

Growth & Culture

On Target

Current Status

Responsible Cabinet Member

Planning & Planning Policy

Action

Undertake a Planning Review to improve performance and support local sustainable, high quality growth.

Measure	Target	Achieved
1. Review and Adopt New Planning Committee Protocols	Adopted	Completed March 2023
2. Adopt new Code of Practice for Planning Matters	Adopted	Completed March 2023
3. % Major Applications Determined in Time	>60%	86%
4. % Non-Major Applications Determined in Time	>70%	77%

Measure History	Q1 2023-24	Q2 2023-24	Q3 2023-24	Q4 2023-24
1. Review and Adopt New Planning Committee Protocols	Reported Annually	Reported Annually	Not Reported	Completed March 2023
2. Adopt new Code of Practice for Planning Matters	Reported Annually	Reported Annually	Not Reported	Completed March 2023
3. % Major Applications Determined in Time	48%	79%	Not Reported	86%
4. % Non-Major Applications Determined in Time	78%	75%	Not Reported	77%

Commentary

The team had a number of vacancies in the first part of the year and was fully staffed from September 2023. The team has been clearing a backlog of applications which has affected performance overall. There has been a slight improvement in the last quarter in relation in the speed of decision-making for both Major and non-major applications. For the full year 79% of major applications were determined on time and 76% of non-majors. Performance remains above both internal KPI's and nationally set performance indicators. Performance will continue to be monitored closely.

<div>Priority</div> <div></div> <div>Housing That Meets The Needs Of All Residents 5</div>					<div>Measured</div> <div>Quarterly</div>		<div>Responsible Director</div> <div>Housing & Property</div>	
					<div>Below Target</div> <div>Current Status</div>		<div>Responsible Cabinet Member</div> <div>Housing & Property</div>	
<div>Action</div> <div>Undertake a Housing Review to provide the highest quality service possible to our tenants</div>								
<div>Measure</div> <div></div> <div>1. Rent Collection (inc. arrears)</div> <div>2. % Properties with a valid gas certificate</div> <div>3. Average Void Relet Time (Calendar Days)</div> <div>4. Percentage of responsive repairs resolved on first visit</div> <div>5. Percentage of Properties meeting the Decent Homes Standard</div>					<div>Target</div> <div>97.35%</div> <div>100%</div> <div>TBC</div> <div>TBC</div> <div>100%</div>		<div>Achieved</div> <div>95.76%*</div> <div>99.08%</div> <div>147.64</div> <div>Information not available</div> <div>91.37%</div>	
<div>Measure History</div> <div></div> <div>1. Rent Collection (inc. arrears)</div> <div>2. % Properties with a valid gas certificate</div> <div>3. Average Void Relet Time (Calendar Days)</div> <div>4. Percentage of responsive repairs resolved on first visit</div> <div>5. Percentage of Properties meeting the Decent Homes Standard</div>					<div>Q1 2023-24</div> <div>23.19%</div> <div>99.44%</div> <div>156.58</div> <div>Unable to report</div> <div>91.2%</div>	<div>Q2 2023-24</div> <div>48.52%</div> <div>99.03%</div> <div>159.86</div> <div>unable to report</div> <div>91.2%</div>	<div>Q3 2023-24</div> <div>Not Reported</div> <div>Not Reported</div> <div>Not Reported</div> <div>Not Reported</div> <div>Not Reported</div>	<div>Q4 2023-24</div> <div>Information not available</div> <div>99.08%</div> <div>147.64</div> <div>Information not available</div> <div>91.37%</div>
<div>Commentary</div> <div></div> <div>Rent Collection (inclu. arrears): £27,534,653 charged. Estimated collection rate of 95.76%. Note this figure is provisional, subject to finalisation on completion of end of year accounts.</div> <div>Discretionary Payments: £35,610 has been awarded total. There has a £12,000 underspend. This was transferred to the Discretionary Housing Payment Fund to-up rent shortfall.</div> <div>Discretionary Housing Payments: £153,872.58 has been awarded total. There has been a £1,958.22 underspend.</div> <div>The regulator has formally lifted the notice. Reports around compliance and voids will continue to be reported to OSC. There are ongoing contractual issues that are being monitored via the voids contractor.</div> <div>Decent homes standards are improving with the decarbonisation funding award.</div>								

<div>Priority</div> <div>Housing That Meets The Needs Of All Residents 6</div>		<div>Measured</div> <div>Quarterly</div>		<div>Responsible Director</div> <div>Growth & Culture</div>	
		<div>On Target</div> <div>Current Status</div>		<div>Responsible Cabinet Member</div> <div>Planning & Planning Policy</div>	
<div>Action</div> <div>Work with housing associations and developers to ensure quality affordable housing is delivered.</div>					
<div>Measure</div> <div>1. Number of affordable homes delivered in South Kesteven</div>		<div>Target</div> <div>100 Annually</div>		<div>Achieved</div> <div>171</div>	
<div>Measure History</div> <div>1. Number of affordable homes delivered in South Kesteven</div>		<div>Q1 2023-24</div> <div>39</div>	<div>Q2 2023-24</div> <div>74</div>	<div>Q3 2023-24</div> <div>Not Reported</div>	<div>Q4 2023-24</div> <div>171</div>
<div>Commentary</div> <div>Of the 553* dwellings completed. 171 dwellings were affordable houses, this includes affordable houses completed by the Council, Registered Housing Providers, and other developers. 114 dwellings were delivered in the four main towns (Stamford (29), Grantham (58), Bourne (22), Market Deeping (5)) and 57 in the Larger Villages (Ancaster (6), Colsterworth (6), Corby Glen (26), Langtoft (12), Morton (7). The Council has been working with developers and Registered Providers to deliver quality affordable housing in the District. The Council continues to work closely with developers to deliver housing schemes both through planning applications and through the Local Plan Review to ensure that the Council continues to meet the needs of local residents. *(Please note these are provisional figures and will be confirmed at the end of the year through the publication of the Authority Monitoring Report or the 5-Year Housing Land Supply Statement). Over the life of the Plan, 494 affordable dwellings were completed, compared to 403 in the preceding four year period (2016/17-2019/20).</div>					

<div>Priority</div> <div>▲</div> <div>Housing That Meets The Needs Of All Residents 7</div>		<div>Measured</div> <div>Annually</div>	<div>Responsible Director</div> <div>▲</div> <div>Growth & Culture</div>
		<div>On Target</div> <div>Current Status</div>	<div>Responsible Cabinet Member</div> <div>▲</div> <div>Planning & Planning Policy</div>
<div>Action</div> <div>Ensure the ambitions of the adopted Local Plan are met and a review framework is developed to deliver sustainable growth in the District.</div>			
<div>Measure</div> <div>▲</div>		<div>Target</div>	<div>Achieved</div>
1. Maintaining a 5-year housing supply		Maintain a 5 year housing land supply, including any appropriate buffer.	5.01 years supply
2. Adherence to review programme - consultation on draft pre-submission (reg 19) by Spring 2023.		Statutory (Regulation 19) consultation on Pre-Submission Local Plan review.	Preparing Pre-submission Local Plan (Regulation 19)
<div>Measure History</div>		<div>Q4 2022-23</div>	<div>Q4 2023-24</div> <div>▲</div>
1. Maintaining a 5-year housing supply		5.2 years supply	5.01 years supply
2. Adherence to review programme - consultation on draft pre-submission (reg 19) by Spring 2023.		Preparing draft Local Plan (Regulation 18)	Preparing Pre-submission Local Plan (Regulation 19)
<div>Commentary</div> <div>▲</div> <div>The Council has a housing land supply equivalent to 5.01 years' supply of deliverable sites which is confirmed for one year through an Annual Position Statement until 31st October 2024. The Council's housing need is identified in the adopted Local Plan as 650 dwellings per year. Local Authorities are required to demonstrate sufficient allocated and permitted housing land to meet the authority's need for 5 years. The Council is required to publish the 5 year housing land supply result annually, either through a statement or if eligible through an Annual Position Statement.</div> <div>The review of the Local Plan commenced in April 2020. A Regulation 18 Issues and Options consultation was launched in October 2020 which sought the scope of the Local Plan review. A Call for Sites was also launched which invited landowners to submit details of any land that could come forward for development during the plan period. The Council has recently concluded an 8 week Draft Local Plan consultation (29th February - 25th April 2024) in accordance with Regulation 18. Representations received will be considered in the preparation of the next stage of the Local Plan review process: Regulation 19 Pre-Submission Local Plan consultation, which is scheduled to take place later this year. A revised Local Development Scheme which sets out the timetable for the Local Plan Review will be presented to Cabinet in June.</div>			

Code	Overview & Scrutiny Committee	Action	Action Summary	Service Area	Owner/s	KPI Measure/s	Targets	Notes
HOUS1	Housing	Review the quality of existing properties across all tenures and seek to reduce the impacts of poor housing on residents and communities.	Housing quality	Public Protection	Head of Service (Public Protection)	Number of category 1 or 2 HHSRS hazards eradicated within the Private Rented Sector.	For information only	N/A
HOUS3	Housing	Review and rationalise the Council’s assets portfolio to ensure an optimal return for the Council.	Condition of portfolio	Housing Services	Head of Housing Services	Availability of EPC and Stock Condition Data	100%	N/A
	Housing				Head of Housing Services	Number of lets per month	For information only	
	Housing				Head of Housing Services	Number of mutual exchanges per month	For information only	
HOUS4	Housing	Deliver the £3.3 million decarbonisation programme.	Delivery of decarbonisation programme	Housing Services	Head of Housing Services	% of programme delivered	% completion based on length of programme	N/A
	Housing				Head of Housing Services	Properties upgraded	For information only	
HOUS5	Housing	Ensure the Council’s housing stock is high quality and suitable for the needs of tenants now and into the future. Seek to dispose of properties which are economically unviable.	Quality of stock and service provided to tenants	Housing Services	Head of Housing Services	Properties with EICR up to 5 yrs old	The target on EICR is 10 Years	N/A
	Housing				Head of Housing Services	% Dwellings with valid gas safety certificate	100%	N/A
	Housing				Head of Housing Services	Stage 1 complaints per quarter with a resolution & Stage 2 resolution Ombudsman determinations against the LA	For information only	N/A
	Housing				Head of Housing Services	Percentage of complaints responded to within target time	100%	N/A
	Housing				Head of Housing Services	Satisfaction with the overall service provided by the landlord	Year 1 - 75%	N/A
	Housing				Head of Housing Services		Year 2 - 77%	
	Housing				Head of Housing Services		Year 3 - 80%	
HOUS6	Housing	Continue to improve the turnaround period and standard of properties.	Voids and turnaround times	Housing Services	Head of Housing Services	Average void time (days)	Year 1 - 100 days	N/A
	Housing				Head of Housing Services		Year 2 - 80 days	N/A
	Housing				Head of Housing Services		Year 3 - 60 days	N/A
	Housing				Head of Housing Services	Rent loss due to voids	£742k	N/A
HOUS7	Housing	Deliver a high quality, planned and responsive repairs service.	Performance of housing repairs service	Housing Repairs	Head of Housing Services	Percentage of emergency repairs completed within target timescale	100%	N/A
	Housing				Head of Housing Services	Percentage of non-emergency repairs completed within target timescale	Year 1 - 75%	N/A
	Housing				Head of Housing Services		Year 2 - 77%	
	Housing				Head of Housing Services		Year 3 - 80%	
	Housing				Head of Housing Services	Satisfaction with the repairs service over the last 12 months (perception)	Year 1 - 70%	N/A
	Housing				Head of Housing Services		Year 2 - 75%	
	Housing				Head of Housing Services		Year 3 - 80%	
Code	Overview & Scrutiny Committee	Action	Action Summary	Service Area	Owner/s	KPI Measure/s	Targets	Notes
HOUS8	Housing	Deliver a pipeline of new build housing following a hybrid approach of construction and acquisition when appropriate to maximise funding streams.	New Build Pipeline	Projects, Performance & Climate Change	Head of Service (Corporate Projects, Performance and Climate Change)	Deliver 80 properties over life of Corporate Plan (2024-27)	20 per annum	N/A
	Housing				Head of Service (Corporate Projects, Performance and Climate Change)	Delivery of Swinegate, Grantham development	20 properties to project timescales	Dedicated KPIs for specific

	Housing				Head of Service (Corporate Projects, Performance and Climate Change)	Delivery of Elizabeth Road, Stamford development	4 properties to project timescales	developments will be added as those projects begin construction
	Housing				Head of Service (Corporate Projects, Performance and Climate Change)	Delivery of Larch Close, Grantham development	21 properties to project timescales	
HOUS9	Housing	Develop a joint approach to bringing Empty Homes back into use.	Empty Homes	Public Protection	Head of Service (Public Protection)	A working group is planned to establish a new approach to Empty Homes. The creation of KPI measures will be an objective of said group.	TBC once working group established	N/A
HOUS12	Housing	Deliver an effective Housing Options Service	Performance of Housing Options	Housing Options	Housing Options Manager	Number of cases overdue a full homelessness decision	0	N/A
	Housing				Housing Options Manager	Number of homelessness approaches (domestic abuse presented separately)	For information only	N/A
	Housing				Housing Options Manager	Number in temporary accommodation and temporary accommodation spend (benchmarked to peers)		
	Housing				Housing Options Manager	Number of successful homelessness outcomes (for all the duties owed)		
HOUS14	Housing	Deliver an effective Housing Allocations service (choice based letting)	Performance of Housing Allocations	Housing Options	Housing Options Manager	Number of new applications received (figure within a given time frame)	For information only	N/A
	Housing				Housing Options Manager	Number of people rehoused (figure within a given time frame)	For information only	N/A
	Housing				Housing Options Manager	Time taken to assess housing register applications	Year 1 - 25 days	N/A
	Housing				Housing Options Manager		Year 2 - 20 days	
	Housing				Housing Options Manager		Year 3 - 15 days	



**SOUTH
KESTEVEN
DISTRICT
COUNCIL**



Housing Overview and Scrutiny Committee

Thursday, 6 June 2024

Report of Councillor Virginia Moran,
Cabinet Member for Housing

Empty Homes Strategy

Report Author

Ayeisha Kirkham, Head of Public Protection

Mieke Alcock, National Management Trainee

✉ ayeisha.kirkham@southkesteven.gov.uk, mieke.alcock@southkesteven.gov.uk

Purpose of Report

This report presents the updated Empty Homes Strategy. The Strategy was initially implemented in 2022. The revised version has been updated to reflect changes in the national and local context, providing a framework for the Council's approach to reducing the number of Empty Homes within the district and mitigating their impacts.

Recommendations

That the Committee:

1. Recommends the updated Empty Homes Strategy for approval by Cabinet

Decision Information	
Does the report contain any exempt or confidential information not for publication?	No
What are the relevant corporate priorities?	Connecting communities Housing
Which wards are impacted?	All Wards

1. Implications

Taking into consideration implications relating to finance and procurement, legal and governance, risk and mitigation, health and safety, diversity and inclusion, safeguarding, staffing, community safety, mental health and wellbeing and the impact on the Council's declaration of a climate change emergency, the following implications have been identified:

Finance and Procurement

1.1 There are no financial implications arising from this report.

Completed by: Paul Sutton, Interim Head of Finance (Deputy 151)

Legal and Governance

1.2 There are no significant legal or governance implications arising from this report.

Completed by: Graham Watts, Monitoring Officer

Diversity and Inclusion

1.3 This policy provides an outline of the Council's priorities for dealing with empty homes. The need for equality impact analysis should be determined on a case-by-case throughout its implementation.

Completed by: Carol Drury, Community Engagement Manager

2. Background to the Report

- 2.1 In 2022, South Kesteven District Council published an Empty Homes Strategy, outlining the approach of the Council to bring empty homes back into use and address the impacts that they may have on our communities. In the latter part of the last financial year, responsibility for Empty Homes transferred from the Housing Directorate to the Public Protection Service.
- 2.2 An Empty Homes Working Group has now been established, containing a range of internal stakeholders with a role or interest in empty homes. This working group has met twice, in March 2024 and May 2024, and reviewed the previous strategy, identifying that an update was required to reflect recent changes in the national and local context, and to review the approach that SKDC will take to tackling empty homes. The revised strategy is intended to replace the existing strategy.
- 2.3 The Council does not have a statutory responsibility to implement an Empty Homes Strategy, however this is regarded as good practice and aims to provide transparency and consistency in our approach to Empty Homes.
- 2.4 The strategy primarily concerns long term empty homes (LTEH), defined as properties that have been vacant for over two years. There are a variety of risks associated with LTEH, including the attraction of anti-social behaviour, fly tipping and vandalism, visual degradation, and the reduction of housing supply within an area.
- 2.5 Nationally, just over 1% of the UK's housing stock is defined as long term empty, and in England the number of LTEH has increased by nearly ten per cent over the past five years according to a report by the Local Government Association.
- 2.6 Currently the rate of Empty Homes in South Kesteven is in line with the national picture. As of 31st March 2024, there were 661 empty homes within the district. Of these, 497 properties have been empty for between six months and two years, and 164 have been empty for over two years.
- 2.7 The Empty Homes Strategy sets out the Council's response to LTEH, including how properties will be prioritised. It also sets out the tools and powers held by the Council to take enforcement action when deemed necessary.
- 2.8 The updated version of the strategy retains the same focus and core objectives as the previous strategy published in 2022. The priorities listed within the strategy remain the same. The order in which these priorities are listed does not reflect the value of the activities.
 - 2.8.1 Priority 1: The Council will identify and work with owners of long term empty properties to bring them back into use for re-occupation

- 2.8.2 Priority 2: Develop effective partnerships with key stakeholders to bring empty properties back into use.
 - 2.8.3 Priority 3: Improve our neighbourhoods by addressing long term empty homes that have become the focus of anti-social behaviour and neglect.
 - 2.8.4 Priority 4: Provide advice and information to help raise awareness around empty homes.
- 2.9 The Empty Homes Working Group is developing operational guidance to work alongside this strategy and further clarify the process undertaken in response to Empty Homes to ensure a consistent and proportionate response.

3. Key Considerations

- 3.1 South Kesteven District Council does not have a statutory duty to have an Empty Homes Strategy, however it is regarded as good practice to do so. The strategy aims to provide transparency and consistency in the way SKDC deals with empty homes.

4. Other Options Considered

- 4.1 The Housing Overview and Scrutiny Committee could recommend that the Empty Homes Strategy is not updated, and that the existing version of the strategy remains in place.
- 4.2 The implementation of an Empty Homes Strategy is not a statutory duty of the Council, and therefore it could be decided not to implement an Empty Homes Strategy.

5. Reasons for the Recommendations

- 5.1 Empty Homes can be a cause of concern for communities. In order to effectively tackle Empty Homes, respond to concerns from residents, and support property owners in bringing their property back into use, it is important that SKDC implements a clear and consistent approach, with teams across the Council working together and sharing knowledge.
- 5.2 This strategy provides a framework for the approach to Empty Homes and aims to lead to a reduction in the number of Empty Homes across the district, as well as mitigate their impacts.
- 5.3 The updates proposed to the strategy ensure that figures and cited information are recent, and that the strategy is updated following changes to the teams holding responsibility for dealing with Empty Homes.

6. Consultation

- 6.1 There is no statutory requirement to undertake consultation for this update to the Empty Homes Strategy. As a result, no consultation is proposed. The strategy provides a guide for the process undertaken when properties have been vacant for over six months, and any legislative action resulting from information contained in the strategy will be undertaken in accordance with the legislative requirements.

7. Background Papers

- 7.1 Local Government Association – Article containing information about Empty Homes, available online at: [Empty homes in England rise by nearly 10 per cent in five years | Local Government Association](#)
- 7.2 Empty Homes Strategy 2022, available online at: [Empty Homes Strategy FINAL.pdf \(southkesteven.gov.uk\)](#)

8. Appendices

- 8.1 Appendix A: Updated Empty Homes Strategy – Draft
- 8.2 Appendix B: Updated Empty Homes Strategy Appendix 1 – Legislation Table

This page is intentionally left blank

Draft Empty Homes Strategy



Contents

1. Introduction	3
1.1 Overview of the Empty Homes Strategy	3
1.2 What is an Empty Home?	3
1.3 Why Do Homes Become Empty?	4
2. Why Have an Empty Homes Strategy?	4
2.1 Overview	4
2.2 National Context	4
2.3 Local Picture	5
2.4 Local Policy Context	5
2.5 What are the Problems with Empty Homes?	6
2.6 What are the Benefits of Bringing Empty Homes back into use?	6
3. Priorities	7
4. Delivery	8
4.1 Tools and Powers	8
4.2 Advice and Guidance	8
4.3 Legislation	9
4.4 Prioritising Properties	10
5. Performance and Evaluation	10
6. References	10

Appendix 1: Legislation

1. Introduction

1.1 Overview of the Empty Homes Strategy

- 1.1.1 The South Kesteven District Council Empty Homes Strategy 2024 has been developed to guide our response to Empty Homes within the district. Across England, the quantity of long-term empty homes rose by nearly 10% between 2018 and 2023.¹ Within South Kesteven, 661 homes have been empty for over 6 months as of 31st March 2024.
- 1.1.2 Long term empty homes can be a cause of concern for neighbours, lead to an increase in antisocial behaviour, have negative visual impacts on a neighbourhood, and deplete the amount of housing available.
- 1.1.3 South Kesteven District Council is dedicated to tackling Empty Homes and associated concerns, and this strategy sets out the framework for our response. It supports the Council's mission, set out in the Corporate Plan for 2024- 2027, to ensure that 'all residents can access housing which is safe, good quality, sustainable and suitable for their needs and future generations.'
- 1.1.4 By following this strategy we will work with owners of Empty Homes to encourage them to bring their properties back into use. We will also strengthen our understanding of Empty Homes across South Kesteven, allowing us to monitor developing situations and work alongside owners to resolve concerns.

1.2 What is an Empty Home?

- 1.2.1 There are broadly two main types of empty residential properties: transactional empty properties and long-term empty properties. Transactional empty properties are generally empty for up to six months, usually due to a change in tenant or ownership, and are part of the normal cycle of people moving house; though they may be empty for longer should they be subject to major renovation works. Although transactional empty properties are empty for a shorter period of time, and therefore discussed less frequently within this policy, they can still present a concern should their condition become a hazard or contribute towards a poor street scene, and South Kesteven District Council will take appropriate action in these instances.
- 1.2.2 In some instances, a property may be empty or appear empty, but is not classed as empty. A property does not have to be used all the time to be classed as occupied. For example, if it is:
- a second home or a holiday home;
 - a property which is part of a wider regeneration programme and could be in the process of being developed or marked for demolition;
 - a property which has pending planning permission, could be waiting refurbishment or could be waiting for new occupants to move in;
 - a property where the owner is living elsewhere to provide or receive personal care.

- 1.2.3 Homes that have been recorded as empty for two or more years are classified as long-term empty by South Kesteven District Council.

1.3 Why do Homes Become Empty?

- 1.3.1 Most empty homes are privately owned. There are many reasons for homes being left empty, some of which are more complex, with owners having their own individual reasons for keeping their home empty. Some of the most common reasons for homes becoming and remaining empty include:

- issues with inheritance and/or delays with probate;
- lack of finance to carry out necessary repairs and/or refurbishment;
- perceived problems associated with letting of properties;
- owner unwilling to bring the home back into use;
- individuals requiring residential care or long term hospitalisation.

2. Why Have an Empty Homes Strategy?

2.1 Overview

- 2.1.1 Properties that have been empty for more than six months usually have an underlying cause. When properties have been empty for more than two years, it is likely that they will stay empty and decline without intervention. Long term empty homes can become a hub for crime and attract vandalism and anti-social behaviour. The property can deteriorate, both physically and visually, and have an impact on the surrounding properties and neighbourhood. Neighbouring owners may be concerned about the impacts on the value and desirability of their property.

2.2 National Context

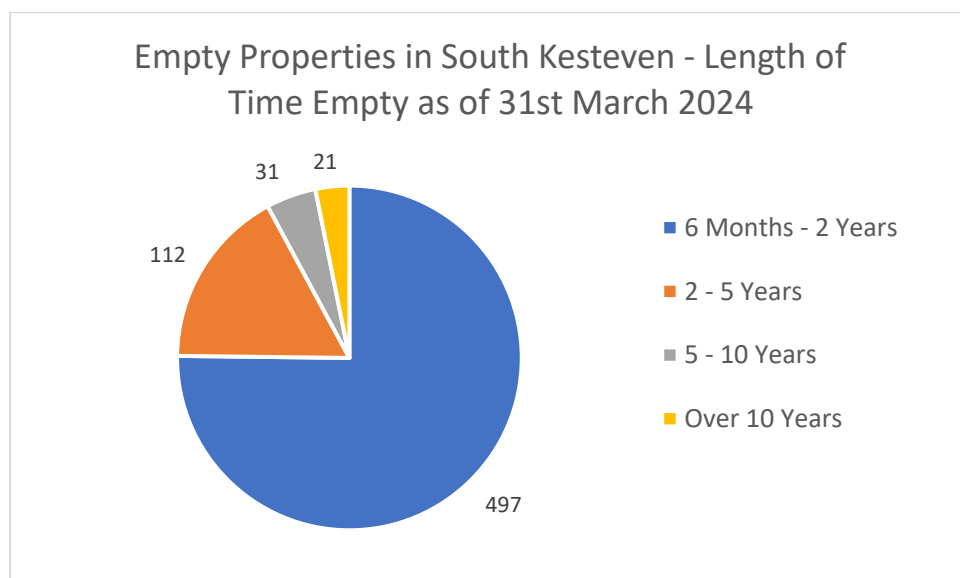
- 2.2.1 In 2023, across the UK, the number of long term empty homes were at their highest level since 2011 (excluding 2020, which was impacted by the Coronavirus pandemic)², having increased by nearly 10 percent in the last five years³. In 2023, 261,189 homes nationally had been empty for over 6 months, representing a rise of approximately 5% since 2022⁴.
- 2.2.2 Just over 1% of the county's housing stock is defined as long term empty⁵. Simultaneously, in November 2023 there were over one million people on council house waiting lists and 104,000 households living in temporary accommodation⁶.
- 2.2.3 As a result, Empty Homes continue to be on the national political agenda. The National Planning Policy Framework 2023⁷ states that planning policies and decisions should promote and support the development of under-utilised land and buildings, especially if this would help meet identified needs for housing where land supply is constrained, and available sites could be used more effectively. As part of this approach, plans and decisions should support efforts to identify and bring back into

use long term empty homes and other buildings, supported by using compulsory purchase powers where appropriate.

- 2.2.4 A range of policy documents and government guidance have reiterated this as an important issue, including the Levelling Up White Paper⁸, which highlights the Governments desire to ‘encourage empty homes back into use.’
- 2.2.5 Following reforms in 2013, Councils have been able to implement an Empty Homes Premium, increasing the rate of Council Tax owed where properties have been vacant for over 2 years. This policy aims to encourage property owners to bring empty homes back into use.

2.3 Local Picture

- 2.3.1 As of the 31st March 2024, there were 661 homes within South Kesteven that had been empty for over six months. This equates to approximately 0.99% of the total housing stock across the district. Of these properties, 497 had been empty for between six months and two years, 112 had been empty for between two years and five years, 31 had been empty for between five years and ten years, and 21 had been empty for over ten years.



- 2.3.2 This means that the rate of Empty Homes within South Kesteven is broadly in line with the national rate, with approximately 0.99% of homes within South Kesteven empty for over 6 months in March 2024, compared to 1.02% nationally in 2022.

2.4 Local Policy Context

- 2.4.1 The South Kesteven District Council Corporate Plan sets out the Councils ambitions for the District for 2024-2027⁹. Priority four explains the Councils mission to ‘ensure that all residents can access housing which is safe, good quality, sustainable and suitable for their needs and future generations.’ The Empty Homes Strategy plays an important role in achieving this mission by targeting the reinstatement of properties, adding to the housing supply, and aiming to contribute to the outcomes of ‘housing delivery [that] matches the needs of communities.’

- 2.4.2 This Empty Homes Strategy complements the South Kesteven Housing Strategy 2020-2024¹⁰. At the heart of the Housing Strategy is “the belief that homes are a fundamental part of our lives. Houses should be 'healthy', good quality, sustainable and secure, providing the environment for people to thrive and achieve.” The Empty Homes Strategy aims to address one of the challenges identified in the Housing Strategy: “As well as building more homes, it is important that we maximise the use of existing homes by working with landlords to bring empty homes back into use”.
- 2.4.3 Relevant Corporate Enforcement Policies allow for the use of Enforced Sale, the use of Empty Dwellings Management Orders (EDMOs) and Compulsory Purchase Orders (CPOs).

2.5 What are the Problems with Empty Homes?

Housing Supply

- 2.5.1 Empty Homes detract from the local housing supply, meaning less homes are available for those that need them. There is an additional risk that increased demand for fewer homes will lead to increasing prices within the housing market.

Visual Impacts

- 2.5.2 Empty Homes may be more likely to be unmaintained, leading to overgrown gardens, broken windows and general disrepair, and having a negative impact on the appearance of an area.

Anti-Social Behaviour

- 2.5.3 Long term Empty Homes can sometimes become a location for anti-social behaviour. This can have impacts on the local community, including disturbance and fear. Additionally, both Council and Police resources may be required to tackle these issues.

Property Values and Desirability

- 2.5.4 Empty Homes, and associated visual impacts or antisocial behaviour, may cause concern for neighbouring residents about impacts on property values or the desirability of an area.

Potential Loss of Revenue

- 2.5.5 In areas where there is a large number of empty homes there may be a decrease in local spending and demand for resources.

2.6 What are the Benefits of Bringing Empty Homes back into use?

- 2.6.1 Bringing long term empty properties back into use could have a number of positive impacts on both the community and local economy.

Financial Benefits for Home Owners

- 2.6.2 For owners of empty homes, premium Council Tax bills are incurred when properties are vacant for an extended period of time. Payments can reach up to 100% plus 300%

of the standard Council Tax charge for properties that have been empty for over ten years. Further details can be found in section four of the strategy. Bringing these properties back into use will reduce this Council Tax burden for home owners.

- 2.6.3 Additionally, usage as a rental property, or selling the property to another owner, could generate additional income.

Reducing the Likelihood of Anti-Social Behaviour Incidents and Unsightly Properties

- 2.6.4 As previously mentioned, properties that are empty for an extended period of time may be susceptible to incidents of antisocial behaviour, vandalism, fly tipping, and can fall into a state of disrepair. By bringing properties back into use these impacts can be mitigated, having a positive impact on the surrounding properties and community, whilst also reducing the burden on SKDC and partner agencies in tackling these activities.

Increasing Available Housing Supply

- 2.6.5 Despite a growing supply of new homes in recent years, housing supply remains lower than estimated need, and therefore the rejuvenation of existing properties that are empty across the district will support SKDCs targets to increase property supply in the district. There may also be an increase in the range of housing types to meet these needs.

New Homes Bonus

- 2.6.6 The New Homes Bonus is a grant paid by central government to local authorities for increasing the net level of housing. This bonus is for every additional home and paid each year for six years. The bonus is based on the amount of extra Council Tax revenue raised for new build homes, conversions and long term empty homes brought back into use. There is an additional payment for providing affordable homes.

Environmental Benefits

- 2.6.7 Using existing housing stock rather than constructing new properties will often have a lesser environmental impact as there are generally lower carbon costs associated.

3. Priorities

South Kesteven District Council has established four priorities relating to Empty Homes. The order in which the priorities are presented does not reflect the value that the Council will place on the activities described.

Priority 1: The Council will identify and work with owners of long term empty properties to bring them back into use for re-occupation

Priority 2: Develop effective partnerships with key stakeholders to bring empty properties back into use.

Priority 3: Improve our neighbourhoods by addressing long term empty homes that have become the focus of anti-social behaviour and neglect.

Priority 4: Provide advice and information to help raise awareness around empty homes.

3.1.1 To make the best use of limited resources, the Council will prioritise homes that have been empty for two years or longer, as these homes are generally considered to have the greatest impact on the community. However, the Council may also prioritise properties vacant for a shorter period if there are relevant concerns about the property, or in attempts to mitigate impact and prevent escalation.

3.1.1 Homes become vacant as part of the natural cycle of the housing market, whether for sale or between lettings. The Empty Homes Strategy is intended to demonstrate the Councils commitment to tackling long term empty homes.

4. Delivery

4.1 Tools and Powers

4.1.1 There are several tools and powers available to the Council to assist with bringing empty homes back into use. These range from guidance and support through to enforcement and enforced recovery of debts. In most cases support and guidance is the preferred approach. Enforcement will usually be reserved for when this approach fails to achieve the desired outcome, however in some circumstances enforcement may be used in the first instance. This could include but is not limited to circumstances where the empty home is open to access, or it is perceived that support and guidance will have little to no impact on the desired outcome.

4.1.2 The Council applies a Council Tax discount or premium to empty homes. The discount or premium amount depends upon the length of time the house has been empty for. It is hoped that this will deter owners of empty homes from allowing them to become long-term empties (LTE). The table below details the current premium.

EMPTY 100% DISCOUNT	EMPTY 25% DISCOUNT	EMPTY 0% DISCOUNT	LTE +50% premium	LTE+100% Premium	LTE+200% Premium	LTE+300% premium
1 month from date property first becomes empty	2 to 5 months	6+ months	Up to 2 years	Over 2 years	Over 5 years	Over 10 years

4.2 Advice and Guidance

4.2.1 In the first instance, empty home owners will be given advice and assistance on how to bring their property back into use. These options could be renting out the property, selling the property, or advice on becoming a landlord. The aim is to encourage owners to bring the property back into use through voluntary action. This action will

commence from six months empty, but the length of time it takes to bring a home back into use will depend on the owner's personal and financial circumstances.

Financial assistance

- 4.2.2 VAT reductions and support from estate agents may be available when renovating an empty home. The Council will continue to explore other opportunities for funding that may be used to assist with returning empty homes back into use.

Voluntary Arrangements

- 4.2.3 The Council, in this instance, will not be acting as an estate agent or providing advice or recommendation to either party. Any negotiation and sales processes would take place between the owners, interested party and their legal representatives.
- 4.2.4 The Council may offer a voluntary lease and repair agreement to owners prior or offer a voluntary acquisition of the property in a staged approach to enforcement.

4.3 Legislation

- 4.3.1 Where empty home owners show reluctance to engage with the Council and continue to ignore their responsibilities in respect of the property, the Council will use relevant enforcement powers to reduce the impact the property is having on the area and neighbouring properties.
- 4.3.2 The Council will use a variety of legal powers to help bring empty homes back into use and resolve the impacts that they may have on our neighbourhoods. The following is not an exhaustive list of legislation but is an example of some of the legislative tools available. It must be noted that these are not always appropriate in all cases. A full list of relevant legislation can be found in Appendix 1.

Enforced Sale

- 4.3.3 Enforced Sales are a process to recover a debt owed to the Council, such as unpaid Council Tax or charges relating to previous enforcement action.

Compulsory Purchase Orders (CPO)

- 4.3.4 This power allows the Council to purchase a property from the owners and, depending on the specific power used, either retain it as housing stock, dispose of it to a housing partner, or sell it on the open market before or after renovation.
- 4.3.5 The initial decision to progress with a compulsory purchase arises out of exhausting all other voluntary and statutory powers and efforts continue to seek a voluntary solution throughout the process.

Empty Dwelling Management Orders (EDMO)

- 4.3.6 The Council has the power to take possession of an empty home but without taking ownership of it. The empty home owner retains the ownership and the Council in effect has the ability to undertake all the activities of an owner.

4.4 Prioritising Empty Homes

- 4.4.1 The Council will primarily focus its efforts on the long-term problematic empty homes, but may take action on any other empty home at its discretion. The initial focus will be on empty homes that have been vacant for 2 or more years.
- 4.4.2 The Empty Homes will be rated in priority by utilising a RAG rating tool. After completing the RAG rating the highest scoring will be the empty homes that will be focused on.

5. Performance and Evaluation

- 5.1.1 Performance will be reported through the Housing Overview and Scrutiny Committee.
- 5.1.2 There will be an annual report on the impact of empty homes and the successful interventions. The report will include:
- a) The changes in the number of empty homes year on year
 - b) The number of complaints received in respect of empty homes
 - c) The number of homes brought back to use through council involvement
 - d) The amount of New Homes Bonus achieved through empty homes
 - e) Examples and case reviews

6.0 References

Reference	Source
-----------	--------

- | | |
|---------|----------------------------------------------------------------------------------------------------------------|
| 1, 3, 6 | Empty homes in England rise by nearly 10 per cent in five years Local Government Association |
| 2, 4 | Empty Homes Data — Action on Empty Homes |
| 5 | A practical approach for councils on dealing with empty homes Local Government Association |
| 7 | National Planning Policy Framework (publishing.service.gov.uk) |
| 8 | Levelling Up the United Kingdom White Paper (publishing.service.gov.uk) |
| 9 | South Kesteven District Council Corporate Plan- 2024 to 2027.pdf |
| 10 | HOUSING STRATEGY 2020 - 2024 FINAL.pdf (southkesteven.gov.uk) |

Appendix 1: Empty Homes Legislation

The list below provides information about some of the legislation South Kesteven District Council may use if enforcement action is required on Empty Homes. This list is not exhaustive, and action will be taken as appropriate in accordance with relevant legislation.

Legislation	Power Granted Under Legislation
Environmental Protection Act 1990	Where a premise's condition is prejudicial to health and a statutory nuisance is identified a notice can be served, requiring the owner to mitigate or abate the nuisance. Failure to do this may result in the council carrying out the required works or prosecute the owner.
Public Health Act 1936/ 1961	The Public Health Act permits the council to require works by the owner or occupier to improve filthy, verminous and noxious conditions. If the owner or occupier fails to comply with the notice the council may themselves carry out the works and recover the expenses reasonably incurred
Prevention of Damage by Pests Act 1949	Where a premise's condition is creating a health risk due to rats and mice, a notice can be served under the Prevention of Damage by Pests Act 1949, requiring the owner to clear the land and property of vermin, and harbourage. Failure to do this may result in the council clearing the land and charging the owner.
Anti-social Behaviour, Crime and Policing Act 2014	Where a person's conduct is having a detrimental effect on the quality of life of others in the locality, a Community Protection Notice may be served, under the Anti-Social Behaviour Crime and Policing Act 2014. The use of a Community Protection Notice can ensure the owner clears and removes waste from premises including gardens, and other items such as or including vehicles from the land, and then maintains the land moving forwards.
Local Government (Miscellaneous Provisions) Act 1982	The Act allows the council to secure (board up) an insecure property to prevent unauthorised access or where the property presents a public health impact.
Housing Act 2004	The Housing Act provides a number of options for a local authority to take action to bring an empty home back into use. This may include Improvement Notices and Empty Dwelling Management Orders (EDMO)
Housing Act 1985	This Act gives us the power to take over land, houses or other properties to increase the number of houses available or improve the quality of the housing stock. The main uses of this power are to get land for housing. This includes bringing empty properties back into use and improving substandard ones.
Local Government Finance Act 1992 Council Tax (Admin and Enforcement Regs) 1992 Council Tax (Liability for Owners) Regs 1992	Covering the calculation, administration and collection of Council Tax. Council Tax Liability for owners Regs 1992 specifically cover HMO scenarios.
Town and County Planning Act 1990	This Act gives us the power to require work to be undertaken on a property to improve its appearance and address its impact upon the area.

This page is intentionally left blank

Housing Overview and Scrutiny Committee: Updated Work Programme 2024/2025

No	Item	Meeting Date	Lead Officer	Requirements	Notes (including reporting timeframes)
Future Items – next meeting Thursday 6 June 2024					
1.	Regulatory Compliance Monitoring update	6 June 24	Phil Swinton	Regular update	Regular Update at each meeting
2.	Earlesfield Project update	6 June 24	Nick Thacker	Regular update	Regular Update at each meeting
3.	Build and Acquisitions update	6 June 24	Debbie Roberts/Suniel Pillai	Regular update	Regular Update at each meeting
4.	Mutual Exchange Procedure	6 June 24	Alison Hall-Wright		Item referred from previous Committee meeting
5.	Empty Homes Strategy	6 June 24	Ayeisha Kirkham	Consideration of a draft Empty Homes Strategy	
6.	IHMS update	6 June 24	Alison Hall-Wright		
7.	C4L Update	6 June 24	Sarah McQueen		
8.	SHDF Update	6 June 24	Peter Park		
9.	End of Year KPIs 2023/2024	6 June 24	Debbie Roberts/Charles James		

Future Items					
1.	Regulatory Compliance Monitoring update	<i>19 Sept 24</i>	Phil Swinton	Regular update	Regular Update at each meeting
2.	Earlesfield Programme update	<i>19 Sept 24</i>	Nick Thacker	Regular update	Regular Update at each meeting
3.	Build and Acquisitions update	<i>19 Sept 24</i>	Debbie Roberts/Suniel Pillai	Regular update	Regular Update at each meeting
4.	Garage Sites and their development update	<i>19 Sept 24</i>	Debbie Roberts/Suniel Pillai	Six month update requested in March 24	
5.	KPI update	<i>19 Sept 24</i>	Debbie Roberts/Charles James		
6.	Stock Condition	<i>19 Sept 24</i>			
	Rent and Service Charge Policy	<i>19 Sept 24</i>	Celia Bowen	Policy document outlining how the Council will calculate and charge rent and service charges for the housing stock	
	Fabric First	<i>TBC</i>	Nick Thacker		
	Repairs Workshops	<i>TBC</i>	Nick Thacker	New dates to be confirmed summer 2024	

Items already considered by the Committee at a previous meeting during 2023/24				
1.	Regulatory Compliance update	21/09/23 16/11/23 22/01/24 21/03/24		September 2023

2.	HRA Capital Programme – Progress Monitoring	21/09/23		September 2023
3.	Earlesfield Programme update	21/09/23 16/11/23 22/01/24 21/03/24		September 2023
4.	Update following Void Workshop (Future workshops)	21/09/23		September 2023
5.	Fee Policy Licensing of Mobile Homes	21/09/23		September 2023
6.	HRA Disposal & Acquisitions Policy	21/09/23		September 2023 Cabinet adopted policy 10.10.23
7.	Total Housing Compliance Policies	16/11/23 22/01/24		Deferred to January 2024
8.	Update following Homelessness workshop	16/11/23		16 November 2023
9.	Build and Acquisition update including Review of Housing Purchases in Langtoft (Nov 23)	16/11/23 22/01/24 21/03/24		16 November 2023
10.	Choice-based lettings plus demonstration Update on Choice Based lettings	16/11/23 21/03/24		16 November 2023 21 March 2024
11.	Decarbonisation Programme and Funding update	22/01/24		22 January 2024
12.	Midyear KPI's reporting	22/01/24		22 January 2024

13.	Housing ASB Policy	22/01/24		22 January 2024
14.	Estate and Tenancy Management Policies	22/01/24		22 January 2024
15.	Private Sector Housing - Houses of Multiple Occupation Licensing Policy	22/01/24		22 January 2024
16.	Mutual Exchange Policy deferred to next meeting	21/03/24		6 June 2024
17.	Garage Sites and their suitability for development	21/03/24		21 March 2024
18.	Voids Update	21/04/24		21 March 2024
19.	Draft KPI's	21/04/24		21 March 2024
20.	Sheltered Housing Workshop update	21/04/24		21 March 2024