

# **BOROUGH OF BARROW-IN-FURNESS**

## **EXECUTIVE COMMITTEE**

Meeting, Wednesday, 14th May, 2014  
at 2.00 p.m. (Committee Room No. 4)

**NOTE:** Group Meetings at 1.15 p.m.

## **A G E N D A**

### **PART ONE**

1. To note any items which the Chairman considers to be of an urgent nature.
2. To receive notice from Members who may wish to move any delegated matter non-delegated and which will be decided by a majority of Members present and voting at the meeting.

3. **Admission of Public and Press**

To consider whether the public and press should be excluded from the meeting during consideration of any of the items on the agenda.

4. **Declarations of Interest**

To receive declarations by Members and/or co-optees of interests in respect of items on this Agenda.

Members are reminded that, in accordance with the revised Code of Conduct, they are required to declare any disclosable pecuniary interests or other registrable interests which have not already been declared in the Council's Register of Interests. (It is a criminal offence not to declare a disclosable pecuniary interest either in the Register or at the meeting).

Members may however, also decide, in the interests of clarity and transparency, to declare at this point in the meeting, any such disclosable pecuniary interests which they have already declared in the Register, as well as any other registrable or other interests.

5. To confirm the Minutes of the meeting held on 26th March, 2014 and the special meeting held on 30th April, 2014 (copies attached) (Pages1-36).
6. Apologies for Absence/Attendance of Substitute Members.

### **FOR DECISION**

- (D) 7. Appointments on Outside Bodies, Panels, Working Groups etc. (Pages 37-42).
- (D) 8. Phoenix Business Centre (Pages 43-45).

- (D) 9. Waterfront Barrow Local Growth Fund Submission (Pages 46-49).
- (D) 10. Cultural Services (Pages 50-52).
- (D) 11. Christmas Holiday Arrangements 2014/15 (Pages 53-54).
- (D) 12. Executive Director – Performance Appraisal 2014-15 (Pages 55-56).
- (D) 13. Leasing of part of the Dock Museum by BAE (Pages 57-59).
- (D) 14. Internal Audit Contract (Pages 60-63).
- (D) 15. Welfare Reform (Pages 64-67).

## **PART TWO**

- (R) 16. Deputy Electoral Registration Officer (Pages 68-69).

**NOT FOR PUBLICATION BY VIRTUE OF PARAGRAPH 1 OF PART ONE OF SCHEDULE 12A OF THE LOCAL GOVERNMENT ACT 1972 AND ACCESS TO INFORMATION (VARIATION) ORDER 2006**

- (R) 17. Regrading Application – Cemeteries and Crematorium (Pages 70-71).

**NOT FOR PUBLICATION BY VIRTUE OF PARAGRAPH 1 OF PART ONE OF SCHEDULE 12A OF THE LOCAL GOVERNMENT ACT 1972 AND ACCESS TO INFORMATION (VARIATION) ORDER 2006**

**NOTE (D) - Delegated  
(R) - For Referral to Council**

### **Membership of Committee Councillors**

Pidduck (Chairman)  
Sweeney (Vice-Chairman)  
Barlow  
Bell  
Cassidy  
Doughty  
Garnett  
Graham  
Guselli  
Richardson  
Seward  
Wall

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## **EXECUTIVE COMMITTEE**

Meeting: Wednesday 26th March, 2014  
at 2.00 p.m.

PRESENT:- Councillors Pidduck (Chairman), Sweeney (Vice-Chairman), Barlow, Bell, Biggins, Guselli, Hamilton (Items 1 to 14 only), Seward and Williams.

### **121 – The Local Government Act, 1972 as amended by the Local Government (Access to Information) Act, 1985 and Access to Information (Variation) Order 2006**

Discussion arising hereon it was

RESOLVED:- That under Section 100A(4) of the Local Government Act, 1972 the public and press be excluded from the meeting for the following item of business on the grounds that it involve the likely disclosure of exempt information as defined in Paragraph 1 (Minute No. 134) of Part One of Schedule 12A of the said Act.

### **122 – Declarations of Interest**

Councillor Guselli declared a Disclosable Pecuniary Interest in Agenda Item 10 – Review of Property Conditions in the Private Rented Sector (Minute No. 128) as he was a Private Landlord. He left the meeting during consideration of the item.

Councillor Williams declared a Disclosable Pecuniary Interest in Agenda Item 10 – Review of Property Conditions in the Private Rented Sector (Minute No. 128) as he was a Private Landlord. He left the meeting during consideration of the item.

### **123 – Minutes**

The Minutes of the meeting held on 19th February, 2014 were agreed as a correct record.

### **124 – Apologies for Absence**

Apologies for absence were received from Councillors Garnett, Irwin and Richardson. Councillor Williams substituted for Councillor Richardson.

### **125 – Housing Management Forum: Recommendations**

The recommendations of the Housing Management Forum held on 27th February, 2014 were submitted for consideration.

N.B. The Minutes are reproduced as **Appendix 1** to the Minutes of this meeting.

RESOLVED:- That the recommendations of the Housing Management Forum be agreed as follows:-

## **Housing Maintenance Investment Programme 2014/15**

To agree the following:-

1. Note the proposed investment works and basis on which properties had been identified in the report shown at Appendix A of the report;
2. Note change of budget headings from originally agreed budget as follows:
  - Repointing to External Fabric Repairs
  - Fencing to Public Space/External Maintenance
3. Agree external support be engaged as necessary to ensure delivery of the programme and the cost met from the specific budget area; and
4. Where there was an option to deliver new areas of work through Cumbria Housing Partners' Framework.

## **Housing Maintenance Contract 2011/15**

To agree a market testing exercise to be completed and delegate the Housing Manager to appoint a suitably qualified adviser.

### **Adelphi Court, Barrow**

To agree the following:-

1. Agree proposals to use the flats for supported housing for applicants/residents with mental health difficulties;
2. Agree a deadline for the completion of a workable proposal to be set at 30th April, 2014 for agreement by this Forum; and
3. Should a workable proposal not be available by the date proposed the flats be offered for letting to meet general housing need but flexibility be adopted on the 'first lettings' to try and achieve a more stable community.

### **Community Alarms Service**

To agree the following:-

1. Note information provided including reference to the contract arrangement with Carlisle Housing Association;
2. Agree the Housing Service continued to provide equipment from stock for existing customers with a move towards dispersed alarms replacing the old 'hard wired' system whilst receiving Supporting People funding;
3. Agree referral of any new customers to either:
  - Adult Social Care – for assessment for Telecare services; or
  - Community Alarms South Lakeland – 24 hour monitoring service; and

4. Agree disconnection and removal of UAC box from previous warden's property in Dalton once all properties had a dispersed alarm in place.

### **Cumbria Probation Trust – Community Payback**

To agree the Memorandum of Understanding.

### **Key Tasks for the Housing Service 2014/15**

To agree the following:-

1. Note information on progress and additional comments regarding outstanding tasks; and
2. To agree proposed Key Tasks for 2014/15 and note comments regarding the likely influences on the service during the year.

### **126 – Financial Strategy Updates**

The Borough Treasurer reminded the Committee that the Council's policies and strategies were set by the Full Council. Policies typically formed part of the system of internal control and would generally be referred to Full Council from the Audit Committee; unless they were delegated decisions. Strategies were referred to Full Council upon the recommendation of this Committee.

The report set out some necessary amendments to keep the strategy documents up to date as part of their annual review.

The Council's Value for Money Strategy had been updated to reflect the Council's Priorities adopted on 21st January, 2014. The annual review had also made amendments to the 'Achieving VFM' paragraph to remove the reference to any particular Medium Term Financial Plan – the Value for Money Strategy applied to all financial plans of the Council.

The Council's Capital Strategy had also been updated to reflect the Council's Priorities adopted on 21st January, 2014. The annual review had also removed the reference to particular years. The Capital Strategy applied to all Capital Programmes until the strategic direction was changed by Full Council. The Committee considered both strategy documents.

RESOLVED:- To approve the amendments noted in the report of the Borough Treasurer.

### **127 – Medium Term Financial Plan 2014-2015 to 2016-2017**

The Borough Treasurer reminded the Committee that the Medium Term Financial Plan had been based on the approved 2014-2015 budgets. The Plan contained projections for medium term to 2016-2017 and headline longer term projections to 2019-2020. The further into the future projections were made, the more uncertain they were. The assumptions made for each year were set out in the plan.

To summarise the Medium Term Financial Plan for General Fund, the use of reserves to control the pace of change would continue beyond the Budget Strategy period. The projections for 2015-2016 were based on a decrease in Government funding equivalent to a reduction in Revenue Spending Power of 6.9%; although the cap had not yet been set. No further reductions in Government funding had been included.

Reserves would fund the budget deficit for the years to 2017-2018. The longer term budget deficit remained to be eliminated. Any actions taken early, would allow reserves to be retained and potentially used over a longer period.

The projection for 2015-2016, the end of the current Budget Strategy, showed a deficit of £595k, however without the reduction in Government funding the deficit would be £275k; that was attributable to consideration of leisure trusts moving back a year and the lack of anticipated growth from economic recovery. It was noted that this would have made the achievement of the £5m Budget Strategy, £4.7m so far. The Budget Strategy still had two years to run; 2014-2015 and 2015-2016, so the £5m could still be achieved.

RESOLVED:- To note the report of the Borough Treasurer.

### **128 – Review of Property Conditions in the Private rented Sector**

The Executive Director informed the Committee that the Government had recognised that the private rented sector was an important and growing sector within the wider housing market. The Government's view was that the majority of landlords provided good quality accommodation and that tenants were by and large satisfied. The Government's policy position was that the sector should not have further regulatory burdens placed upon it unless there was a clear need.

The Government did accept that in a minority of cases, private landlords provided a poor standard of accommodation and do not manage their property in a reputable manner. It wished to tackle the problems of poor landlords, whilst not imposing onerous regulation on the majority. It had published a consultation paper to explore what action could be taken to achieve that objective.

The discussion paper was considered by the Committee.

The private rented sector in Barrow had shown considerable growth over recent years, and aspects of regulation of the sector were statutory duties on the Council. The Council must respond to complaints of poor housing conditions, and take the most appropriate course of action where serious hazards were found. Certain Houses in Multiple Occupation (HMOs) must be licenced, and the Council was the licensing authority.

Successive stock condition surveys in Barrow had shown that the condition of the private rented sector was poorer than the average for the Borough.

A response to the consultation questions was considered by the Committee.

RESOLVED:- To endorse the response to the discussion paper.

### **129 – Energy Company Obligation (ECO)**

The Executive Director informed the Committee that the Government had announced substantial changes to their policies on energy efficiency.

The requirements for energy companies to deliver a range of assistance to households to improve energy efficiency, reduce energy consumption and reduce carbon emissions had become less onerous. The report proposed supporting a county-wide response that would support the delivery of Energy Company Obligation improvements in Barrow.

It was proposed that the Cumbria Warm Homes (CWH) Project Officer post was supported for a further six months to allow ECO Schemes to be developed for the County under the new arrangements.

RESOLVED:- (i) To note the report and the changes to the Energy Company Obligation Scheme; and

(ii) To approve funding of £2,700 to support the Cumbria Warm Homes Project Officer for a further six months.

### **130 – Cavendish House**

The Executive Director reminded the Committee that the Council had occupied Cavendish House under the terms of a 10 year lease dated 26th November, 2009. The term of the lease was 31st December, 2009 to 30th December, 2019. The annual rent was £43,000 per annum excluding VAT and rates.

There was a break clause in the lease enabling the Council, on not less than six months written notice, to terminate the agreement on 30th December, 2014.

The Executive Director requested approval to serve formal notice on the landlord terminating the lease of Cavendish House on 30th December, 2014.

RESOLVED:- (i) To note the report; and

(ii) To authorise the Executive Director to terminate the lease of Cavendish House on the terms reported.

### **131 – Planning Policy – Annual Monitoring Report (AMR) and Housing Land Supply and Strategic Housing Land Availability Assessment Review**

The Executive Director informed the Committee that the purpose of the report was to advise Members of the publication of the 2012/13 Annual Monitoring Report (AMR) and the Housing Land Supply Statement and Strategic Housing Land Availability Assessment Review 2013 produced by the Planning Policy Section.

The Annual Monitoring Report was the ninth to be published and a full colour copy was available to view in the Member's Room or on the Council's website.

The AMR was required by legislation and regulations to demonstrate progress in producing the planning policy documents set out in the Council's Local Development Scheme (LDS).

The Council's current Local Development Scheme (February 2014) had reflected the requirements of the National Planning Policy Framework (NPPF) introduced in March 2012, and the Council's decision to produce a single Local Plan document, which was currently underway.

As the production of a single Local Plan required the review of all saved policy that was currently being progressed. The AMR provided a list of saved policies and documents together with an indication of when saved policies were likely to be cancelled or replaced. It also provided an up to date list of background studies which were produced as an evidence base to inform the Local Plan.

The AMR contained a range of data and statistics including housing data which should be read in conjunction with the Council's Housing Land Supply and Strategic Housing Land Availability Assessment Review 2013 which sets out the housing requirement for the Borough. That document also looked at the ways in which the requirement could be met over the next five and 15 year period. That document could be found along with the AMR on the Council's website or a hard copy was available in the Members Room.

RESOLVED:- To note the content of the Annual Monitoring Report and the Housing Land Supply and Strategic Housing Land Availability Assessment Review 2013.

### **132 – Fairtrade**

The Executive Director reminded the Committee that the Borough of Barrow-in-Furness had achieved Fairtrade status in 2007.

The Overview and Scrutiny Committee had received notice that periodically the Council had to renew commitment to the principles of Fairtrade in order to retain Fairtrade status.

Having reviewed the requirements for retaining Fairtrade status the Overview and Scrutiny Committee had agreed that there was continuing demand for Fairtrade products in the Borough and had recommended that the Council retain Fairtrade town status.

RESOLVED:- To note the recommendations from the Overview and Scrutiny Committee and agree that the Borough of Barrow-in-Furness retained its Fairtrade town status.



## REFERRED ITEMS

### THE FOLLOWING MATTERS ARE REFERRED TO COUNCIL FOR DECISION

#### **133 – Customer Feedback/Complaint Policy**

The Deputy Executive Director informed the Committee that the Council's Complaints Policy had been reviewed to ensure that it complied with current best practice, provided a user friendly interface between the Council and its customers, and provided an opportunity for customers to give the Council positive as well as negative feedback on service delivery.

He reported that complaints and feedback would be used to improve all services. A central log of all formal complaints would be maintained and Management Board would receive a quarterly report detailing the nature of the complaint and the service affected, together with information about what remedial action had been taken in each case. All positive feedback received would also be reported. The policy provided clear guidance to all staff on how to handle complaints and explained what procedure to follow when escalating complaints to the next level. The policy identified specific deadlines which must be adhered to at all times. There was a specific reference to the role elected members may adopt. If Members received a complaint direct from a constituent, they should refer them to Stage 1 of the procedure.

The proposed Policy was considered by the Committee.

**RECOMMENDED:-** To recommend the Council to adopt the Customer Feedback/Complaint Policy.

#### **134 – Housing Business Support Restructuring Regrades**

The Executive Director informed the Committee that due to the wider restructuring of the Business Support Unit within Housing it was recommended that four posts be regraded; three Business Support Assistants Scale 1-2 to Business Support Officer Scale 2-3 and Recharge Officer from Scale 2-3 to Scale 2-5.

**RECOMMENDED:-** To recommend the Council:-

- (i). To approve the permanent regrade of posts (Job share) OHS070 and OHS072 from Business Support Assistant Scale 1-2 to Business Support Officer Scale 2-3;
- (ii) To agree that the post OHS080 Business Support Assistant Scale 1-2 is regraded to Business Support Officer Scale 2-3; and
- (iii) To agree that the post of Recharge Officer OHS480 be regraded to Scale 2-5 (to bring in line with Income and Debt Recovery Officers).

The meeting ended at 2.45 p.m.



## HOUSING MANAGEMENT FORUM

Meeting: Thursday 27th February, 2014  
at 2.00 p.m.

PRESENT:- Councillors Hamilton (Chairman), Barlow, Murray and Pointer.

Tenant Representatives:- Miss M. Burgess, Mr W. McEwan and Mr W. Ward.

### 46 – Minutes

The Minutes of the meeting held on 16th January, 2014 were taken as read and confirmed.

### 47 – Apologies for Absence/Changes in Membership

Apologies for absence were submitted from Councillor Irwin and Tenant Representatives Mr M. Burton and Mr A. McIntosh.

### 48 – Housing Maintenance Investment Programme 2014/15

The Housing Manager submitted a report to update Members on progress against targets, provide Members with a proposed delivery plan and update Members on associated matters for consideration and approval.

#### Progress against Targets

The 2010 asset management plan identified the following investment priorities:-

- Ensure properties were “safe, energy efficient and weatherproof”
- Carry out improvements on a “just in time”; “worst first” basis.

All planned investment works had progressed satisfactorily during the year. Investment through CHP had continued to be an effective delivery method in terms of value for money and associated efficiencies such as reduced management, administration and monitoring costs of the improvements.

The table below gives an indication of the number of properties that had benefited from the more significant investment streams and would be updated where appropriate at the year end.

Type of Improvement	No of properties in Scheme	No of Properties complete at 31/1/2014
Re-Roofing Works (Griffin)	157	157
Rewires *	120	117
Bathrooms *	220	192

<b>Kitchens *</b>	200	149
<b>Heating *</b>	200	161
<b>Painting *</b>	754	754

*\*Key components*

Based on original plans the proposed 2014/15 programme would see the completion of the upgrading of key components across the stock. Over approximately ten years of the programme, it was acknowledged some components had not been upgraded, because the tenants did not want the work completed.

A review of the property database would be completed during the year, in conjunction with the Stock Condition Survey, to ensure the Council records were accurate.

### **Proposed Investment Profile 2014/15**

The Housing Manager submitted a suggested investment profile for 2014/15 which is attached at **Appendix A** to these Minutes.

The principles adopted in drafting these proposals were:-

1. The Council maintained the Decent Homes Standard;
2. The investment was split between responsive and planned works at a minimum level that met the Audit Commissions guidelines, and sought to maximise monies spent on planned works; and
3. The aspirations of tenants were considered and incorporated where appropriate.

The following information regarding the significant budget headings provided information on properties to receive investment.

#### **■ Bathroom Improvements - £360,000**

It was proposed to continue with the on-going bathroom improvement programme that sought to deliver around 100 improvements to properties on a worst first basis, as identified during the 2010 stock condition survey. Where appropriate level access bathing/showering would be considered to ground floor dwellings.

#### **■ Kitchen Improvements - £500,000**

The delivery of kitchen improvements had been a major investment priority for the past decade and as such officers advised that the Council were fast approaching the end of the investment cycle. It was estimated that there were in the region of 100 remaining properties without a modern kitchen as mentioned above. Members were made aware however that tenants occasionally “refuse access” and as such officers would carry out a consultation exercise to identify all remaining kitchen investments for inclusion in this financial year.

### ■ Heating Improvements - £525,000

It was proposed to continue with the on-going heating improvement programme that sought to deliver around 150 improvements to properties on a worst first basis, as identified during the 2010 stock condition survey.

The proposed investment priorities for the next 3 years would seek to target replacement of "RENO" boilers on a worst first basis.

### ■ Rewire Improvements - £150,000

It was proposed to continue with the on-going rewire improvement programme that sought to deliver around 100 improvements to properties on a worst first basis, as identified during the 2010 stock condition survey.

### ■ Painting Improvements - £115,880

The painting programme sought to ensure all properties received external painting on a 6 year cycle.

Officers advised that the area suggested for inclusion during 2014 was Central (Less Vulcan and Risedale), Askam and Lindal.

### ■ Re-Roofing Pitched Roof Improvements - £255,000

Whilst the 2010 stock condition survey did not identify any significant roofing investment work, officers had reviewed the volumes of "ad hoc" roofing repairs and actual expenditure levels for roofing repairs over recent years and identified a significant problem with the roof covering on the Roosegate estate. The existing slate roofs had been in place since the properties were constructed (circa 1921) and were showing visible signs of decay.

Officers advised that a provisional three-year investment programme was required to re-roof the estate and proposed to commence the programme on the following basis:

- 2014/15 – Thrum Street; Longway (Flats); Roose Road (Flats);
- 2015/16 – Gateway; Westway (Houses); and
- 2016/17 – Longway (Houses).

Members were requested to note that there were presently no financial implications associated with the roofing programme for leaseholders on the estate.

### ■ Re-Roofing Flat Roof Improvements - £132,000

There exist a significant number of flat roof coverings over communal areas that have been in place since the properties were constructed (circa 1975). The flat roof areas above stairwells and over doorways were showing visible signs of decay. The roofs also had a problem with a problematic "internal" water distribution system that required re-designing to allow rain water to be discharged externally. This work aimed to avoid any on-going internal water damage to decoration, lighting supplies and staircase flooring.

Officers advised that a provisional three-year investment programme was required to re-roof these areas and propose to commence with the programme on the following basis:

- 2014/15 – Broad Close; Low White Close; Mill Bank; Greenhill Close; Park Road;
- 2015/16 – Craven Park Court; Tay Court; Anson Street; and
- 2016/17 – Ewan Close.

Members were requested to note that this work may have financial implications for leaseholders.

### ■ **Re-Pointing and Re-Rendering Improvements**

In agreeing the Budget profile previously, monies were identified for 'repointing'. However, on further consideration, it was suggested the monies be described as 'external fabric repairs' which more accurately reflected the maintenance requirements.

Officers had reviewed the volumes and cost of "ad hoc" brickwork/rendering repairs and identified a recurring problem with a number of exposed areas within the Borough. Whilst some remedial works had been carried out over the past decade there were on-going problems associated with the following building components:

- Concrete lintels and sills;
- External pointing to individual elevations with severe exposure;
- Cracked and addled render; and
- Blocked cavities and damp course problems.

Officers suggested appointing a suitably qualified building contractor from the CHP framework to carry out this type of work using a "schedule of rates" type agreement. Works would be identified on a property by property basis.

It was suggested to commence this type of programme on the Devonshire estate that presently had 30 houses. The work on the Devonshire estate would not affect leaseholders.

Members were requested to note that work of this nature may have financial implications for leaseholders receiving similar improvements in other areas of the Borough.

### ■ **PVCu Window Replacements and Maintenance - £512,465**

There exists an ongoing problem with a number of estates that have existing PVCu sliding sash windows as replacement parts were now obsolete. Whilst some of these windows had been replaced over recent years there remained around 400 - 500 frames that required replacement.

In addition, officers requested Members agreement to commence a five-year PVCu window refurbishment programme to ensure all existing hinges, gaskets and single glazing was maintained effectively.

### ■ **Communal Entrance Door Improvements - £62,500**

In 2013/14, primarily a result of ongoing anti-social behaviour issues the Council replaced or were in the process of replacing the existing communal entrance doors at Raglan Court, Greenhill Close and Lower Hindpool with new high security doors and frames. The new equipment operated with “magnetic locks” and had inbuilt covert cameras for the detection of crime.

It was suggested that this programme be rolled out to other areas where anti-social behaviour in communal areas was a problem. Officers advised that the 2014/15 programme may include the follow areas;

- Broad Close;
- Low White Close;
- Greenhill Close;
- Park Road; and
- Mill Bank.

Members were requested to note that this work may have financial implications for leaseholders.

### ■ **Communal Entrance Improvements - £34,200**

In addition to the planned communal door replacements, it was suggested that a programme of follow up improvements to the lighting and painting within each communal area would enhance the general appearance and lead to a reduction in the department’s annual energy costs.

Officers suggested changing the existing light bulbs with low energy LED bulbs. It was proposed to introduce “motion sensors” to allow the lighting within each communal area to switch on and off in response to residents entering and leaving the building. The “Brewery” estate in Cavendish Street had lighting that operated on motion sensors and officers were pleased to confirm that it had functioned and operated for several years without any significant problems.

Members were requested to note that this work may have financial implications for leaseholders.

### ■ **Fencing & Gates - £190,000**

The most recently completed STAR Survey identified the appearance of estates and public space as a high priority for tenants. Last year additional resources were made available to complete fencing/public realm improvements at Ormsgill, Roosegate and Vulcan Road. Unfortunately, capacity was such that these programmes were not progressed as planned but would be continued this year. An ongoing upgrading programme would be developed to maintain a cyclical approach to this work.

The Housing Manager also requested Members agreed the budget heading be amended to 'Public Space/External Maintenance' to reflect a more flexible approach to developing schemes to improve the appearance, safety and security of identified areas.

### **Delivery of the Programme**

The 'self-financing' arrangement for the HRA had resulted in additional resources being made available that had been incorporated into the budget. This had enabled new areas of work to be incorporated into the spend profile. An additional Area Surveyor had been agreed in the HRA and was currently being recruited. However, the delivery of the programme would be challenging for the in-house team and external support may be required.

Where possible and in recognition of the efficiencies previously identified of working through the Cumbria Housing Partners arrangement, the Housing Manager suggested works be delivered through the partnership.

### **Development of the Maintenance and Investment Programme**

Over the last ten years many properties had seen the installation of modern components. During the year the Council would look to ensure records were updated to ensure no property had been missed. Once the Stock Condition Survey was completed a further five-year plan would be developed for Members' consideration and approval.

Members would be aware, during this financial year the Council had experienced an increase in void turnover, although the number becoming empty per week had returned to 'normal' levels.

However, there were a number of external factors which may impact on the void management process and it was suggested to consider the service's approach to the 'standard' of void repairs and decoration allowances for new tenants as an area for scrutiny in 2014/15.

RECOMMENDED:- To agree the following:-

1. Note the proposed investment works and basis on which properties had been identified in the report shown at Appendix A of the report;
2. Note change of budget headings from originally agreed budget as follows:
  - Repointing to External Fabric Repairs
  - Fencing to Public Space/External Maintenance
3. Agree external support be engaged as necessary to ensure delivery of the programme and the cost met from the specific budget area; and
4. Where there was an option to deliver new areas of work through Cumbria Housing Partners' Framework.



## **49 – Housing Maintenance Contract 2011/15**

The Housing Manager submitted a report to agree to commence a market testing exercise to establish the likely interest in the contract should it be necessary to go through a procurement process to award a new contract.

The term of this contract would expire in November 2015. It was awarded on the basis of a four-year term with an option to extend by a further two years subject to satisfactory delivery and the contractor's agreement to do so.

Unfortunately, there had been operational concerns over the delivery of this contract and, at the present time, the Housing Manager was not in a position to recommend an extension be offered.

From discussion with the contractor it would appear they may not be interested in an extension should it be an option based on the current terms and conditions.

It would take in the region of 18 months to award a new contract.

In awarding the Contract, only a limited number of contractors expressed interest.

The Housing Manager therefore, recommended it appropriate to issue a PIN (Pre-Information Notice) with regard to OJEU compliance to carry out some market testing to establish the level of interest in the contract. The Council currently engaged with an adviser to assist with the contract arrangements. It may also be an option to work with an existing procurement framework which was being investigated. The market testing needed to be progressed prior to the next Housing Management Forum meeting and it was requested to delegate the Housing Manager to appoint a suitably qualified adviser.

**RECOMMENDED:-** To agree a market testing exercise to be completed and delegate the Housing Manager to appoint a suitably qualified adviser.

## **50 – Adelphi Court, Barrow-in-Furness**

The Housing Manager submitted a report to consider the future use of Adelphi Court to meet identified housing need in the Borough.

On 29th August, 2013 the Housing Manager suggested future lettings of the vacant flats at Adelphi Court be suspended. At the time approximately half of the 12 flats were vacant.

Unfortunately, the flats referred to had become a target for anti-social behaviour in the area and suffered from vandalism and damage to communal areas. At that time, despite advertising vacancies through the normal processes it had not proved possible to relet the vacancies, hence the suspension of lettings being proposed.

Since then, more vacancies had occurred and there was now only one occupied flat.

In considering the use of the flats, figures from the Choice-Based Lettings Scheme would suggest there was demand for one-bedroomed property. It was likely the apparent lack of demand may be attributable to a combination of factors.

There was also a recognised housing need for a range of applicants with additional support needs to assist them manage a tenancy. For example, officers were currently working with other agencies to improve and extend the range of accommodation for young people in the Borough.

However, any proposal to consider the flats' use and incorporate them into a structured 'pathways model' would require the support of the relevant commissioners of such support services.

From an operational perspective providing accommodation with support for applicants or residents with mental health considerations and increasing the number of such properties would be of benefit to the Borough.

The Housing Manager had, therefore, been in discussion with the commissioners of such support services and a potential provider to discuss a possible model to develop an appropriate arrangement. Under such an arrangement, the Council would potentially lease the properties at an agreed rent and the service provider would support the residents funded by the commissioners.

Whilst these discussions had been ongoing for some months, they were yet to be concluded.

Should Members agree with this as a possible option, the Housing Manager suggested a date of 30th April, 2014 be agreed for a proposal to be finalised for consideration.

Should such a proposal not be agreed or Members may choose to do so, the Housing Manager suggested the Housing Service look to relet the properties on a 'staged basis' following repairs and work to communal entrances to improve the visual appearance on entry to the flats. The Housing Manager proposed that should this become the preferred option, or should the option of supported housing was not achieved, a flexible approach to the initial lettings be agreed to try and ensure a more 'stable' community within the block.

**RECOMMENDED:-** To agree the following:-

1. Agree proposals to use the flats for supported housing for applicants/residents with mental health difficulties;
2. Agree a deadline for the completion of a workable proposal to be set at 30th April, 2014 for agreement by this Forum; and
3. Should a workable proposal not be available by the date proposed the flats be offered for letting to meet general housing need but flexibility be adopted on the 'first lettings' to try and achieve a more stable community.

## **51 – Community Alarms Service**

The Housing Manager submitted a report to provide Members with an update on the current position with the Community Alarm Service.

The Homelink Community Alarm Service ended on 31st January 2012. Funding for the majority of Council properties the Council had provided community services to was ended and many tenants transferred to the new service option offered by Adult Social Care.

However, as a legacy from those changes, tenants on the Dalton and Eamont Close Schemes continued to be provided with community alarm services in an arrangement the Council had with Carlisle Housing Association. In the region of 70 tenants still received this service and was funded by Supporting People funding.

### **Eamont Close/Dalton**

The original equipment in these properties was 'hard wired' however these were now some years old and had proved increasingly difficult to maintain. In the case of Dalton equipment the UAC box was installed within the previous warden's property which needed to be resolved. In the case of a breakdown access was needed for repair at all times.

The Council were proposing to migrate eight Dalton properties to dispersed alarms which were in stock. This option had been discussed with residents and was an acceptable solution to them. A small number did not have telephone lines which, as previously agreed, the Council would arrange to pay for the installation with the customer being responsible for the line rental and ongoing costs. A telephone line must be installed before a customer could have a dispersed alarm fitted. Once all properties were fitted with dispersed alarms the Council would progress the disconnection and removal of equipment from the previous warden's property.

Officers would continue to engage with Supporting People to ensure the Council were aware of any changes in Supporting People arrangements or future tendering on Supporting People Framework which may affect the funding received by existing tenants.

With regard to other residents receiving services through this arrangement, the Housing Manager asked Members to note whilst the situation remained as it was, it may be appropriate to migrate other users to dispersed alarms but any such actions would not be progressed without agreement of residents.

In future it would also be prudent to arrange any new residents to engage with the Adult Social Community Services as to maintain the current arrangement with Carlisle Housing Association would be less feasible as numbers of customers reduced.

The Housing Manager also advised the arrangement with Carlisle Housing Association had been in place for many years. However, due to the small number

of customers the Housing Manager could not look to alter the arrangement as the costs involved would probably outweigh any potential benefit.

**RECOMMENDED:-** To agree the following:-

1. Note information provided including reference to the contract arrangement with Carlisle Housing Association;
2. Agree the Housing Service continued to provide equipment from stock for existing customers with a move towards dispersed alarms replacing the old 'hard wired' system whilst receiving Supporting People funding;
3. Agree referral of any new customers to either:
  - Adult Social Care – for assessment for Telecare services; or
  - Community Alarms South Lakeland – 24 hour monitoring service; and
4. Agree disconnection and removal of UAC box from previous warden's property in Dalton once all properties had a dispersed alarm in place.

## **52 – Cumbria Probation Trust – Community Payback**

The Housing Manager submitted a report to seek agreement for a Memorandum of Understanding to formalise the arrangement with Cumbria Probation Trust (CPT) to provide fencing for tenants on Council estates through the Community Payback arrangement.

The Housing Service had an arrangement with Cumbria Probation Trust (CPT) to provide fencing for tenants on Council estates through the Community Payback arrangement. The arrangement had been in place for some years and appeared popular with tenants who were able to benefit.

The draft Memorandum of Understanding was attached at Appendix B to the report for consideration for the year 2014/15. The only change in the document to previous versions was that it included provision of one garage for storage of timber and materials. Previously CPT were able to accommodate this but since relocation of their offices in Barrow it was no longer practical.

**RECOMMENDED:-** To agree to Memorandum of Understanding.

## **53 – Key Tasks for the Housing Service 2014/15**

The Housing Manager submitted a report to review the Key Tasks of the Housing Service for 2013/14 and agree areas of work for 2014/15.

The Housing Service's long-standing objective had been to provide 'well-maintained homes where people choose to live'.

It was normal practice to agree with the Forum Key Tasks for the Housing Service for the year. Attached at Appendix C to the report were details of Key Tasks for 2013/14 with comments on progress.

Unfortunately, it did not prove practical to progress Task 2 “consider approach to engaging with under-represented tenants” and further work would be continued on this area.

As the year progressed it also became apparent it was appropriate to delay some Tasks until others were completed. For example, to complete the Business Plan Review would be best served once the Stock Condition Survey and Rent Strategy was completed.

In terms of understanding, the Housing Service adapted the approach of challenging and adapting its operational procedures on an ongoing basis. Many operational changes were made to improve the delivery or efficiency of a process on an ongoing basis. These were not all included in the ‘Key Tasks’ which focussed on a limited number of activities which were significant to members or tenant representation and their groups.

At the Housing Management Forum meeting on 16th January, 2014 Members agreed a number of actions shown below:

- Moving the Housing Service to the Town Hall and using the opportunity to redesign the structure, design and processes to fit in and improve service delivery;
- Reduce the management effort of administrating and managing the Responsive Repair contract in particular the way that the payments were structured and processed;
- In consultation with tenants develop a more meaningful Rent Strategy which outlined how rent increases were determined in the future and how the Council could improve the collection and arrears service and processes; and
- Maximise the online technology to meet customers’ needs

In addition to the above, the Housing Manager proposed the following areas of work be continued:

#### ■ **Scrutiny**

The Housing Manager suggested the issue of Tenancy Agreement and Tenants’ Handbook remained as an area of work once the Rent Strategy was completed. The Housing Manager had also highlighted ‘void standards’ as a possible area. During the last year the issue of voids had been discussed at various meetings and views expressed about the level of decoration allowance. The Housing Manager therefore proposed this as the other area to be considered through the Scrutiny process unless there were any other suggestions.

## ■ Key Tasks

It was important the main 'Key Tasks' reflected the operating environment and objectives of the service.

The procurement of a new Contract would be a significant piece of work for the Maintenance Team.

Welfare Reform remained a challenge in many ways and would impact on operational delivery of service.

The Housing Manager proposed Members gave consideration to the following Key Tasks:

1. Considered whether an extension of the Responsive Repairs Contract would be appropriate or progress procurement of a new Contract;
2. Progress review of Business Plan by completion of the Stock Condition Survey and agree a Rent Strategy; and
3. Continued approach to engaging with under-represented tenants.

RECOMMENDED:- To agree the following:-

1. Note information on progress and additional comments regarding outstanding tasks; and
2. To agree proposed Key Tasks for 2014/15 and note comments regarding the likely influences on the service during the year.

## **54 – Performance Information Report**

The Housing Manager submitted information relating to the Housing Management Performance 2013/14 and Best Value Performance Indicators. The information is attached at **Appendix B** to these Minutes. He provided a brief commentary to assist Members in their understanding of the key trends.

RESOLVED:- To note the Performance Information report.

## **55 – Planned Investments and Planned Maintenance 2013/14**

The Housing Manager reported information relating to the Planned Investment and Planned Maintenance Programme for 2013/14. The information is attached at **Appendix C** to these Minutes.

RESOLVED:- To note the information.

The meeting closed at 2.35 p.m.



## Housing Service Five-year Investment Plan 2010 – 2015: KITCHENS

YEAR 1 2010/2011	Nos. H/F/B	YEAR 2 2011/2012	Nos. H/F/B	YEAR 3 2012/2013	Nos. H/F/B	YEAR 4 2013/2014	Nos. H/F/B	YEAR 5 2014/2015	Nos. H/F/B
Sowerby Avenue	29 H	Bay View Grove	8 H & F	Broadway	32 H	Eamont Close	44 H/F	Buttermere Dr	4 H
Whinsfield Avenue	13 H	Piel View Grove	10 H	Roose Road	31 F/H	Derwent Bank	11 H/F	Ennerdale Cl	5 H
Angle Meadow Lane	10 H	Pypers Croft	2 H	Westway	22 H	High White Close	8 H	Ruskin Ave	5 H/F
Barnfield Lane	9 H	Urswick Green	20 H	Blake Street	14 F	Lime Kiln Walk	5 H	Rydal Close	4 H
Mill Bank	6 H	Brow Avenue	7 H	Cavendish St	11 F	Middle White Close	6 H	Thirlmere Cl	5 H
New Leys	3 H	Cloisters Avenue	10 H	Crellin Street	6 F	Moorfield Street	1 H	Ullswater Cl	6 H
Oxen Croft	3 H	Gleaston Avenue	7 H	Exmouth Street	19 H/F	Morecambe Crescent	2 H	Michaelson Villas	4 F
Whinney Ends	12 H	Bardsea Road	1 H	Hartington St,BW	24 F	Nearfield Walk	21 H	Hastings St	1 H
Calder Green	2 H	Hare Ghyll	2 H	Howe Street	9 H	High Lea Walk	5 F	Ocean Rd	2 B
Duddon Drive	10 H	Middle Hill	10 H	McClellan Close	14 F	Meadow Grove	12 B	Chester Place	2 F
Kennet Road	4 H	Woodward Avenue	3 H	Stileman Walk	10 F	Coronation Drive	14 H		
Long Bank	5 H	Salthouse Road	2 H	Chichester Place	8 H	Broughton Rd	13 F	<b>TOTAL</b>	<b>38</b>
Netherfield Close	1 H	Cocken Crescent	3 H	Colchester Place	6 H	Bridge House	6 F	£2600 pp	
Medway Road	1 H	Grosvenor Street	2 H	Doncaster Place	5 H	Hartington St (Dal)	6 F		
Ocean Road	1 H	Lodge Green	1 H	Leicester Street	8 H	Ainslie Dale	16 F		
Orcades Green	5 H	Long Croft	6 H	Risedale Road	9 H	Lord Street	1 H		
Park Lane	1 H	Low Cliff	8 H	Rochester Place	4 H	Victoria St	2 H		
Ramsgate Crescent	10 H	Meetings View	6 H	Winchester Street	12 H	Mill Lane	8 H		
Severn Road	4 H	Middle Cliff	5 H	Worcester Street	15 H	Amphitrite St	4 H		
Westminster Avenue	2 H	Middlefield	30 H	Thornton Park	25 H	Cote ley Cres	8 H		
Brook Street	9	Canterbury Terrace	1 H	High Duddon Close	8 H	Darent Ave	20 H		
Jarrow Street	22	Ormsgill Lane	2 H	Park Avenue (Askam)	1 H	Margate St	5 H		
Langdale Grove	8	Chester Street	1 H	Whinfield Place	10 B	Vernon St	1 H		
Mardale Grove	33	Gilpin Walk	1 H	Saves Lane	8 H	Lesh Lane	8 H		
Suffolk Street	3	Low Moor Terrace	3 H	School Terrace	2 H	Abbotsmead App	3 H		
Wasdale Grove	14	Pascway Terrace	4 H	Coniston Avenue	3 H	High White Close	8 H		
Cecil Street	9	Sandscale Terrace	1 H	Dalton Fields Lane	5 H	Lime Kiln Walk	5 H		
Corporation Terrace	4	Longway	92 H	Ennerdale Close	1 H				
Levens Terrace	6	Sike Meadow	1 H	Lord Street (Dalton)	24 B	<b>TOTAL</b>	<b>227</b>		
Miscellaneous	7	Conway Gardens	7 H	Napier Street (Dalton)	4 B				
Birstall Road	2	Himalaya Avenue	10 H	Newton Road	10 H/B				
Hempland Avenue	14	Thames Road	7 H	Storey Square	1 H				
Laurence Avenue	9	Tweed Rise	8 H	Windermere Close	7 H				
Park Avenue	3	Tyne Road	9 H	Duke Street (Dalton)	9 H				
Abbotsvale	3 H	Church Lane	1 H	<b>TOTAL</b>	<b>349</b>				



Dale Bank	7 H	<b>ADDITIONAL PROPERTIES COMPLETED IN 2011</b>		(Properties in BLUE added August 2012)				
Hare Lane	5 H							
Headmeadow	1 H							
Little Croft	3 H							
Denton Road	1 H		Chelmar Garth	2 H				
Fife Street	1 H		Rother Green	1 H				
Lorne Road	5 H		Torrige Drive	2 H				
			West Shore Road	6 H				
			Windrush Crescent	7 H				
			Rother Green	2 H				
			Roding Green	1 H				
			Frome Road	2 H				
			Plymouth Street	5 H				
			Spey Walk	1 H				
			Weaver Green	1 H				
			Wensum Lea	1 H				
			Bourne Gardens	1 H				
		Calder Green	2 B					
		Court Guards	2 B					
		Cardiff Street	4 H					
		Teasdale Road	1 H					
		Witham Walk	1 B					
		Gateway	16 H					
		Thrums Street	16 F					

## Housing Service Five-year Investment Plan 2010 – 2015 : HEATING

YEAR 1 2010/2011	Nos. H/F/B	YEAR 2 2011/2012	Nos. H/F/B	YEAR 3 2012/2013	Nos. H/F/B	YEAR 4 2013/2014	Nos. H/F/B	YEAR 5 2014/2015	Nos. H/F/B
Winchester Street	1 H	Anson Street	1 H	Byron Street	9 F	Adelphi Court	10 F	Approx 200no comprising:  Vaillant ecomax boilers. Baxi 105e standard efficiency boilers. Johnson & Starley Reno boilers commencing with the oldest fist.	200
Coniston Avenue	1 H	Dundalk Street	1 F	Cartmel Crescent	1 F	Angle Meadow Lane	11 H/F		
Coronation Drive	8 H	Vulcan Road	3 H	Dundalk Street	15 F	Barnfield Lane	6 H		
Duke Street	1 H	Ainslie Dale	15 F	Farm Street	6 F	Basterfield Gardens	13 B		
Eskdale Drive	2 H	Lord Street	10 B	Grange Crescent	1 F	Blake Street	5 F		
School Terrace	1 H	Meadow Grove	11 B	Levens Terrace	1 H	Brathay Crescent	12 H		
Thornton Park	4 H	Napier Street	4 B	Newbarns Road	1 H	Cartmel Crescent	1 F		
Angle Meadow Lane	1 H	Newton Road	4 B	Parker Street	4 F	Granville Street	1 H		
Greenhill Close	2 F	Cheviot Green	1 F	Rothsay Street	3 F	Hartington Street	1 F		
High Lea Walk	2 H/F	Bay View Grove	9 H/F	Vernon street	5 F	Holker street	4 F		
Nearfield Walk	1 H	Bridgegate Avenue	3 F	High Duddon close	3 H	Napier Street	2 F		
Newport Street	1 H	Broadway	1 H	Saves lane	1 H	Raglan Court	1 F		
Park Road	1 B	Brook Street	1 H	Thirlmere Close	1 H	Vernon Street	1 H		
Abbots Vale	1 H	Cloisters Avenue	8 H	Angle Meadow Lane	1 H	Vulcan Road	24 H		
Abbotsmead Approach	2 F	Dale Bank	1 H	Canterbury Terrace	1 H	Wordsworth Street	4 F		
Birstall Road	1 H	Flass Meadows	1 H	Middlefield	16 H	Ennerdale Close	1 H		
Bridgegate Avenue	3 H	Friars Lane	3 F	Pennine Gardens	1 F	School Terrace	1 H		
Brook street	3 H	Gleaston Avenue	6 H	Quantock Green	1 H	Whinfield Place	1 B		
Brow Avenue	5 H	Hempland Avenue	10 H	Mardale Grove	5 H/F	Broad Close	1 F		
Cecil Street	4 H	Jarrow Street	5 H/F	Conway Gardens	1 H	Mill Bank	1 H		
Cloisters Avenue	1 H	Langdale Grove	2 H	Court Guards	1 B	Cheviot Green	5 F		
Dale Bank	3 H	Lesh Lane	28 F	Winchester Street	1 H	Chiltern Crescent	16 F		
Denton Road	1 H	Longway	4 F	Dale Bank	1 H	Cocken Crescent	3 H		
Eskdale Avenue	1 H	Mardale Grove	10 H/F	Devon Street	1 H	Cotswold Crescent	14 B		
Greengate Street	3 H	Middle Hill	14 H/F	Ewan Close	1 F	Hazel Close	5 F		
Hare Ghyll	2 H	Newton Brow	7 H/F	Gateway	2 H	High Cliff	2 B/H		
Hare Lane	3 H	Redwater Gardens	1 F	Hempland Avenue	1 H	Lodge Green	1 H		
Jarrow Street	8 H/F	Rising Side	1 B	Jarrow Street	2 H	Longmynd Avenue	1 F		
Kendall Croft	1 H	Roose Road	4 F	Langdale Grove	1 F	Low Cliff	1 H		
Lamb Croft	1 H	St. Quintin Avenue	10 H	Lesh Lane	3 H/F	Mendip Gardens	3 F		
Langdale Grove	3 H	Thrums Street	2 F	Longway	3 F	Millstone Avenue	3 F		
Laurence Avenue	7 H	Urswick Green	15 H	Piel View Grove	1 H	Pennine Gardens	21 F		
Lesh Lane	3 H	Wasdale Grove	1 H	Roose Road	1 F	Quantock Green	2 B		
Little Croft	2 H	Westway	1 H	Thrums Street	1 F	Sowerby Avenue	21 H		
Longway	48 H	Yew Tree Gardens	2 F	Wasdale Grove	1 H				
Mardale Grove	11 H/F	Yew Tree Terrace	1F	Whinney Ends	1 H	<b>TOTAL</b>	<b>199</b>		

HEATING continued

YEAR 1 2010/2011	Nos. H/F/B	YEAR 2 2011/2012	Nos. H/F/B	YEAR 3 2012/2013	Nos. H/F/B	YEAR 4 2013/2014	Nos. H/F/B	YEAR 5 2014/2015	Nos. H/F/B
Middle Hill	5 H/F	Severn Road	1 H	Eamont Close	1 H				
Middleton Avenue	4 H	<b>TOTAL</b>	<b>202</b>	Margate Street	1 H				
New Leys	1 H			Ocean Road	1 F				
Newbarns Road	2 H			Ramsgate Crescent	1 F				
Oxen Croft	3 H			Severn Road	3 H/F				
Pypers Croft	2 H			Thames Road	12 H/F				
Rising Side	2 H			Trent Vale	1 F				
Roose Road	12 F			West Shore Road	6 B/H				
St. Mary's Road	1 H			Yew Tree Terrace	10 F				
Stackwood Avenue	7 H			Biggar Garth	2 F				
Suffolk Street	3 H			Broadstairs Lane	2 B				
Thrums Street	9 F			Church Lane	1 H				
Wasdale Grove	5 H			Derwent Bank	4 F				
Whinney Ends	7 H			Duddon Drive	9 H				
Woodward Avenue	1 H			Frome Road	1 H				
Worcester Street	4 H			Gilpin Walk	2 H				
Biggar Garth	1 F			Hastings Street	1 H				
Bristol Street	1 H			Irwell Road	3 F/H				
Cardiff Street	2 H			Kennet Road	9 H/F				
Cote Ley Crescent	6 H			Medway Road	1 F				
Darent Avenue	18 H			Orcades Green	4 H				
Himalaya Avenue	7 H			Ribble Gardens	4 H/F				
Long Bank	4 H			Roding Green	6 B/F				
Mill Lane	7 H			Rother Green	2 H				
Ocean Road	1 H			Tweed Rise	8 H/F				
Orcades Green	1 H			Tyne Road	8 H/F				
Orion Terrace	5 H			Witham Walk	3 B/F				
Oronsay Gardens	1 H			Weaver Green	3 H/B				
Park Lane	1 H			Windrush Crescent	8 H/B				
Plymouth Street	2 H								
Ramsgate Crescent	8 H/F			<b>TOTAL</b>	<b>216</b>				
Severn Road	1 F								
Trent Vale	1 F								
Tweed Rise	1 F								
Westminster Avenue	1 H								
<b>TOTAL</b>	<b>280</b>								

KEY: H – House / F – Flat / B - Bungalow

## Housing Service Five-year Investment Plan 2010 – 2015 : BATHROOMS

YEAR 1 2010/2011	Nos. H/F/B	YEAR 2 2011/2012	Nos. H/F/B	YEAR 3 2012/2013	Nos. H/F/B	YEAR 4 2013/2014	Nos. H/F/B	YEAR 5 2014/2015	Nos. H/F/B
Hazel Close	12F	Canterbury Terrace	1 H	Ewan Close	80 F	Anson Street	32 F	Exmouth Street	18 H/F
Hazel Gill	11 H/F/B	Low White Close	45 F	Broad Close	61 F	Craven Park Court	20 F	Howe Street	9 H
High Cliff	22 H/F	High White Close	8 H	Chester Street	1 H	Tay Court	46 F	Cavendish Street	11 F
High Lea Walk	20 H/F	Nearfield Walk	21 H	Hare Ghyll	2 H	Michaelson Villas	4 F	Stileman Wak	10 F
Low Moor Terrace	3 H	Mill Bank	4 H	Lime Kiln Walk	5 H	Hartington Street	24 F	McCleane close	12 F
Ormsgill Lane	2 H	Morecambe Crescent	2 H	Broadstairs Lane	2 B	Blake Street	15 F	Broughton Road	12 F
Flass Meadows	1 H	Moorfield Street	1 H	Irwell Road	6 H/F	Greenhill Close	28 F	Bridge House	6 F
<b>ALREADY ISSUED:</b>		Abbotsvale	3 H	Rother Green	2 H	Pasway Terrace	4 H	Hartington Street (Dal)	6 F
Fife Street	1 H	Woodward Avenue	3 H	Torrige Drive	2 H	Piel View Grove	11 H	Roose Road	28 H/F
Salthouse Road	1 H	Mill Bank	19 F	Weaver Green	4 H/B	Wordsworth Street	4 F	Longway	86 H/F
Raglan Court	27 F	Park Road	26 F	Wensum Lea	1 H	Vernon Street	7 F	Thrum Street	13 F
Pennine Gardens	41 F	Gainsborough Place	6 H	West Shore Road	7 H	Cote Ley Crescent	7 H	Broadway	29 H
Angle Meadow Lane	32 H/F	Highfield Road	1 H	Windrush Crescent	9 H/B	Orion Terrace	6 H	Gateway	15 H
Park Road	8 B	Newport Street	8 H	Spey Walk	1 H	Ocean Road	2 H	Westway	20 H
Middle White Close	15 F	Reynolds Place	5 H	Hastings Street	1 H	Gilpin Walk	2 H	<b>TOTAL</b>	<b>275</b>
		Romney Road	10H	Franklin street	2 H	Park Avenue	2 H	£1600 pp	
		<b>TOTAL</b>	<b>163</b>	Calcutta Street	1 H	School Terrace	2 H		
		<b>ADDITIONAL PROPERTIES COMPLETED IN 2011</b>		Clive Street	2 H	Gleaston Avenue	3 F		
		Colchester Place	6 H	Cumberland Street	13 H	Miscellaneous	29 H/F		
		Denton Road	1 H	Duke Street	5 H				
		Lamb Croft	1 H	Hindpool Road	2 H	<b>TOTAL</b>	<b>272</b>		
		Doncaster Place	5H	McClintock Street	4 H				
		Leicester Street	8 H	<b>TOTAL</b>	<b>213</b>				
		Newbarns Road	8 H						
		Risedale Road	9 H						
		Rochester Place	4 H						
		Worcester Street	15 H						
		Chester Place	15 F						
		Hazel Ghyll	9 F						

## Housing Service Five-year Investment Plan 2010 – 2015 : REWIRES

YEAR 1 2010/2011	Nos. H/F/B	YEAR 2 2011/2012	Nos. H/F/B	YEAR 3 2012/2013	Nos. H/F/B	YEAR 4 2013/2014	Nos. H/F/B	YEAR 5 2014/2015	Nos. H/F/B
								Abbots Vale	1H
								Headmeadow	1H
								Denton Road	1H
								Worcester Street (NWBNS)	5H
								Dale Bank	7H
								Hempland Avenue	14H
								Risingside	4H 1B
								St Quintin Avenue	10H
								Hare Ghyll	2H
								Hare Lane	5H
								Kendal Croft	2H 2B
								Laurence Avenue	9H
								Middlehill	9H
								St Marys Road	1H
								Woodward Avenue	3H
								Abbotsmead Approach	4H
								Bardsea Road	1H
								Bay View Grove	7H
								Birstall Road	2H
								Lesh Lane	7H
								Bridgegate Avenue	7H
								Blake Street	14F
								<b>TOTAL</b>	<b>119NO</b>

## Housing Service Five-year Investment Plan 2010 – 2015 : ELECTRICAL TESTING

YEAR 1 2010/2011	Nos. H/F/B	YEAR 2 2011/2012	Nos. H/F/B	YEAR 3 2012/2013	Nos. H/F/B	YEAR 4 2013/2014	Nos. H/F/B	YEAR 5 2014/2015	Nos. H/F/B
								Approximately 400-450 tests throughout the Housing Stock based on 5 years since the last test.	400-450

## Housing Service Five-year Investment Plan 2010 – 2015 : EXTERNAL PAINTING

YEAR 1 2010/2011	Nos. H/F/B	YEAR 2 2011/2012	Nos. H/F/B	YEAR 3 2012/2013	Nos. H/F/B	YEAR 4 2013/2014	Nos. H/F/B	YEAR 5 2014/2015	Nos. H/F/B
								Askam Lindal Barrow Island Hindpool Lower Hindpool Central ( <u>excluding</u> Vulcan & Risedale)	495

# HOUSING MANAGEMENT PERFORMANCE REPORT

# APPENDIX B

Performance Indicator	Actual 2010/11	Actual 2011/12	Actual 2012/13	Apr - Jun 2013	Apr -Sept 2013	Apr -Dec 2013	Target (Median)
<b>£ Rents Collection</b>							
<b>£ Rent &amp; Service Charges due</b>		£9,228,558	9,728,187	2,502,106	5,370,404	8,033,747	£10,717,904
<b>£ Rent collected</b>	£8,738,448	£9,134,875	9,604,739	2,342,289	5,120,073	7,909,167	£ 10,396,366
Rent collected as % of rent due (inc ft)	103.47%	98.98%	98.73%	93.61%	95.34%	98.45%	97%
£ Current Arrears (dwellings)	£155,726	£181,230	£203,623	£295,660	£430,358	£474,370	£175,679
£ Former Arrears (dwellings)	£103,418	£92,499	£135,745	£153,108	£204,630	£213,248	£128,081
Write Offs (Gross)	£114,706	£75,538	£38,573	£1,695	£17,501	£49,500	£50,000
Tenants evicted for rent arrears	13	6	5	3	10	13	10
Current tenants arrears % of rent owed	1.79%	2.0%	2.1%	11.8%	8.0%	5.9%	5%
Former tenants arrears % of rent owed	1.18%	1.0%	1.4%	6.5%	4.0%	2.7%	3%
£ Rent arrears Garages	£3,289	£1,824	£1,452	£1,923	£6,458	£5,308	£ 3,750
£ Rent Arrears Shops	£27,524	£16,602	£22,146	£19,609	£19,759	£19,291	£ 25,000
<b>Void management</b>							
<b>Tenancy Turnover %</b>		<b>10.3%</b>	<b>10.4%</b>	<b>3.5%</b>	<b>7.5%</b>	<b>10.4%</b>	8.05%
Total number of re-lets	268	278	245	101	201	279	217
No. of Voids	264	227	277	94	204	284	218
<b>Ends due to Under Occupation</b>				<b>9</b>	<b>29</b>	<b>41</b>	
Average relet time for dwellings (CORE)		37	32	29	30	32	28
£ rent loss through vacant dwellings	£85,909	£ 100,227	£ 111,607	£ 32,550	£ 82,191	£ 132,942	£ 109,685
£ rent loss due to vacant garages	£4,907	£5,098	£2,290	£1,161	£1,583	£1,862	£ 4,500
£ rent loss due to vacant shops	£4,844	£16,546	£5,000	£1,000	£1,021	£1,021	£ 4,000
% properties accepted on first offer	73.9%	86.4%	78.4%	75.5%	77.1%	76.3%	70%
Loss per Void (Rents, Repairs, Arrears)	£ 2,556	£ 2,846	£ 2,684	£ 1,774	£ 1,321	£ 1,410	£2,000
<b>Maintenance</b>							
<b>No. Repair Orders issued (Tenant Demand)</b>	10,890	11,587	10,109	2,846	5,521	8,531	9,197
Responsive & Void repairs per property	4.2	4.3	3.7	1.1	2.1	3,017.0	3.4
P1 & P2 as a % of total repairs	50.5%	61.7%	63.8%	59.8%	59.1%	60.5%	47.5%
% all responsive repairs completed on time	92.5%	87.3%	77.1%	69.8%	70.8%	7203.0%	96.3
P1 % emergency repairs completed on	98.9%	94.6%	94.6%	77.0%	83.5%	88.8%	96.7
P2 % urgent repairs completed on time	89.6%	78.9%	77.3%	71.0%	71.0%	69.5%	94.6
Average end-to-end time for all reactive repairs (days)	12.6	12.25	19.78	18.56	23.6	24.5	8.2
Percentage of repairs completed 'Right First Time'	NA	78.5%	79.79	N/A	N/A	N/A	88.8
Appointments kept as a percentage of appointments made	97.13	77%	61%	N/A	N/A	N/A	96.8
Appointments made as a percentage of repair orders (exc gas & voids)	100%	NA	100%	N/A	N/A	N/A	94.1
Percentage of dwellings with a valid gas safety certificate	99.2%	99.89%	100%	100.0%	99.9%	100.0%	99.8%
Percentage of homes that fail to meet the Decent Homes Standard	0.0%	0%	0%	0%	0%	0%	0.2%
*Average energy efficiency rating of dwellings (based on RD SAP 9.83)	68.3	69.2	69.2	69.2	69.2	69.2	68.90%
<b>Equality &amp; Diversity</b>							
<b>ASB cases reported</b>	85	82	72	26	35		143
Percentage of closed ASB cases that were successfully resolved	72%	91%	99%	100%	100%		88%
% Diversity Information : Age	99.88%	100%	100%	98%	100%		100%
Gender	100%	100%	100%	89%	93%		98%
Ethnicity	94.70%	95%	82%	87%	91%		75%
Disability	44.59%	100%	100%	89%	93%		75%
Sexuality	41.70%	56%	52%	45%	46%		55%
Religion or belief	43.05%	57%	53%	45%	47%		55%
Percentage of Stage 1 complaints upheld	25%	22%	40%				NA



# HOUSING MANAGEMENT PERFORMANCE REPORT

# APPENDIX B

Satisfaction	Actual 2010/11	Actual 2011/12	Actual 2012/13	Apr -Jun 2013			Target (Median)
Percentage of tenants satisfied with the landlord's services overall			88%				83%
Percentage of tenants satisfied with repairs and maintenance			87%				79%
Percentage of tenants satisfied that their views are taken into account			78%				64%
Percentage of tenants satisfied with the quality of the home			90				N/A
Percentage of residents satisfied with the neighbourhood as a place to live			84%				82%
Percentage of tenants satisfied that their rent provides value for money			90%				N/A
Percentage of tenants satisfied that their service charges provide value for money			81%				N/A
Value for Money - Direct Costs per property	Actual 2010/11	Actual 2011/12	Actual 2012/13	Apr -Jun 2013	Apr-Sept 2013		Target (Median)
Overhead per property		£ 324	£ 274	£ 140			130
Major & Cyclical works	1294	£ 1,256	1100				1200
Responsive Repairs	455	£ 480	391				375
Void Repairs	144	£ 167	166				150
Rent Arrears & Collection	53	£ 54	59				65
Community Involvement	27	£ 38	36				35
Anti Social Behaviour	29	£ 41	41				40
Neighbourhood Mgt (Estates/Tenancy)	34	£ 102	105				100
Housing Options	43	£ 36	36				40
Leasehold	50	£ 70	134				
Total staff turnover	10.3	7.0%	5.9%	2.0%	3.9%		
Ave. working days lost / sickness absence	22.3	14.0	18.9	2.1	4.0		
Housing Property	2012-13	Apr-June 2013	Apr-Sept 2013	Apr-Dec 2013			
HSE	1284	1282	1280	1287			
FLATS	1245	1247	1247	1247			
BUNGALOWS	157	157	157	157			
<b>TL DWELLINGS</b>	<b>2697</b>	<b>2686</b>	<b>2684</b>	<b>2691</b>			
TL DISPERSED (FLATS)	10	8	8	8			
COMMUNITY CENTRES	5	5	5	5			
LEASEHOLDS	204	205	205	205			
GARAGES	486	486	486	486			
SHOPS	20	20	19	19			
<b>TOTAL PROPERTIES</b>	<b>3422</b>	<b>3410</b>	<b>3407</b>	<b>3414</b>			
SOLD PROPERTIES	2011-12	SOLD 2011/12	2012-13	SOLD 2012/13	Apr-Sept	Apr-Dec	SOLD 2013/14
HSE	148,500	3	252,750	6	152,210	259,490	7
FLAT	27,000	1	42,160	2	19,320	19,320	1
LAND	2,312	1	0	0	0		0
<b>TL</b>	<b>177,812</b>	<b>4</b>	<b>294,910</b>	<b>8</b>	<b>171,530</b>		<b>8</b>
HOMELESSNESS	Actual 2010/12	Actual 2011/12	Actual 2012/13	Apr-June 2013	Apr-Sept 2013	Apr-Dec 2013	
Homeless ave. days in temporary dispersed accommodation	56	59	57	18	30	43	
Homeless ave. days in temporary B&B accommodation	27	20	27	35	24	24	
Homeless Total Cases Closed	641	752	903	169	335	611	
Homeless Advice	339	339	408	63	119	235	
Homeless Prevention	87	114	170	57	117	205	
Homeless Applications	120	185	147	14	27	68	
Homeless Successful Preventions	71	85	148	32	65	88	
Eligible Homeless (Owed a full duty)	24	29	30	3	7	15	
HOUSING REGISTER	Actual 2010/11	Actual 2011/12	Actual 2012/13	Apr-June 2013	Apr-Sept 2013	Apr-Sept 2014	
Applicants on housing register	1700						
Active Direct Applicants			1471	1189	1226	1463	
Active Transfer Applicants			346	297	305	287	
Cumbria Choice Register		1745	1817	1486	1531	1531	

## PLANNED INVESTMENTS 2013-14

SCHEME	CONTRACTOR OR SUPPLIER	AVAILABLE BUDGET	No OF PROPERTIES IN SCHEME	EXPENDITURE TO DATE	START DATE	ESTIMATED COMPLETION DATE	CONTRACTOR	COMMENTS	Leasholders affected?
RE-ROOFING WORKS (GRIFFIN)	DLP Roofing	£600,000	157	£ 570,828	01/04/2012	24/12/2013	DLP SERVICES	100% COMPLETE	Yes
REWIRES	CUMBRIA HOUSING PARTNERS	£227,120	120	£ 267,535	1.4.2013	31.3.14	K WILSON	85% COMPLETE	No
BATHROOMS	CUMBRIA HOUSING PARTNERS	£300,000	200	£ 164,769	1.4.2013	31.3.14	AB MITCHELL	80% COMPLETE	No
KITCHENS	CUMBRIA HOUSING PARTNERS	£500,000	300	£ 385,913	1.4.2013	31.3.14	AB MITCHELL	80% COMPLETE	No
HEATING	CUMBRIA HOUSING PARTNERS	£500,000	200	£ 346,462	1.4.2013	31.3.14	AB MITCHELL	80% COMPLETE	No
PAINTING	CUMBRIA HOUSING PARTNERS	£200,000	500	£ 206,998	1.4.2017	31.3.14	GH JONES	100% COMPLETE	Yes

## HOUSING MAINTENANCE COMMITMENTS 2013-14

	Funding Available 2011-12	EXPENDITURE TO DATE	Weekly Available	Gross Comm. as a % funds available
Tenant Demand Repairs	£ 750,000	£ 716,768	£ 14,423	96%
Preliminary Cost	£ 434,583	£ 311,326	£ 8,357	72%
Voids	£ 200,000	£ 120,445	£ 3,846	60%
Gas Servicing	£ 280,000	£ 74,990	£ 5,385	27%
Decoration Vouchers	£ 75,000	£ 18,025	£ 1,442	24%
Disrepair Claims	£ 15,000	£ -	£ 288	0%
Environmental Impmts	£ 25,000	£ 15,253	£ 481	61%
Disabled Adaptations	£ 300,000	£ 121,732	£ 5,769	41%
Electrical Testing	£ 75,000	£ 46,787	£ 1,442	62%
Door Entry Maintenance	£ 20,000	£ 20,070	£ 385	100%
<b>Total</b>	<b>£2,249,583.00</b>	<b>£1,445,396.00</b>	<b>£41,818.90</b>	

## EXECUTIVE COMMITTEE

Special Meeting: Wednesday 30th April, 2014  
at 2.00 p.m.

PRESENT:- Councillors Pidduck (Chairman), Sweeney (Vice-Chairman), Barlow, Bell, Garnett, Guselli, Hamilton, Irwin, Seward and Williams.

### **135 – Apologies for Absence/Attendance of Substitute Members**

Apologies for absence were received from Councillors Graham and Richardson.

Councillor Williams attended as a substitute for Councillor Richardson.

<h3>REFERRED ITEMS</h3>
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<h4>THE FOLLOWING MATTERS ARE REFERRED TO COUNCIL FOR DECISION</h4>
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### **136 – Housing Management Forum: Recommendation - Relocation of Housing Service to the Town Hall**

The recommendation of the Special Housing Management Forum held on 16th April, 2014 was submitted for consideration.

N.B. The Minutes are reproduced as **Appendix 1** to the Minutes of this meeting.

RECOMMENDED:- To recommend the Council to agree that £250K be made available from the Housing Revenue Account balance to contribute towards the cost of the Housing Service being relocated.

The meeting closed at 2.13 p.m.



## HOUSING MANAGEMENT FORUM

Special Meeting: Wednesday 16th April, 2014  
at 2.00 p.m.

PRESENT:- Councillors Hamilton (Chairman), Barlow, Johnston, Murray and Pointer.

Tenant Representatives:- Miss M. Burgess and Mr W. Ward.

### **56 – Apologies for Absence/Changes in Membership**

Apologies for absence were submitted from Tenant Representatives Mr M. Burton and Mr A. McIntosh.

Miss M. Burgess had substituted for Mr M. Burton for this meeting only.

### **REFERRED ITEMS**

#### **THE FOLLOWING MATTERS ARE REFERRED TO COUNCIL FOR DECISION**

### **57 – Relocation of Housing Service to the Town Hall**

The Housing Manager submitted a report to agree a sum of £250K from the HRA balance being identified to fund the relocation of the Housing Service to the Town Hall.

The Housing Service was scheduled to move from Cavendish House by 31st December, 2014 when a break clause in the lease allowed for it to be ended early.

Agreement to move was agreed by Council on 4th March, 2014.

Proposals were currently in progress to provide office space on the ground-floor by moving existing services elsewhere in the Town Hall.

In order to maintain the current delivery model for the service, a front desk and interview rooms would be created in the Cornwallis Street end of the Town Hall opposite the First Point reception.

The majority of front line officers would be located behind the new reception in the offices currently occupied by Planning and Building Control. Business Support and Homelessness Advice would be in two offices, one of which had been made available by relocating Parking Services.

In order to provide these new offices, alterations to the Town Hall were required and the new main housing offices would require significant remodelling of the existing layout for which planning approval was being sought.

The estimated cost of the work required was £177K.

A proportion of the cost would be met by the General Fund but it was appropriate for the HRA to contribute to the cost to ensure the offices were fit for the Housing Service purposes.

The timetable to carry out the required work was to complete by early October 2014.

In addition to the cost of the work in the Town Hall, there would be further cost to the HRA with regards:-

- completing works to Cavendish House required under the lease;
- actual cost of moving; and
- possible furniture/storage units for new offices.

These latter items had not yet been costed.

No budget provision had been identified for the cost of relocation and, therefore, agreement of Council was required.

It would be the Housing Service's intention to only spend what was necessary to make the move. The Housing Manager suggested a figure of £250K be made available from the HRA balance to be spent as required for the relocation of the service.

**RECOMMENDED:-** To agree to £250K be made available from the HRA balance to contribute towards the cost of the Housing Service being relocated.

The meeting closed at 2.05 p.m.

<b>EXECUTIVE COMMITTEE</b>	<b>(D) Agenda Item 7</b>
<b>Date of Meeting: 14th May, 2014</b>	
<b>Reporting Officer: Executive Director</b>	
<b>Title: Appointments on Outside Bodies, Panels, Working Groups etc.</b>	
<b>Summary and Conclusions:</b>	
The Council has given delegated authority to Committees to make appointments to Outside Bodies, Forums (except Housing Management Forum) Panels, Working Groups etc. in accordance with the number and allocation of seats to political groups agreed at the Annual meeting.	
Details of nominations made by the political groups will be reported in appendices at a later date.	
<b>Recommendation:</b>	
To consider the appointments recommended by the political groups and determine the appointments to be made where nominations exceed the available places.	

### Report

At the Annual meeting on 13th May, 2014 the allocation of seats in respect of Forums, Panels, Working Groups etc. and certain Outside Bodies will be considered by Council.

Council will be asked to recommend with the exception of the Housing Management Forum the allocation of seats on Outside Bodies, Forums, Panels, Working Groups etc. be delegated to the appropriate Committees to make the necessary appointments.

Group Leaders will supply details of the recommended appointments for confirmation by the Committee and these will be forwarded to you as soon as they are available.

(i) Legal Implications

When Councillors are acting as representatives on another authority they must comply with their Code of Conduct.

(ii) Risk Assessment

The recommendation has no implications.

(iii) Financial Implications

The recommendation has no financial implications.

(iv) Health and Safety Implications

The recommendation has no implications.

(v) Equality and Diversity

Not Applicable.

(vi) Health and Well-being Implications

Not Applicable.

Background Papers

Nil



## **REPRESENTATIVES ON OUTSIDE BODIES, ETC. 2014/2015**

- (1) AIR TRAINING CORPS (NO. 128 SQUADRON)  
The Mayor
- (2) ASKAM AND IRELETH COMMUNITY CENTRE MANAGEMENT COMMITTEE  
Councillors Bell, Doughty, Murray and Thurlow
- (3) BAE SYSTEMS MARINE LTD LOCAL LIAISON COMMITTEE  
Councillors Cassidy, Pointer and Sweeney
- (4) BARROW AND DISTRICT COMMUNITY ACTION SAFETY GROUP  
Councillors Biggins and Pointer
- (5) BARROW CHILDREN'S CENTRES ADVISORY GROUP  
Councillor Preston
- (6) BARROW COMMUNITY SAFETY PARTNERSHIP  
Councillors Hamilton and Pidduck
- (7) BARROW-IN-FURNESS SEA CADET CORPS COMMITTEE  
The Mayor
- (8) BARROW WASTEWATER TREATMENT WORKS LOCAL FORUM  
Councillors Graham, Guselli and Wall
- (9) BILLINCOAT CHARITY TRUST  
Councillors Bell, Doughty, Maddox, Murray, Thurlow and Wilson
- (10) BUCCLEUCH HALL MANAGEMENT COMMITTEE  
Councillor Doughty
- (11) CENTRAL AND HINDPOOL NEIGHBOURHOOD MANAGEMENT BOARD  
Leader (Councillor Pidduck) plus Councillors Irwin and M. A. Thomson
- (12) CENTRICA LIAISON COMMITTEE  
Councillors Irwin, Johnston and Pointer
- (13) CHILDREN'S AND YOUNG PEOPLE'S WORKING GROUP  
Councillor McKenna
- (14) CITIZENS' ADVICE BUREAU TRUSTEE BOARD  
Councillors Murray and Pointer
- (15) CUMBRIA ALCOHOL AND DRUG ADVISORY SERVICE BOARD  
The Mayor

- (16) CUMBRIA HOUSING EXECUTIVE GROUP  
Councillor Hamilton
- (17) CUMBRIA PENSIONS FORUM  
Councillor Wilson
- (18) CUMBRIA PLAYING FIELDS ASSOCIATION  
Councillor Callister
- (19) CUMBRIA STRATEGIC WASTE PARTNERSHIP  
Councillor M. A. Thomson
- (20) DALTON COMMUNITY ASSOCIATION  
Councillor Wilson
- (21) DUDDON ESTUARY PARTNERSHIP  
Councillor Murphy and Councillor Doughty
- (22) EQUALITY MEMBER CHAMPIONS GROUP  
Councillor Sweeney  
Substitute: Councillor Doughty
- (23) FRIENDS OF WALNEY  
Councillor Callister
- (24) FURNESS ENTERPRISE: SUPERVISORY BOARD  
The Leader – Councillor Pidduck
- (25) FURNESS HEALTH AND WELLBEING FORUM  
Councillors Graham, Sweeney and Williams
- (26) FURNESS MARITIME TRUST  
Council of Trustees: - Councillors Cassidy, Irwin, Murphy and Pointer plus  
the Executive Director and Director of Resources
- (27) HEALTH AND WELLBEING SCRUTINY COMMITTEE  
Councillor Wall  
Substitute: Councillor Cassidy
- (28) INTERNATIONAL NUCLEAR SERVICES LIMITED: RAMSDEN  
DOCK TERMINAL STAKEHOLDER GROUP  
Councillors Biggins, Irwin, Johnston and Pidduck
- (29) JOINT RURAL COMMITTEE  
Councillors Murray and Thurlow
- (30) KEEPING OUR FUTURE AFLOAT  
Councillor Pidduck

- (31) LAKES WORLD HERITAGE SITE STEERING GROUP  
Councillor Murphy
- (32) LIBERATA PARTNERSHIP BOARD  
Councillors Barlow, Guselli and Sweeney
- (33) LOCAL GOVERNMENT ASSOCIATION: GENERAL ASSEMBLY  
Councillor Pidduck
- (34) LOCAL GOVERNMENT ASSOCIATION NUCLEAR ISSUES SPECIAL INTEREST GROUP  
Councillor Pidduck  
Substitute: Councillor Sweeney
- (35) NORTH WEST OF ENGLAND AND THE ISLE OF MAN RESERVE FORCES CADETS ASSOCIATION  
Councillor Husband
- (36) NORTH WESTERN LOCAL AUTHORITIES' EMPLOYERS' ORGANISATION  
Councillor Sweeney
- (37) THE PATROL (Parking and Traffic Regulations Outside London) Adjudication Joint Committee  
Councillor Callister
- (38) UK COUNCILS AGAINST FLUORIDATION  
Councillor Thurlow

### **OUTSIDE BODIES AGREED BY COUNCIL**

#### Allotments Liaison Committee (9 seats – 7:2)

Councillors Barlow, Doughty, Johnston, Husband, Irwin, Thurlow and Wilson plus two Conservative representatives.

#### Barrow Local Committee – Highways Advisory Group (3 seats – 2:1)

Councillors Barlow, Doughty and W. McClure

#### Barrow Borough Sports Council (3 seats – 2:1)

Councillors Biggins, Callister and Pemberton

#### Wildlife and Heritage Advisory Committee (9 seats – 7:2)

Councillors Bell, Johnston, McKenna, Murphy, M. A. Thomson, Thurlow and Wall plus two Conservative representatives.

## **MEMBERSHIP OF FORUMS, PANELS, WORKING GROUPS ETC. 2014/2015**

### **EXECUTIVE COMMITTEE**

#### **Cumbria Police and Crime Panel (1:0)**

Councillor Doughty

#### **Early Retirement/Voluntary Redundancy Panel (3:1)**

Councillors Pidduck, Sweeney, M. A. Thomson and Williams

#### **Grading Appeals Panel (3:1)**

Selection of four Councillors from the following:-

Councillors Barlow, Guselli, Pidduck, Sweeney, M. A. Thomson and Williams

#### **Health and Safety Management Board (4:1)**

Councillors Barlow, Pidduck, Pointer, Richardson and C. Thomson

#### **Medical Assessment/Housing Applications Appeals Panel**

3 Members selected by Executive Director in accordance with proportionality rules

#### **Member Training Working Group (3:1)**

Councillors Doughty, Pidduck, M. A. Thomson and Williams

#### **Planning Policy Working Group (5:1)**

(Two Members Executive Committee and four Members Planning Committee)

Labour – Councillors Murray, Pidduck, Sweeney, C. Thomson and M. A. Thomson

Conservative – Councillor R. McClure

#### **Private Rented Accommodation Group (Accredited Letting Scheme and Proposed Licensing)**

3 Members selected by Executive Director in accordance with proportionality rules

#### **Renovation Grants Panel (3:1)**

Councillors Doughty, Pidduck, Richardson and M. A. Thomson

#### **Review Board – Housing Register/Homeless Applicants**

3 Members selected by Executive Director in accordance with proportionality rules

<b>EXECUTIVE COMMITTEE</b>		<b>Part One (D) Agenda Item 8</b>
<b>Date of Meeting:</b>	<b>14th May, 2014</b>	
<b>Reporting Officer:</b>	<b>Executive Director</b>	
<p><b>Title: Phoenix Business Centre</b></p> <p><b>Summary and Conclusions:</b></p> <p>The Council owns Phoenix Business Centre, a small business incubator. Since 2012 it has been managed by a local company FC Business Services Ltd., who have approached the Council with a proposal to lease the premises to continue its existing use.</p> <p><b>Recommendations:</b></p> <ol style="list-style-type: none"> <li>1. To agree that a lease on the terms set out in the report be granted to FC Business Services Limited.</li> <li>2. To agree that the requirement to market the lease be waived for the reasons set out in the report.</li> </ol>		

### **Report**

The Council owns Phoenix Business Centre and operates it as a business incubator. The Centre was originally managed by a private sector estates company, more latterly by Furness Enterprise and since July 2012 by FC Business Services Ltd., a local company. The Centre provides a combination of business accommodation occupied under licence and conference/meeting rooms to hire. In 2011, Council agreed to invest £70,000 to infill the open central space the building with small “pods” to accommodate additional businesses. The Centre provides an invaluable service for small companies, offering “easy in, easy out” terms for workspace and ancillary services linked to business support. It is in my judgement a key element in the Council’s long term ambition to have a more diverse and robust small business sector in the area.

Currently, FC Business Services Limited are responsible for the day-to-day management of the Centre and receive a fee from the Council for this service. However, the Council issue licences, pay all bills and receives licence and room hire payments. The Council is also responsible for all repairs and maintenance. I have been approached by FC Business Services Ltd. requesting that they be allowed to lease the premises, but maintaining a partnership relationship with the Council.

In effect, FC Business Services Ltd. would lease the building and all licence and room hire payments would be made to them.

The following terms have been agreed subject to contract with FC Business Services Ltd.:-

1. The lease period would be for five years with a break clause after three years.
2. The annual rent will be £9,000 pa.
3. FC Business Services Ltd shall be entirely responsible for management of Phoenix Business Centre including reception services, general maintenance and cleaning contracts, fire and safety legislation compliance, tenant management, issuing variations and terminations of licences and the level of rental charged for each licence and for room hire.
4. The Council will offer FC Business Services Ltd a six month rent free period with the sum of rental foregone being invested in repairs to the building.
5. The rental payment will be reviewed on an annual basis for the first three years starting at the end of the first year of the lease. The review will be based on the following considerations:
  - i) In the event that annual income for Phoenix Business Centre falls below 75% of that at the commencement of the lease, the annual rent payable for the following 12 months would reduce by 25%;
  - ii) In the event that annual income for Phoenix Business Centre exceeds that at the commencement of the lease 50% of the additional income would pass to FC Business Services Ltd and 50% would be held by the Council in a ring-fenced sinking fund to fund future major repairs.
6. Buildings insurance and contracts for testing pressure vessels will be the responsibility of the Council.
7. The Council will retain responsibility for major repairs to the fabric of the building or building plot. Major repairs will be those in excess of £1,000.
8. FC Business Services Ltd. will provide full disclosure of rental income and occupancy.

This arrangement will offer significant benefits to the Council. We will receive a modest additional rental income and phased savings on the current management fee payments will also arise. Equally importantly this will offer a better service to small and growing businesses as leasing out the Centre will allow a more responsive and integrated package of charges and services to occupants of the

Centre. It will also free up resources in the Estates and Finance departments who are currently responsible for issuing licences and charging for services.

The terms of the proposed lease fall within the Council's delegation agreements, however, it would be normal to advertise such an opportunity on the open market and I am seeking Members' authority to waive this requirement for the following reasons:-

- a) FC Business Services Ltd. have approached the Council with this business proposition.
- b) FC Business Services currently manage the Centre and have developed the services offered at the Centre significantly since July, 2012.

(i) Legal Implications

The Borough Council would enter into a standard lease with FC Business Services Ltd.

(ii) Risk Assessment

The recommendation has no implications.

(iii) Financial Implications

Annual lease income of £9,000 would accrue with savings on Management Fee payments.

(iv) Health and Safety Implications

FC Business Services Ltd would take on primary Health and Safety responsibilities for the buildings.

(v) Equality and Diversity

The recommendation has no detrimental impact on service users showing any of the protected characteristics under current Equalities legislation.

(vi) Health and Well-being Implications

The recommendation has no adverse effect on the Health and Wellbeing of users of this service.

Background Papers

Nil

<b>EXECUTIVE COMMITTEE</b>	<b>(D) Agenda Item 9</b>
Date of Meeting: 14th May, 2014	
Reporting Officer: Executive Director	
<p><b>Title: Waterfront Barrow Local Growth Fund Submission</b></p> <p><b>Summary and Conclusions:</b></p> <p>Cumbria LEP has submitted its strategic plan to Government including a scheme to provide additional available industrial land in the Borough at Waterfront Business Park. As part of the proposal it is proposed to offer the incentive of a Non Domestic Rates Relief to businesses relocating on the site. This would be funded through a capped pool of funds with a contribution of £450,000 from ring-fenced revenue held by the Council. A Local Development Order, removing the need for planning consent for ancillary works is also proposed. In principle support for these measures is requested.</p> <p><b>Recommendations:</b></p> <ol style="list-style-type: none"> <li>1. To agree in principle support for a Non Domestic Rate Relief Scheme on Waterfront; and</li> <li>2. Subject to approval of the Local Growth Fund bid and approval of the Homes and Communities Agency to agree as follows:- <ol style="list-style-type: none"> <li>i) a scheme limiting relief to a pool of £800,000 be developed for approval by Council;</li> <li>ii) That £450,000 of ring-fenced revenues be made available for NDR relief and that would be the maximum contribution the Council makes to the NDR relief pool; and</li> <li>iii) That you agree 'in principle' to prepare a Local Development Order for waterfront covering ancillary works.</li> </ol> </li> </ol>	

### **Report**

Cumbria Local Enterprise Partnership (LEP) submitted its Strategic Economic Plan (SEP) to Central Government on 31st March. The SEP provides an agreed strategic framework for the LEP over a 10 year period. The SEP has four priorities:

1. Advanced manufacturing growth



2. Nuclear and energy excellence
3. Vibrant rural and visitor economy
4. M6 corridor strategic connections

A delivery plan accompanied the SEP submission focussing on those projects which can commence delivery in 2015/16. Both documents are being reviewed by Government and it is expected that negotiations on the Local Growth Fund – on the allocation of resources and freedoms and flexibilities from Government – will commence in May and be concluded by July 2014 with funding available from April 2015. Cumbria has bid for £24m of Local Growth Fund and there will be some difficult negotiations and it is unlikely that all 13 projects submitted will be successful. Most significantly, it has emerged very late in discussions on the SEP that the Growth Fund is capital finance.

Within the Borough two projects have been submitted.

1. Advanced Technology Training Centre, Furness College requiring £1.1m Local Growth Fund
2. Barrow Waterfront, requiring £7.2m Local Growth Fund (£1m Cumbria Investment Fund has already been allocated to Waterfront)

### **Barrow Waterfront**

The project is to create a local version of an Enterprise Zone, intended to capitalise on the BAE investment programme using their planned 280,000 ft<sup>2</sup> logistics centre on the Waterfront site as an anchor development, stimulating demand for new businesses to relocate onto Waterfront. The BAE logistics facility will take up all the land which is immediately available for development on Waterfront.

Funding is therefore required for the following elements:

1. Site preparation and servicing - £7,139,000
2. Marketing and supply chain development - £300,000
3. NDR relief for incoming businesses - £800,000

and as this will be a stimulus for housing development

4. An access roundabout onto the Marina Village Site - £750,000

The Borough Council has worked in partnership with the County Council to submit the bid and as a landowner they would carry out site servicing and preparation on Waterfront. As Highway Authority they would also implement the proposal for the roundabout into Marina Village.

It has been agreed that an additional fiscal stimulus to industrial development is required to overcome the gap which exists in industrial development funding. This would be provided by the provision of Non Domestic Rates relief to incoming

businesses offered under the Localism Act 2011. The billing authority – the Council – is responsible for determining the duration and scale of any relief offered, but must make up any reduction in NDR receipts itself. Throughout these discussions I have been aware of the need to limit the financial liability of the Council and have therefore suggested creation of a funding pool of £800,000 to support NDR relief. The pool comprises £450,000 of ring-fenced rental receipts held by the Council which cannot be brought into the General Fund and £350,000 receipts to Cumbria County Council for purchase of land for BAE Systems. Approval of the Homes and Communities Agency is required to use these funds for this purpose. I have received confirmation from LG Futures, our retained NDR consultants, that NDR relief paid in this way is legal (though innovative, as the Localism Act 2011 has not been used for this purpose before) and that an attractive NDR relief package could be made available over a four year period for the £800,000 ‘pool’ on half the serviced site.

Further modelling will clearly be required to develop the details of any NDR relief scheme, but I feel there is little point committing resources to this unless Local Growth Fund is made available for site servicing.

In addition to fiscal incentives Enterprise Zones also normally benefit from relaxation of some planning requirements through a Local Development Order (LDO) and this has also been proposed in principle for Waterfront Barrow. The LDO would not remove the requirement for planning consent for the erection of buildings but ancillary works such as signage, fencing, external appearance and smaller extensions.

It would strengthen the Local Growth Fund bid if ‘in principle’ support for the NDR relief package, an LDO covering ancillary works and agreement to use the ring-fenced revenue as a contribution to an NDR relief ‘pool’ is agreed.

(i) Legal Implications

Consultants have assured the Council that legal powers to develop a local NDR relief scheme are contained in the Localism Act, however, a further legal opinion prior to the formal adoption of any NDR relief scheme would be sought.

(ii) Risk Assessment

The recommendation has no implications.

(iii) Financial Implications

The Borough Council would have to formally agree an NDR relief scheme. This will be restricted to £800,000. The Council will contribute £450,000 from a ring-fenced reserve subject to HCA approval.

(iv) Health and Safety Implications

The recommendation has no implications.

(v) Equality and Diversity

The recommendation has no detrimental impact on service users showing any of the protected characteristics under current Equalities legislation.

(vi) Health and Well-being Implications

The recommendation has no adverse effect on the Health and Wellbeing of users of this service.

Background Papers

Correspondence held by the Executive Director.

<b>EXECUTIVE COMMITTEE</b>		<b>Part One</b> <b>(D)</b> <b>Agenda</b> <b>Item</b> <b>10</b>
<b>Date of Meeting:</b>	<b>14th May, 2014</b>	
<b>Reporting Officer:</b>	<b>Policy Review Officer</b>	
<p><b>Title: Cultural Services</b></p> <p><b>Summary and Conclusions:</b></p> <p>Provide Members with the output from the scrutiny review into cultural services.</p> <p><b>Recommendation:</b></p> <p>Members are invited to consider the views of the Scrutiny Committee and agree to re-establish the Cultural Services Board.</p>		

### **Report**

The Scrutiny Committee has carried out a review of cultural services provided by the Council.

### **Introduction**

The Council provides a range of cultural and leisure services on a discretionary basis. These include three main venues:

The Park Leisure Centre  
The Forum  
The Dock

The Council currently subsidises these venues and is exploring options for reducing the subsidy. The 2011-15 budget strategy proposed that the Council should consider transferring management of these facilities to a leisure trust by 2016.

The Scrutiny Committee established a work group to review the delivery of cultural and leisure services and agreed the following Terms of Reference.

1. Gain a clear understanding of the leisure services we provide at our three core venues.
2. Examine performance of each venue in terms of costs, income and number of users.

3. Establish what residents expect from our leisure services in terms of provision and cost.
4. Identify areas where potential improvements in performance value for money and public satisfaction can be achieved.

The work group visited each of the venues and discussed options with the venue managers. Members have gained a clear understanding of the leisure services that the Council provides.

They also met with the Assistant Director of Community Services and developed a good understanding of the way the leisure services are performing.

It is still unclear how current leisure provision is aligned to the expectations of residents and this requires further investigation. The Assistant Director of Community Services informed Members that existing customer information is available and will identify what additional information is required and how it can be gathered.

- A number of improvements were suggested by venue managers. These include:
- Developing incentivised membership packages to encourage more use of the venues.
- Exploring options for increasing income from under used accommodation at the venues
- Reviewing opening times at the venues in-line with public expectations.

Members think that there needs to be a forum to discuss these suggestions.

Members are aware that Management Board is developing a framework for implementing efficiency improvements to support making savings required in the budget strategy. Members welcome this initiative as a mechanism for engaging staff in delivering improvements and reducing costs.

Members are aware that the current budget strategy states that we should consider moving leisure services to trust in 2015/16. Members recognise that there is scope for more partnership working at the Leisure Centre but the benefits of partnership working at the Forum and the Dock is less clear.

Members agreed that formal discussions with senior managers should take place to clarify the Council's strategic approach to delivering leisure services.

Members think that it would be appropriate to re-establish the Cultural Services Board as a forum for these discussions. It is envisaged that the Board will provide strategic guidance based on the Members perspective.

The Board could also be used for reviewing performance and monitoring improvement suggestions. As well as providing a focal point for leisure and cultural services within the Council.

Management Board have considered the Overview and Scrutiny report and have requested the following points are taken into consideration when Members consider this matter:

- (a) That creation of a Cultural Services Board was outside the remit of the Overview and Scrutiny Committee review;
- (b) That no consideration appears to have been given to the resources required to administer a Cultural Services Board;
- (c) That the proposed remit of the Cultural Services Board is unclear; and
- (d) That any discussions on the Council's strategic approach to delivering leisure services needs to be set within the context of a wider budget strategy.

(i) Legal Implications

The recommendation has no legal implications.

(ii) Risk Assessment

The recommendation has no implications.

(iii) Financial Implications

The recommendation has no financial implications.

(iv) Health and Safety Implications

The recommendation has no implications.

The recommendation has no detrimental impact the built environment or public realm.

(v) Equality and Diversity

The recommendation has no detrimental impact on service users showing any of the protected characteristics under current Equalities legislation.

(vi) Health and Well-being Implications

The recommendation has no adverse effect on the Health and Wellbeing of users of this service.

Background Papers

Nil

<b>EXECUTIVE COMMITTEE</b>		<u>Part One</u> <b>(D)</b> <b>Agenda</b> <b>Item</b> <b>11</b>
<b>Date of Meeting:</b>	<b>14th May, 2014</b>	
<b>Reporting Officer:</b>	<b>Deputy Executive Director</b>	
<p><b>Title: Christmas Holiday Arrangements 2014/15</b></p> <p><b>Summary and Conclusions:</b></p> <p>To determine appropriate arrangements for the closure of Council offices at Christmas and New Year 2014/15.</p> <p><b>Recommendations:</b></p> <p>To agree that the closure of Council offices on Friday 2nd January be facilitated by staff using one day of their annual leave entitlement or, where appropriate, a flexi day in accordance with the rules of the Council's flexi-time scheme.</p>		

## **Report**

### **Closure on 2nd January, 2015**

The Council would normally re-open for business after its Christmas closure on 2nd January. The 2nd January, 2015 however, falls on a Friday. Opening offices for one day would incur significant energy costs for the Council and a business case can be made for closure.

The Town Hall would close at 4pm on 24th December, 2014 and re-open for business at 9am on 5th January, 2015. Demand for face-to-face services over the Christmas period is traditionally very low and most business critical services can be accessed on-line 24 hours a day making the impact of a sustained closure limited.

NB: Emergency services and opening hours at the Leisure Centre, Dock Museum and Forum will not be subject to this closure recommendation.

### **Implications for Staff**

In recommending that the Town Hall remains closed for business on 2nd January, the question arises as to how the additional days leave required by staff can best be facilitated.

A request has been received from Unison for the Council to grant an additional days leave to all employees (see letter attached as **Appendix 1**).

Members will recall that Council have already agreed that the three day closure at the Whitson Bank Holiday in May be discontinued from 2014 onwards thus releasing two previously committed leave days to be used at any point during the leave year (April 1st to March 31st).

Management Board recommend that closure on 2nd January, 2015 be facilitated by requesting staff to use their annual leave entitlement or flexi leave and that Unison's request be therefore rejected.

(i) Legal Implications

The recommendation has no legal implications.

(ii) Risk Assessment

The recommendation has no implications.

(iii) Financial Implications

The recommendation has no financial implications.

(iv) Health and Safety Implications

The recommendation has no implications.

(v) Equality and Diversity

The recommendation has no detrimental impact on service users showing any of the protected characteristics under current Equalities legislation.

(vi) Health and Well-being Implications

The recommendation has no adverse effect on the Health and Wellbeing of users of this service.

Background Papers

Nil



Our ref:

Your ref:

Barrow-In-Furness Branch

UNISON Office

Barrow Town Hall  
Duke Street  
Barrow In Furness  
LA14 2LD

Mr Jef Bright

Deputy Executive Director

10/04/2014

Dear Jeff

Further to our meeting from several weeks ago:

Unison would like to formally request that Management and The Council grant an additional day's leave to all employees on Friday, 02.01.15.

As discussed, all employees have experienced a difficult year with the scrapping of job evaluation which has now been replaced by re-grading. Re-grading was made open to all and commenced in February this year leaving employees unsettled. We all face an uncertain future regarding our pay structure, work load and specific duties allocated both to individuals and departments.

As you will know the heating would have been off during the Christmas break and to start reheating the building for one day prior to the weekend would have significant cost implications to the Council.

We are confident that both Management and The Council will agree that an extra day's holiday would be a much appreciated goodwill gesture especially in the light of this yesterday's meeting where it was made evident that we face a good few years of uncertainty ahead of us.

Regards

Nic Christofides

Barrow Branch Secretary



<b>EXECUTIVE COMMITTEE</b>		<b>Part One (D) Agenda Item 12</b>
<b>Date of Meeting:</b>	<b>14th May, 2014</b>	
<b>Reporting Officer:</b>	<b>Deputy Executive Director</b>	
<p><b>Title: Executive Director - Performance Appraisal 2014-15</b></p> <p><b>Summary and Conclusions:</b></p> <p>In accordance with the agreed Policy of the Council, the Leader and Deputy Leader have agreed key objectives for the Executive Director for the year to March 2015.</p> <p><b>Recommendations:</b></p> <p>To note the key objectives to March 2015 as detailed in the report of the Executive Director.</p>		

### **Report**

At a meeting held on 17th April, 2014 the Executive Director agreed the following objectives for 2014/15 with the Council Leader and Deputy Leader.

1. To lead on the Council's response to economic growth and regeneration of the Borough.
2. By May 2015 to have prepared options for increasing income and achieving further savings in the Council's General Fund in advance of a new budget strategy being agreed by the incoming administration by September 2015.
3. To develop a system to monitor strategic performance management information which will allow Members and Officers to identify potentially under-performing services.
4. To report on the feasibility of merging senior management with that of another local authority (in accordance with Executive Committee Minute 102).

(i) **Legal Implications**

The recommendation has no legal implications.

(ii) Risk Assessment

The recommendation has no implications.

(iii) Financial Implications

The recommendation has no financial implications.

(iv) Health and Safety Implications

The recommendation has no implications.

(v) Equality and Diversity

The recommendation has no detrimental impact on service users showing any of the protected characteristics under current Equalities legislation.

(vi) Health and Well-being Implications

The recommendation has no adverse effect on the Health and Wellbeing of users of this service.

Background Papers

Nil

<b>EXECUTIVE COMMITTEE</b>	<b>(D) Agenda Item 13</b>
Date of Meeting: 14th May, 2014	
Reporting Officer: Assistant Director - Community Services	
<p><b>Title: Leasing of part of the Dock Museum by BAE</b></p> <p><b>Summary and Conclusions:</b></p> <p>This report advises Members of a proposal to lease a portion of the Dock Museum to BAE Systems Marine Ltd, in order that they can locate their entire recruitment team there. It identifies that the lease would be for a period of 25 years with a break clause at 10 years and it further identifies the potential income and reduction in expenditure that would accrue; (approx. £90k per annum). The report advises Members of an accompanying partnership arrangement which is proposed between the Council and BAE aimed at developing the collection at the Dock Museum. This partnership arrangement will develop exhibitions and visitor attractions in a way that interpret the leading technological advances which continue to be made in Barrow's shipyard.</p> <p><b>Recommendation</b></p> <ol style="list-style-type: none"> <li>1. To approve the lease of a portion of the Dock Museum to BAE Systems Marine Ltd on the terms set out in the report; and</li> <li>2. To approve the development of a Memorandum of Understanding between the Council and BAE to identify how the visitor experience at the Dock Museum can be enhanced as a result of the partnership and leasing arrangements which will be in place.</li> </ol>	

## **Report**

### **Background**

The Council was approached earlier this year by BAE Systems Marine Ltd (BAE) with a proposal to use some of the space in the Dock Museum to locate their recruitment team. BAE will be recruiting a very large number of new employees over the next few years. This means that they will be running recruitment processes for a significantly larger number of applicants. BAE have identified that an off-site recruitment centre will allow them to streamline the process since applicants will not be required to go through the time-consuming security checks that are required for access to the shipyard. In addition, locating this centre in the

Dock Museum will allow applicants who may be from outside the area to learn about the heritage of Barrow in Furness.

Since this idea was first discussed, there have been a number of site visits and meetings to determine BAE's requirements and the Museum's capacity and ability to respond. BAE have identified that they would like to lease the whole of the bottom floor in the main Museum hall and, in addition, the studio suite at the North Road entrance. In order to achieve this, there will be a requirement to relocate the film show from the ground floor and also some exhibits. There may also be a requirement to manoeuvre the White Rose vessel to a slightly different location on the ground floor. BAE are proposing to introduce Pod accommodation units on the bottom floor. Draft heads of terms have been developed and checked by the Borough's solicitors and these have been forwarded to BAE. (**Appendix 2**). In broad terms, the proposed rent has been pitched at £8.75 per square foot with a 25 year lease period including a 10 year break clause. BAE would also be responsible for that portion of the Museum's rates and utilities which fall to them.

In addition, BAE have also approached the subject of partnering with the Museum to introduce new exhibits and visitor attractions which reflect the new technologies which are used in today's shipbuilding industry. The Museum is keen to enter this arrangement but wants to do so in a way that preserves the unique nature and ethos of the collection. A draft Memorandum of Understanding to define this partnership has been developed and is being considered by BAE (**Appendix 3**). Key points within this MOU include the joint appointment of a Museum consultant to assist in the development of a plan for an enhanced exhibition which interprets the leading technological advances which have taken place in Barrow's shipyard. Such a joint appointment would be funded in equal parts by the Council and BAE. The Museum will produce a specification for this work and an indicative budget, to be agreed by BAE, and will take the lead in commissioning the work. Throughout the process, members can be assured that the Council will maintain curatorial control and any changes to the Dock Museum's exhibitions and visitor offering will comply with the Council's Museum Policies on acquisition etc.

(i) Legal Implications

The lease will be drawn up by the Council's solicitors and agreed by BAE's legal team.

(ii) Risk Assessment

The recommendation has no implications.

(iii) Financial Implications

There would be an annual income of approximately £65k plus a reduction in expenditure of approximately £25K per annum in respect of NNDR and utilities.

(iv) Health and Safety Implications

The recommendation has no implications.

(v) Equality and Diversity

The recommendation has no detrimental impact on service users showing any of the protected characteristics under current Equalities legislation.

(vi) Health and Well-being Implications

The recommendation has no adverse effect on the Health and Wellbeing of users of this service.

Background Papers

Nil.

DRAFT HEADS OF TERMS1) Property Details

- The ground floor of the exhibition hall comprising approximately 5,700 sq. ft
- The small suite at the south-east elevation of the building, comprising the educational resource room, kitchen, wc's and foyer – approximately 1,600 sq. ft.

2) Landlord

The Council of the Borough of Barrow-in-Furness  
The Town Hall  
Duke Street  
Barrow-in-Furness  
Cumbria  
LA14 2LD

3) Tenant

BAE Systems Marine Ltd.  
Reg Address  
Warwick House  
PO Box 87  
Farnborough Aerospace Centre  
Farnborough  
Hampshire  
GU14 6YU

4) Rent

£8.75 per square foot (exc vat)

5) Rent Free Period

50% reduction in rent for year one of the lease

6) Landlord's initial works

The Council to move exhibits on the Ground Floor (at the tenant's expense)

7) Tenants initial works

BAE to provide detailed plans of any minor structural alterations required to make the space fit the purpose

8) Lease length, breaks and rights

25 years with a break at 10 years for either party by giving at least 6 months' notice in writing

- 9) 1954 Act Protection  
No
- 10) Rights  
5 car parking plots to be included
- 11) Rent Review  
If required, the landlord may review the rent with effect from the end of every third year of the lease period
- 12) Assignment and Subletting  
Not allowed
- 13) Services and Service Charge  
None – tenant to arrange cleaning, refuse removal, etc.
- 14) Repairing Obligations  
Full repairing lease
- 15) Schedule of Conditions/Dilapidation  
To be agreed prior to commencement
- 16) Alterations  
None without landlord's agreement
- 17) Insurance  
Landlord insurers (to be re-charged to tenant)
- 18) Rates & Utilities  
Tenant is responsible
- 19) Permitted Use  
B1 – Use Classes Order. (initial advice that PP is not required)



**MEMORANDUM OF UNDERSTANDING**

**BETWEEN**

**THE COUNCIL OF THE BOROUGH OF BARROW IN FURNESS**

**AND**

**BAE SYSTEMS (MARINE) LTD**

**THIS MEMORANDUM OF UNDERSTANDING** (hereinafter referred to as 'MOU') is made on the                    day of                    2014.

**BETWEEN**

**THE COUNCIL OF THE BOROUGH OF BARROW IN FURNESS** (hereinafter referred to as Barrow BC) of The Town Hall, Duke Street, Barrow-in-Furness, Cumbria, LA14 2LD

**AND**

**BAE SYSTEMS MARINE LTD**, (hereinafter referred to as "[BAE]") of Reg Address, Warwick House, PO Box 87, Farnborough Aerospace Centre, Farnborough, Hampshire, GU14 6YU

**WHEREAS**

- A      BBC and BAE have entered into a landlord tenant relationship through the leasing of part of the Museum by BBC to BAE
- B      BBC and BAE recognise that the Dock Museum plays an important role in preserving and interpreting the heritage of Barrow in Furness for the public's benefit and to enhance educational opportunities for visitors and future generations.
- C      BBC and BAE wish to create a partnership to develop the collection at the Dock Museum and will cooperate to promote, facilitate and implement the following programmes and activities.

**NOW IT IS HEREBY AGREED AS FOLLOWS:**

**ARTICLE 1**

**AREA OF COOPERATION**

BBC and BAE agree to the following objectives:

- (a)    joint appointment of a third party to assist in the development of a plan for an enhanced exhibition which interprets the leading technological advances which have taken place in Barrow's shipyard.
- (b)    implementation of that plan to develop the exhibitions and visitor offering and any subsequent significant changes.

**ARTICLE 2**

**ARRANGEMENTS AND FUNDING**

To implement the collaborative activities envisaged under the MOU, representatives of BBC and BAE will be identified and will meet periodically to negotiate and conclude project agreements and programmes of cooperation.

The financial arrangements in relation to Article 1 (a), will be based on an equal share of the costs of the third party activity and report.

BBC will produce a specification for this work and an indicative budget, to be agreed by BAE, and will take the lead in commissioning the work.

BBC will maintain curatorial control and any changes to the Dock Museum's exhibitions and visitor offering will comply the Council's Museum Policies on acquisition etc.

**ARTICLE 3  
MANAGEMENT COMMITTEE**

BBC and BAE will appoint representatives to manage and oversee partnership activities. The representatives of BBC and BAE may meet as and when necessary to review progress in the implementation of the agreed arrangements, define new areas for agreement and programmes of cooperation as well as discussing matters related to the MOU.

**ARTICLE 4  
AMENDMENTS**

This MOU may only be amended by mutual agreement evidenced in writing by a duly authorised representative from each of BBC and BAE.

**ARTICLE 5  
TERM OF AGREEMENT**

This MOU shall commence on the date of its execution by the last to sign of BBC and BAE and shall remain in force for a period of ten years and may be renewed upon its expiry and with the agreement of both parties. If the MOU remains dormant for three consecutive years it will be deemed to have lapsed.

Either BBC or BAE may cancel the MOU by giving six month's notice in writing to the other. The termination of this MOU shall not affect the implementation of the projects or programmes established under it prior to such termination.

**ARTICLE 6  
LEGAL STATUS**

Nothing in this MOU shall be construed as creating any legal relationship between the parties. This MOU is a statement of intent to foster genuine and mutually beneficial co-operation.

**BARROW BOROUGH COUNCIL**

**BAE SYSTEMS MARINE LTD**

**Phil Huck**  
Executive Director

[INSERT NAME AND ROLE OF  
AUTHORISED SIGNATORY]

Date:

Date:

<b>EXECUTIVE COMMITTEE</b>	<b>(D) Agenda Item 14</b>
<b>Date of Meeting: 14th May, 2014</b>	
<b>Reporting Officer: Director of Resources</b>	
<p><b>Title: Internal Audit Contract</b></p> <p><b>Summary and Conclusions:</b></p> <p>The contract for the Council's Internal Audit service was awarded for five years, in 2010, to Furness Audit at a fixed annual price, i.e. with no inflation. The contract period was from 1st April, 2010 to 31st March, 2015 and included a two year extension clause that the Council can invoke. I wish to take up the two year extension of the contract and this report sets out my considerations for Members approval.</p> <p><b>Recommendations:</b></p> <p>To approve the Director of Resources request to take up the two year extension clause of the Internal Audit services contract with Furness Audit and to negotiate a new fixed annual sum for 2015-2016 and 2016-2017.</p>	

### **Report**

The contract for the Council's Internal Audit service was awarded in 2010 to Furness Audit at a fixed annual price, i.e. with no allowance for inflation. The contract period was from 1st April, 2010 to 31st March, 2015 with a two year extension clause that the Council can invoke.

The contract is based on a number of audit days, which I consider to be the minimum service required to discharge my Section 151 duties for the provision of an effective Internal Audit service. I do not propose to change the number of days at this time as the internal control environment has not significantly altered.

I wish to take up the two year extension clause of the contract and this report sets out my considerations for Members approval.

### **Annual Review of Internal Audit**

An annual review of the effectiveness of the Internal Audit service is required by the Accounts and Audit Regulations 2011. Internal Audit previously had to comply with proper practice as defined by the code of practice issued by the Chartered Institute of Public Finance and Accountancy (CIPFA). This has been superseded by the PSIAS which the Internal Audit service must substantially comply with.

The Relevant Internal Audit Standard Setters (including CIPFA, the Department of Health and HM Treasury) have adopted a common set of Public Sector Internal Audit Standards (PSIAS) from 1<sup>st</sup> April 2013. These standards, which are based on the mandatory elements of the Institute of Internal Auditors (IIA) International Professional Practices Framework (IPPF), are intended to promote further improvement in the professionalism, quality, consistency and effectiveness of internal audit across the public sector. They have been revised to take account of comments received during the consultation and reaffirm the importance of robust, independent and objective internal audit arrangements to provide senior management with the key assurances they need to support them both in managing the organisation and in producing the Annual Governance Statement. These standards are recognised in the Accounts and Audit Regulations as proper practice.

### **Outcome of 2010-2011** (year 1 of the contract)

On 15th December, 2011, I reported to the Audit Committee that I was satisfied that the Internal Audit Service is effective. The Audit Committee agreed with my review. I referred to the following documents to support my opinion:

1. The CIPFA code of practice for Internal Audit in local government – a self-assessment checklist completed by the Head of Internal Audit and reviewed by the Borough Treasurer;
2. The CIPFA statement on the role of the Head of Internal Audit in local government – a self-assessment completed by the Head of Internal Audit and reviewed by the Borough Treasurer;
3. The Internal Audit annual report for 2010-2011 – this contains the performance of the service for the financial year; and
4. Post audit questionnaires – these are returned by departmental managers to reflect satisfaction with the service.

### **Post audit questionnaires**

Once audits are completed, departmental managers are issued with a satisfaction questionnaire. The questionnaire contains seven questions that are scored on the scale very good, good, satisfactory, below average and poor:

1. Assignment planning and fieldwork – the opportunity to comment on the scope and objectives of the audit;
2. Assignment planning and fieldwork – the technical knowledge of the auditor;
3. Assignment planning and fieldwork – the auditors understanding of your service and its business needs;
4. Assignment planning and fieldwork – the professional conduct of the auditor;
5. Reporting – clarity of the report/practicality and relevance of the recommendations;
6. Reporting – the report meeting the audit objectives; and
7. Overall assessment – overall assessment of the audit.

The completed questionnaires are returned to me and it is my expectation that the service should perform to a good standard which equates to an 80% satisfaction rate. From the questionnaires returned for 2010-2011, the Internal Audit Service achieved an 88% satisfaction rate.

**Outcome of 2011-2012** (year 2 of the contract)

On 28th June, 2012, I reported to the Audit Committee that I was satisfied that the Internal Audit Service is effective. The Audit Committee agreed with my review. I referred to the same documents to support my review, with the Internal Audit annual report being for 2011-2012.

**Post audit questionnaires**

From the completed questionnaires returned for 2011-2012, the Internal Audit service achieved an 89% satisfaction rate.

**Outcome of 2012-2013** (year 3 of the contract)

On 27th June, 2013, I reported to the Audit Committee that I was satisfied that the Internal Audit Service is effective. The Audit Committee agreed with my review. I referred to the same documents to support my review, with the Internal Audit annual report being for 2012-2013.

**Post audit questionnaires**

From the completed questionnaires returned for 2012-2013, the Internal Audit service achieved an 86% satisfaction rate.

**Outcome of 2013-2014** (year 4 of the contract)

The full review of the Internal Audit service will be reported to the Audit Committee for approval in June 2014. However, the post audit questionnaires have been collated throughout the year.

**Post audit questionnaires**

From the completed questionnaires returned for 2013-2014, the Internal Audit service achieved an 86% satisfaction rate.

**External Audit**

There is on-going liaison between internal and external audit and there is a degree of by external audit on the work of Internal Audit. All Internal Audit reports are copied to the external auditor as well as the audit plan. There have been no adverse comments in relation to Internal Audit from the Audit Commission while it was the Council's appointed auditor, or Grant Thornton; the current appointed auditor.

## **Restructuring**

2014-2015 has started with the restructuring to create the Director of Resources position and the Resources Directorate. The Section 151 duties remain with me and whilst I am taking on new duties and responsibilities I would prefer to have stability in my previous, existing, areas.

The formal tendering process for Internal Audit services would take around six months and I would want to start that well before the end date of the current contract. This is a process that I have been through before and I would look to involve the Accountancy Services Manager and Financial Services Manager in the next tender exercise.

Given the changes in responsibilities that have to occur from my restructuring, I wish to take up the option of the two year extension clause so that the tender exercise can be given the proper time and attention in due course.

### (i) Legal Implications

The Section 151 Officer has a legal duty to provide an Internal Audit service as part of the internal control environment.

### (ii) Risk Assessment

The Section 151 Officer has a duty ensure that the Internal Audit service is effective.

### (iii) Financial Implications

The Council has had the benefit of a fixed price contract for five years. The annual sum for the extension period will be negotiated by the Director of Resources and will again be fixed.

### (iv) Health and Safety Implications

The recommendation has no significant implications.

### (v) Equality and Diversity

The recommendation has no detrimental impact on service users showing any of the protected characteristics under current Equalities legislation.

### (vi) Health and Well-being Implications

The recommendation has no adverse effect on the Health and Wellbeing of users of this service.

## **Background Papers**

Internal Audit services contract with Furness Audit

<b>EXECUTIVE COMMITTEE</b>		<b>Part One (D) Agenda Item 15</b>
<b>Date of Meeting:</b>	<b>14th May, 2014</b>	
<b>Reporting Officer:</b>	<b>Director of Resources</b>	
<p><b>Title: Welfare Reform</b></p> <p><b>Summary and Conclusions:</b></p> <p>This report presents the 'Impact of Welfare Reform in Cumbria' documents prepared by the Cumbria Observatory. The report also sets out the actions that the Council has implemented and the further work that is required.</p> <p><b>Recommendations:</b></p> <p>To note the report of the Director of Resources.</p>		

### **Report**

The Cumbria Observatory has produced a document entitled 'The Impact of Welfare Reform in Cumbria' (**Appendix 4**). This is a January 2014 publication which reflects on the impacts of Welfare Reform since April 2013. The headlines are:

- Overall numbers of working age benefit claimants are reducing in Cumbria.
- 4,743 households in Cumbria have been identified as 'under-occupied' under the Housing Benefit social sector size criteria leading to a reduction in Housing Benefit received.
- Local housing associations are reporting that those affected are seeking to move to smaller properties resulting in young people looking for 1 bedroom properties being 'squeezed out'.
- 10,500 families in Cumbria have ceased to claim Tax Credits following changes to income thresholds introduced in April 2012.
- 22% of Incapacity Benefit/Employment and Support Allowance claimants reassessed have been identified as 'fit for work'.
- Recently introduced jobsearch requirements for jobseekers has resulted in an increase in demand for online access and support across Cumbria.
- Local organisations are reporting increased numbers of people presenting with high levels of anxiety and distress as a direct result of changes to benefits.
- Local organisations are also reporting increased demand for advice and guidance services, food banks and, payday loan services as a result of welfare reform.



- Leaders in Cumbria have commissioned the Cumbria Third Sector Network to undertake a Commission on welfare reform to take evidence from organisations and individuals on their experience of welfare reform in Cumbria. The Commission is scheduled to report in summer 2014.

The Observatory have also produced (**Appendix 5**) a statistical summary for each district, together with a heat map showing the number of households with a median annual income of less than £10k (middle of the range), by Lower Super Output area (an average of roughly 1,500 residents and 650 households).

The summary for the borough is:

- There are 5,443 households with an annual income of less than £10,000 – this number has fallen in the last year.
- 8,280 people of working age (16-64 years) are claiming some type of benefit and 80% of those are claiming an out-of-work benefit. Most claimants are aged 45-54years.
- There are 1,391 people claiming Jobseekers Allowance– this number has fallen in the past year.
- However, youth unemployment is not falling at the same rate and remains above the national average.
- One quarter of residents have a long-term health problem or disability, above the county and national average.
- The borough has the highest proportion of those claiming Disability Living Allowance in the county.
- During the period October 2010 to November 2012, 1,750 claimants of employment & support allowance/incapacity benefit were re-assessed, of those 42% were deemed 'fit for work'. Some of these claimants could require additional support when re-entering the employment market.
- 5,500 families are currently claiming child or working tax credits in Barrow, There was a fall of 1,800 following the changes to tax credit thresholds in April 2012.
- Levels of child poverty are high with a total of 3,290 children (aged 0-19 years) living in poverty.
- There are 5,482 people claiming housing benefit. 242 tenants have been identified as 'under-occupying' their home against the social sector size criteria and have experienced a reduction in Housing Benefit.

### **Current Actions**

The Council has agreed several initiatives in relation to Welfare Reforms:

- Council Tax Support has been maintained at 100% - the Council elected not to pass on the reduction in Government funding for Council Tax Benefit to taxpayers. This applied to 2013-2014 and again for 2014-2015.
- Currently in the process of collating information in order to arrange a take-up campaign for Council Tax Support.

- Discretionary Housing Payments (help with rent) has been promoted – the Council has agreed to add funds to the grant awarded from the Government. Take-up promoted to under 35's and extended the award period from 13 weeks to 26 weeks for under occupancy applicants.
- Funding for the Citizen's Advice Bureau and Barrow & District Disability Association has been agreed at 100% of current levels up to 2016-2017.
- The Housing Department have implemented an Action Plan to ensure that tenants are informed of the impacts of Welfare Reform and have introduced a number of assistance options, including help with downsizing.
- The Council has supported the establishment of the Barrow & District Credit Union and more recently Women's Community Matters.
- The Welfare Reform Group has been established to create a forum for all agencies involved in Welfare Reform within the borough to come together for informative discussions and information sharing.
- Landlord Forum is used for information sharing and discussions about Welfare Reform and other related matters. Landlords now receive electronic payment schedules.
- Support of Furness Shark stoppers and Helping Hands events.
- Support of the local food bank, using the Neighbourhood Management office as a drop off point.

### **Further Work**

Universal Credit continues to be rolled out nationally. For Cumbria, this means that new single benefit claimants will be applying for Universal Credit from the DWP by the end of 2014 and not for housing benefit from the Council. New claimants are those where there is a break of housing benefit being paid, or it could be a first time claim.

The rollout will then continue to new couples claims and then new families claims.

The migration of continuing claims is currently expected in 2017.

Council Tax Support will remain a local authority responsibility. Claims for Housing Benefit and Council Tax Support are currently dealt with as one and the plans for Universal Credit being introduced will address the separate administration requirements.

The Council's plans for the introduction of Universal Credit are currently being drawn up and contact with the local DWP has been established. The Council will need to work with the DWP and other agencies, to ensure that the best possible service is delivered to all those affected.

#### (i) **Legal Implications**

The recommendation has no legal implications.

(ii) Risk Assessment

The recommendation has no implications.

(iii) Financial Implications

The recommendation has no financial implications.

(iv) Health and Safety Implications

The recommendation has no significant implications.

(v) Equality and Diversity

The recommendation has no detrimental impact on service users showing any of the protected characteristics under current Equalities legislation.

(vi) Health and Well-being Implications

The recommendation has no adverse effect on the Health and Wellbeing of users of this service.

Background Papers

Nil

# **The impact of Welfare Reform in Cumbria**

## ***Update - January 2014***

### **Summary**

The Government's has started implementation of a large scale programme of welfare reform with a number of major changes being introduced in April 2013. The impact of these reforms is being closely monitored. The impact in Cumbria to date, based on the available information, is summarised in this update.

The headlines are:

- Overall numbers of working age benefit claimants are reducing in Cumbria
- 4743 households in Cumbria have been identified as 'under-occupied' under the Housing Benefit social sector size criteria leading to a reduction in Housing Benefit received
- Local housing associations are reporting that those affected are seeking to move to smaller properties resulting in young people looking for 1 bedroom properties being 'squeezed out'
- 10,500 families in Cumbria have ceased to claim Tax Credits following changes to income thresholds introduced in April 2012
- 22% of Incapacity Benefit / Employment and Support Allowance claimants reassessed have been identified as 'fit for work'
- Recently introduced jobsearch requirements for jobseekers has resulted in an increase in demand for online access and support across Cumbria
- Local organisations are reporting increased numbers of people presenting with high levels of anxiety and distress as a direct result of changes to benefits
- Local organisations are also reporting increased demand for advice and guidance services, food banks and, payday loan services as a result of welfare reform
- Leaders in Cumbria have commissioned the Cumbria Third Sector Network to undertake a Commission on welfare reform to take evidence from organisations and individuals on their experience of welfare reform in Cumbria. The Commission is scheduled to report in summer 2014

## 1.0 National Policy Context

- 1.1 A number of significant welfare reforms are currently in the process of being implemented. These include the continuing re-assessment of all claimants receiving Incapacity Benefit. Some claimants qualify for the replacement Employment Support Allowance, some for no benefit at all, and some for other benefits, e.g. Jobseekers Allowance.
- 1.2 In April 2012 changes to Tax Credit thresholds were made which increased the minimum working hours threshold for Working Tax Credit claimants and reduced the maximum income threshold for Child Tax Credit claimants. In addition, the income disregard for increases in income in the Tax Credit calculation has been reduced from £25,000 in 2011 to £5,000 with effect from April 2013. Some elements of Tax Credit payments are frozen for 3 years from April 2011.
- 1.3 From April 2008, changes to Housing Benefit for private sector tenants were introduced – renamed Local Housing Allowance – including eligible rent levels set at the median for the area (note: this was reduced to the 30<sup>th</sup> percentile with effect from April 2011), size criteria, and a shared accommodation rate introduced for single claimants aged under 35.
- 1.4 In November 2012, as part of the Jobseekers Commitment, the government introduced requirements to undertake jobsearch activities through the online Universal Jobmatch service.
- 1.5 A number of changes were introduced from April 2013. These were:
  - Size criteria for the payment of Housing Benefit in the Social Housing sector – this means that where a claimant is determined as under-occupying the property by one bedroom benefit is reduced by 14% (and reduced by 25% if determined as under-occupying the property by 2 or more bedrooms)
  - The replacement of Council Tax Benefit for working age claimants by Local Council Tax Support Schemes
  - The abolition of Social Fund Crisis Loans and Community Care Grants and the introduction of Local Welfare Assistance Schemes
  - A 1% cap on the annual uprating of a number of working age benefits

- Personal Independence Payment for new claims began roll-out in pilot areas in the North of England for those aged 16-64 who have previously claimed Disability Living Allowance
- The Household Benefit Cap of £500 per week began roll-out
- Universal Credit for new claimants began roll-out in 2 pilot areas

1.6 Universal Credit is a single benefit paid both in and out of work to eligible claimants and paid in a single monthly payment. It will replace:

- Income Based Job Seekers Allowance
- Income Support
- Income-related Employment and Support Allowance
- Housing Benefit
- Child Tax Credit
- Working Tax Credit

1.7 The roll-out of the Household Benefit Cap across the country was completed at the end of September 2013.

1.8 The roll-out of Personal Independence Payment is continuing. PIP replaces Disability Living Allowance for working age claimants; however, claimants are not automatically transferred but invited to make a claim for PIP. PIP has two components (Daily Living and Mobility) with two rates each (standard and enhanced). DLA also has 2 components but has 3 rates under its Care Component – it is the equivalent of the lowest DLA Care Component rate that is not included in PIP.

1.9 There will be 500,000 less PIP claimants by 2015/16 than there would be under working age DLA, according to the Government impact assessment. The government forecasts savings of £2.24 million from the introduction of PIP. This is 20% less than the forecasted spend on working age DLA.

1.10 The roll-out of Personal Independence Payment is continuing. From 28<sup>th</sup> October 2013 PIP was rolled out to some existing claimants in some parts of the country. These are claimants who are turning 16 years old, or with a fixed period DLA award due to end, are reporting a change of circumstance, or are 'self selectors' who choose to claim

PIP. All existing working age DLA claimants will need to apply for PIP from October 2015. The full roll-out of PIP is expected to be completed by March 2018.

- 1.11 Universal Credit for new claimants was rolled out to Jobcentres in Hammersmith from 28 October 2013. The full roll-out of Universal Credit is currently scheduled to be completed in 2017 and a digital by default approach will be taken to the claim process meaning that most people will be expected to make and manage their Universal Credit claims online. However, a review of the implementation of Universal Credit is currently being undertaken within Government.
- 1.12 DWP has also implemented reforms to the benefits appeals and sanctions procedures. The appeals reform means that claimants have to request a reconsideration by DWP before a formal appeal can be made to Her Majesty's Courts and Tribunal Service (HMCTS). Appeals now have to be made direct to HMCTS rather than via DWP.
- 1.13 A reformed sanctions regime has been put in place in respect of Jobseekers Allowance. The reforms include 3 levels of sanctions ranging from withdrawal of benefit for up to 13 weeks, up to 156 weeks (for a third highest level sanction).
- 1.14 A Universal Credit Local Support Services Framework has also been published which sets out the Government's expectations on local organisations to work together to support claimants, particularly the most vulnerable, through the transition process.
- 1.15 The Framework places a requirement for local organisations to have an agreement in place on support services in respect of:
  - Triage, information and signposting
  - Identifying the vulnerable who may need alternative arrangements
  - Assistance with the online claims process
  - Money management and budgeting advice
  - Into work support, and support for those in work to increase their hours (if part-time) and earnings
- 1.16 Modified Pension Credit is due to be rolled out for pensioners with children from October 2014. However, modified Pension Credit as a replacement for Housing Benefit for pensioners will roll-out from 2016.

- 1.17 A single tier pension will be introduced for those reaching state pension age after 6<sup>th</sup> April 2016. Current state pension rules will continue to apply for those reaching state pension age before 6<sup>th</sup> April 2016. The single tier pension will provide an income of above the Pension Credit standard minimum guarantee for all those who meet the minimum qualifying period (National Insurance Contributions of over 7 or 10 years – yet to be confirmed).

## **2.0 The Impact of Welfare Reform on Households in Cumbria**

### **Overall**

- 2.1 The available data is not demonstrating large scale impacts of the changes to benefit implemented since 2010 at this stage. However, key sets of data are not yet available for the period since the significant package of changes was implemented in April 2013, and implications for families could take some months to result in measurable changes, e.g. in arrears, or eviction. However, anecdotal information from services across the county demonstrate increased need for advice and support in response to anxiety, and times of crisis resulting from issues such as a Jobseekers Allowance sanction.
- 2.2 Overall numbers of working age benefit claimants and of low income households (income under £10,000 a year) in Cumbria are continuing a trend of falling. In May 2013 there were 40,890 working age benefit claimants in Cumbria – 3,960 of these are claiming out of work benefits.
- 2.3 Unemployment is also continuing to fall in the county. Only Barrow's Jobseekers Allowance claimant rate is higher than the national rate (3.2% v 2.9%). However, rates of longer-term unemployed (for more than a year) are not falling at the same pace. Rates of youth unemployment are also not falling at the same pace as the adult rates. Rates of young (aged 16–24) JSA claimants in Barrow (6.2%), Allerdale (4.7%), and Copeland (5.4%) are above the national average.
- 2.4 Numbers of job vacancies in the county are increasing. The highest numbers of postings are in the human health sector and food and beverage services.



## Housing Benefit

- 2.5 The latest figures in respect of housing association tenants identified as under-occupying their property as a result of the introduction of the size criteria in April 2013 are:
- Allerdale – 1402
  - Barrow – 242
  - Carlisle - 1034
  - Copeland – 1347
  - Eden – 238
  - South Lakeland - 480
- 2.6 This totals 14.9% of the number of households in the social rented sector in Cumbria (*ONS, 2011 Census*). Complete data on levels of arrears and evictions across all social housing providers in the county is currently not available. However, data collected from some providers up to August 2013 does not demonstrate a significant increase in levels of arrears or evictions since April 2013.
- 2.7 Some local Housing Associations are reporting increased numbers of empty larger houses since the size criteria was introduced; and that those affected are seeking to move to smaller properties resulting in young people looking for 1 bedroom properties being 'squeezed out'
- 2.8 Evictions with causal factors including a reduction to housing benefit for 'under-occupation' would not be expected to be realised within these timeframes. Significant rises in arrears could have been expected within these timeframes; however, affected tenants could be absorbing the additional rent payments. It is widely predicted that over the next 6 months numbers in arrears will increase as affected tenants find it increasingly difficult to absorb extra costs.
- 2.9 There are a range of services for those experiencing hardship resulting from this change. In particular, the Government has provided additional funding for 2013/14 and 2014/15 to District Councils in Cumbria for increases in awards of Discretionary Housing Payments. Local data does not demonstrate any significant trend upwards of awards of Discretionary Housing Payments to date.

- 2.10 Local information will continue to be tracked to assess whether predicted increases in financial hardship as a result of this change to Housing Benefit leads to increases in levels of tenants' arrears and subsequent evictions and increases in homelessness.
- 2.11 Housing Benefit claimants will experience further change when Universal Credit is phased in in Cumbria. Their Housing Benefit payment will be replaced by a monthly single payment of Universal Credit rather than a more regular payment direct to the Landlord. It is predicted that many claimants may need budgeting advice and support with money management as part of the transition to the new system.

### **Tax Credits**

- 2.12 Changes to eligibility thresholds for both Working and Child Tax Credit introduced from April 2012 are likely to have contributed to a significant fall of 10,500 in numbers of families in Cumbria claiming Tax Credits. Those who will have ceased claiming Tax Credits as a result of these changes are families whose income is over £26,000 a year and those working between 16 and 24 hours a week. There are currently 33,900 families in receipt of Working or Child Tax Credit in Cumbria, 7,300 of these receive Child Tax Credit only (*DWP, December 2013*).
- 2.13 Tax Credits will be replaced by a single monthly Universal Credit payment when Universal Credit is phased in in Cumbria.

### **Incapacity benefits**

- 2.14 Re-assessment of all Incapacity Benefit, Severe Disablement Allowance, and Income Support (on the grounds of illness or disability) claimants is due to be completed by spring 2014. Those re-assessed may continue receiving Employment and Support Allowance, may claim Jobseekers Allowance, or may receive no further benefits.
- 2.15 Up to November 2012, 7,760 claimants had been re-assessed for ESA. 22% of those re-assessed were deemed 'fit for work' (*DWP, November 2012*). The highest proportion of disability benefit claimants, and of those deemed 'fit for work', in the county is in Barrow.
- 2.16 The government is currently exploring a range of interventions to help ESA claimants move into work. These interventions are being piloted as conditions to receipt of benefit.

These include pilots in the Midlands focused on health professional interventions, in the South of England focused on Jobcentre Plus interventions, and in the North East of England focused on interventions through the Work Programme.

- 2.17 From 3 December 2012 a revised sanctions regime was introduced for claimants in the Work Related Activity Group. Claimants who do not comply with the conditions for receiving benefit lose all their personal allowance for the period they do not comply, followed by a further fixed-term sanction of 1, 2 or 4 weeks once they do re-comply. There were 710 sanctions implemented in the Cumbria and Lancashire areas from the time the new regime was introduced up to 30 June 2013 (*DWP, 2013*).
- 2.18 Employment and Support Allowance will be replaced by a single monthly Universal Credit payment when Universal Credit is phased in in Cumbria.

#### **Personal Independence Payment**

- 2.19 New working age claimants have been able to claim Personal Independence Payment in Cumbria since June 2013. Further roll-out of PIP for some existing Disability Living Allowance claimants in Cumbria is due to begin on 3<sup>rd</sup> February 2014. Most existing DLA claimants will not be invited to apply for PIP until October 2015 or later. There are currently 17,390 Disability Living Allowance claimants of working age who will be affected by the introduction of PIP (*DWP, May 2013*).

#### **Jobseekers Allowance claimants**

- 2.20 There are 6,357 Jobseekers Allowance claimants in Cumbria. The highest numbers of claimants are in Allerdale and Carlisle (1,436 and 1,496 respectively); however, Barrow has the highest rate at 3.2% of the working age population. South Lakeland has the lowest numbers and rates of Jobseekers Allowance claimants in the county (0.9%).
- 2.21 A revised sanctions policy was implemented from October 2012 which includes 3 levels of sanction of withdrawal benefits of between 13 weeks up to 156 weeks. Since the implementation of this approach the overall numbers of sanctions handed out rose nationally by 6% (up to June 2013). In Cumbria, between the introduction of the new regime on 22 October 2012 to 30<sup>th</sup> June 2013 4,120 sanctions were applied.

- 2.22 In November 2012, the requirement for Jobseekers Allowance claimants to undertake jobsearch activity through the online Universal Jobmatch service was introduced as part of the Jobseekers claimant commitment. Local services, such as the library service and some Housing Associations offices are reporting increases in demand for free online access and online skills support since this was introduced.
- 2.23 When Universal Credit is introduced in Cumbria, claimants will be required to make and manage their claim online which will further increase the demand currently being experienced for free online access and, for many, support to learn how to use computers and online services. A 'digital jobcentre' initiative is being implemented across the country which will see Jobcentres offer online access to claimants through free wi-fi. Carlisle is the first area of the county to implement this.
- 2.24 Existing Jobseekers Allowance claimants may need support with budgeting and money management to adapt to the single monthly payment of Universal Credit.
- 2.25 One of the main aims of the government's introduction of Universal Credit is to increase incentives to work. This will place an emphasis on the support and services in place to help claimants move into employment.

### **Income Support**

- 2.26 Income Support will be replaced by a single monthly payment when Universal Credit is phased in in Cumbria. The government's aim of using the Universal Credit system to incentivise claimants to increase their working hours and/or increase their income so that they move off benefits will have implications for many Income Support claimants. The main barrier for many IS claimants to increasing their work is caring responsibilities.

### **Council Tax assistance**

- 2.27 Following the abolition of Council Tax Benefit and replacement by localised council tax scheme, all billing authorities in Cumbria made the decision to introduce the default scheme for 2013/14 and 2014/15 which means that there has been no reduction to claimant's benefit levels as a result of the 10% reduction in central government funding provided to local authorities in respect of council tax assistance.

## **Cumulative Impact**

- 2.28 Whilst each benefit change may have a particular impact on a claimant of that benefit, there is a cumulative impact on individuals and households from these changes.
- 2.29 The Local Government Association and the Centre for Economic and Social Inclusion carried out an assessment of the local impacts of welfare reform which reported this summer. This concluded that 59% of claimant losses resulting from welfare reform (excluding Universal Credit) would be experienced by working households. In this assessment it was reported that a 68% share of projected benefit losses in South Lakeland would fall on working households; and that the average loss per claimant household per year by 2015/16 in Eden would be between £1,666 and £5,161.
- 2.30 These findings could be explained by these areas experiencing particularly high levels of part-time working and low earnings, and high housing costs; and the fact that the most significant reductions in benefit resulting from the changes fall on Tax Credit claimants, and those claiming benefit to help with their rent, particularly in the private rented sector where rents are generally higher than in the social sector. The 1% cap on uprating of benefits is also a significant factor.
- 2.31 The Social Mobility and Child Poverty Commission in their report 'State of the Nation 2013 – Social Mobility and Child Poverty in Great Britain' found that 75% of children in 'working poor' households live with a parent in full-time work. This highlights issues in respect of low wages being a significant factor in welfare dependence.
- 2.32 The potential for future reductions or loss of benefit for existing Disability Living Allowance claimants as they apply for Personal Independence Payment is also significant in this assessment as it can affect working and non-working households.
- 2.33 The changes to benefit and their effect on levels of household income need to be put into their wider economic context. The economic downturn which began in 2008 has been marked by a slowing down of incomes at and below the median and a rise in the inflation rate for basic household commodities. In the UK until 2009-2011, the Consumer Price Index (CPI) measure of inflation and median income were closely related, but since this date, increases in the CPI have outstripped growth in income.

Meeting the basic cost of living has therefore become more challenging for households, both in and out of work.

- 2.34 The cumulative impact of welfare reform and the current economic environment is also having impacts on the mental health of those affected. Local organisations are reporting increased numbers of people presenting with high levels of anxiety and distress as a direct result of changes to the benefits they receive. Alongside this organisations are also reporting increased demand for advice and guidance services, food banks, and increased use of payday loans as a result of welfare reform.
- 2.35 Local foodbank services are reporting increases in demand of up to 85% in the last year to 18 months. Nationally, Citizens Advice is reporting a 78% rise in enquiries about foodbanks during the first half of 2013.
- 2.36 In July 2013, Which? research reported that 4% of households (approximately 1 million) take out payday loans each month, whilst the Public Accounts Committee estimated in May 2013 that approximately 2 million people in the UK used payday loans. Locally, CAB in Carlisle report that between 2009/10 and 2012/13 the amount of payday loan debts that they had assisted people with rose from £6,000 to £60,500.

### **3.0 Conclusion**

- 3.1 The impact of welfare reform will continue to be tracked locally as a number of significant changes continue to be phased in in Cumbria over the next 4 to 5 years.

### **4.0 Appendices**

**Appendix 1** – Updated schedule of forthcoming welfare reforms.

**Appendix 2** – Sources of data

**Appendix 3** – Local summaries providing detailed information and analysis at district-level

### **5.0 Acknowledgements**

With thanks to partners who have shared information, analysis and comment in the production of this briefing.

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## Appendix 1 - Schedule of implementation of welfare reforms

Date	Change
April 2012	Changes to Tax Credit thresholds introduced
October 2012	Revised sanctions regime for Jobseekers Allowance claimants introduced
November 2012	Requirement to undertake online Universal Jobmatch service for Jobseekers Allowance introduced
December 2012	Revised sanctions regime for Employment and Support Allowance claimants introduced
April 2013	1% cap on uprating of most working age benefits introduced for 3 years
	Universal Credit pathfinders for new, single claimants begin in parts of Greater Manchester
	Size criterion for housing benefit in social sector introduced
	Council Tax Benefit abolished and localised council tax assistance schemes introduced
	Replacement of Disability Living Allowance by Personal Independence Payment for new claimants begins in pilot areas – including Cumbria
	Crisis Loans and Community Care Grants replaced by local welfare assistance schemes
September 2013	Implementation of Household Benefit Cap completed
October 2013	Universal Credit for new, single claimants rolled out to Hammersmith
	Reformed appeals rules for all DWP benefits introduced
	National roll-out of new Claimant Commitment for Jobseekers Allowance and Universal Credit claimants begins
	National roll-out of Personal independence Payment for some existing DLA claimants (those reporting a change in circumstances, those turning 16, those whose fixed-term claim is coming to an end, and self-selectors) begins in Wales, West Midlands, East Midlands & East Anglia



<b>Spring 2014</b>	Beginning of roll-out in Cumbria of PIP to some existing DLA claimants from 3 <sup>rd</sup> February 2014
	Re-assessment of Incapacity Benefit, Severe Disablement Allowance, and Income Support (on the grounds of illness or disability) claimants for Employment and Support Allowance completed
	Further roll-out of Universal Credit for new, single claimants to Rugby, Inverness, Harrogate, Bath and Shotton completed
<b>Summer 2014</b>	One Jobcentre in Cumbria and Lancashire area to begin Universal Credit roll-out
<b>October 2014</b>	Modified Pension Credit introduced for pensioners with children
<b>October 2015</b>	Re-assessment of all existing DLA claimants for eligibility for PIP begins
<b>April 2016</b>	Flat rate state pension introduced
<b>2016</b>	Re-assessment of existing Disability Living Allowance claimants for eligibility to Personal Independence Payment completed
	Modified Pension credit to replace Housing Benefit for pensioners to begin roll-out
<b>2017</b>	National roll-out of Universal Credit to all claimants completed
<b>2018</b>	National roll-out of Personal Independence Payment completed

## Appendix 2 – Sources of information

Measure/Indicator	Source	Date
Population	Office for National Statistics	2012
Disability	DWP	2013
Household income	CACI, Paycheck	2013
Unemployment	Office for National Statistics	2013
Benefit claimant data	Department for Work & Pensions	2013
Families on Child or Working Tax Credit	Department for Work & Pensions	2012
Children aged 0-15 in out of work benefit households	Department for Work & Pensions	May 2010
% children in poverty	HMRC	2009
Housing Benefit data	District/Borough Councils	2013
Cumulative Impact data	Local Government Association and Centre for Economic and Social Inclusion	August 2013
Local support services impact	Report from Cumbria Third Sector Network	July 2013