

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

## **HOUSING MANAGEMENT FORUM**

Meeting: Thursday 10th November, 2016  
at 2.00 p.m. (Committee Room No. 4)

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. 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.

3. 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.

4. Confirmation of the Minutes of the meeting held on 25th August, 2016 (copy attached).

5. Apologies for Absence/Changes in Membership.

#### **FOR DECISION**

(D) 6. Community Alarm Services provided by the Housing Service

(D) 7. Grange & Cartmel Community Centre Consultation

(D) 8. Future Use of Grange & Cartmel Crescent Community Room & Guest Bedroom

(D) 9. Repair Finder: Change of Supplier

(R) 10. Cumbria Housing Partners – Enhancing Social Value

## **FOR INFORMATION**

11. Planned Investment and Planned Maintenance
12. Performance Information Report

**NOTE:** (D) – Delegated to the Executive Committee  
(R) – Referred to the Council

## **HOUSING MANAGEMENT FORUM MEMBERS:**

Councillors: K Hamilton (Chairman)  
D Barlow  
S. Blezard  
D. Brook  
J. Heath  
A. Johnston  
W. McEwan

Tenant Reps: Mandy Anderson  
Allan McIntosh  
*Two vacant positions*

Substitutes: Steven Lippett  
*Two vacant positions*

### **For queries regarding this agenda, please contact:**

Keely Fisher  
Democratic Services Officer  
Tel: 01229 876313  
Email: [ksfisher@barrowbc.gov.uk](mailto:ksfisher@barrowbc.gov.uk)

Published: 2nd November, 2016.

## **HOUSING MANAGEMENT FORUM**

Meeting: Thursday 25th August, 2016  
at 2.00 p.m.

PRESENT:- Councillors Hamilton (Chairman), Barlow, Blezard, Brook, McEwan and Thurlow.

Tenant Representatives:- Mrs M. Anderson, Mr E. Lynch and Mrs T. Metcalfe.

Officers Present:- Colin Garnett (Assistant Director - Housing), Janice Sharp (Operations Manager) and Keely Fisher (Democratic Services Officer).

### **56 – Minutes**

The Minutes of the meeting held on 9th June, 2016 were taken as read and confirmed.

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

Apologies for absence were received from Councillor Johnston and Tenant Representatives, Mr A. McIntosh and Ms K. Warne.

Mr E. Lynch and Mrs T. Metcalfe had replaced Mr A. McIntosh and Ms. K. Warne respectively for this meeting only.

### **58 – Review of Council Housing Service**

The Assistant Director - Housing reported that in agreeing the Housing Revenue Account for 2016/17, he had highlighted a number of factors that would impact financially on the Service. The Budget was presented and agreed on the basis of no growth "in anticipation that the Council would have to consider and plan for the changes".

The HRA budget was set at £10,304,988, £197,000 less than had been expected before the 1% rent reduction was imposed. This reduction in income was dealt with by various cost savings measures including savings in establishment costs through voluntary redundancy and adjusting the Maintenance Budget for the year.

The 1% rent reduction would have to be applied each year for the next three years and there were a number of other changes which were likely to have a financial impact.

The impact of other changes could not yet be established. Some changes would have direct financial consequences and others that would have indirect financial impacts.

The Assistant Director - Housing suggested that changes taken together necessitated the Council to consider the future delivery of Housing Services going

forward and consider whether the Council's HRA would remain viable whilst providing the quality of services required by the Council.

The significant changes which would impact on the HRA and provision of services were as follows:-

1. 1% rent reduction for next three years. (Welfare Reform and Work Act 2015)  
Referred to above the reduction this year was c£197k in cash terms. However, if in following years inflation pushes CPI up to 1.5% the loss would be between £1.9m and £2.6m over the four years. Should inflation remain low, even if the loss of income remained around c£200k, operational changes would be required to deal with this reduction in income.
2. Tenants changing to Universal Credit, being responsible for paying rent themselves will have an impact. It is likely Officers will have to spend more of their time trying to recover rent with a probable increase in arrears reflected by reduction in income, increased cost of bad debt provision.
3. Other changes in benefits including:
  - Freezing working age benefits, tax credits and Local Housing Allowance for four years from 2016/17.
  - Ending automatic entitlement to Housing Benefit for under 21s.
  - Reducing benefit cap to £23k.
  - Housing Benefit to be capped at Local Housing Allowance Levels from April 2017 on all tenancies commencing after 2016.
  - Housing costs to be limited to Shared Room Rate for all single tenants under 35, this was less than the Council's lowest rent.
4. The Levy on High Value Homes. The Government would estimate the value expected from each authority from the sale of high value homes and would require payment of this sum. Details of the mechanism were still awaited.
5. Pay to Stay: Councils must set higher rents for households on higher incomes, earning more than £31k per year. Additional income would be returned to the Treasury. Council would be able to deduct reasonable costs for administration and, in first year only, have to pay "what was collected", although details still awaited.
6. Fixed Term Tenancies: Authorities would be required to grant new tenancies on a fixed term, set between two and 10 years with some variation for families with children under nine. At the end of the term the authority would be required to review and decide whether to offer a new tenancy in the same or a different property.
7. Reduced Succession Rights, for example the successor would get a fixed term tenancy.

These were complex changes and their full effect was difficult to predict. However it was clear that they would have a negative effect on HRA income. There was evidence that some of these changes were already having an impact, for example Right To Buy applications.

Taken together these changes and their likely impact on the HRA revenue streams represented a significant challenge for the Housing Service and may put its viability into question in the longer term unless action was taken to reduce HRA costs over the next two/three years.

In presenting this report the Assistant Director did not want to appear "alarmist", however, the Council did need to plan for these changes. Without doubt there would be an impact on income, managing tenancies would become focused on collecting rent and letting empty property. "Pay to Stay" may lead some tenants to exercise Right to Buy thus reducing the rent base further and most likely consolidating the percentage of stock in one-bed flats which generated least income and most expenditure.

The implementation of a new IT system was currently being progressed. This would provide an opportunity for Officers to consider method of delivery with the objective of maintaining and improving services with regard to doing so more efficiently than now.

There may be some scope in looking to re-profile the Council's mortgages, c.£21m to reduce the payment profile, but this would also involve consideration of the impact on service delivery and could not be looked at in isolation.

The Housing Service would continue to generate efficiencies and implement savings where opportunities arose. It was clear however that current measures would be insufficient to meet the HRA financial challenges and the Council needed to develop a Business Plan and Financial Strategy for the next three to five years, to provide a sustainable operating cost/structure for the HRA in the longer term.

This would require consideration of options open to the Council for the management and ownership of its stock. It was some years since the Council completed a stock options appraisal but some form of alternative arrangements were still available. Further work would be required to explore whether the Council's stock portfolio would be attractive to other registered landlords but consideration could be given to:-

1. Stock Transfer; or
2. External management

Should consideration of the above be progressed, any changes would take some time to implement and action was required to ensure a workable HRA for the next few years.

To move the matter forward the Assistant Director sought approval for the Housing Spokesperson (Councillor Hamilton) and two other Councillors to reflect proportionality, together with a Tenant Forum representative meet with Officers to develop a Medium Term Financial Strategy for the HRA.

Councillor Hamilton moved an amendment to recommendation No. 3 that the working group should consist of the Housing Spokesperson, three other Councillors and a Tenant representative. This was duly seconded by Councillor McEwan, voted upon and it was,

**RECOMMENDED:- That:-**

1. The information contained in the report be noted;
2. Officers continue to identify the financial impacts on the Council as guidance becomes available;
3. A Working Group consisting of the Council's Housing Spokesperson and three other Councillors plus a Tenant Representative be formed with the remit of developing a Medium Term Financial Strategy for the HRA as follows:-

Housing Service Review Working Group

Councillors Brook, Hamilton, Heath and McEwan (3:1) and Tenant Representative, Allan McIntosh; and

4. A sum of £10k be made available to the Working Group to explore the options and benefits of alternative models of ownership and delivery should it be required.

**59 – Tenant Involvement Strategy**

The Assistant Director - Housing submitted a report that shared with Members the revised Community Involvement Strategy 2016-2018.

This strategy set out the commitment of Barrow Borough Council Housing Department to involve customers in developing and improving the services they received.

The strategy, which was attached as an appendix to the Director's report was drafted by the Community Involvement Manager in consultation with involved tenants, residents, Elected Members and staff, and replaced the previous strategy.

**RECOMMENDED:-** That the revised Community Involvement Strategy be noted.

**60 – Sponsorship of the Housing Annual Garden Competition 2016**

The Assistant Director - Housing reported that the Housing Service had organised the Council's Annual Garden Competition for nearly 30 years. The competition was a huge success and definitely helped encourage residents to maintain their gardens to a good standard which impacted on the overall appearance of estates. The presentation awards ceremony was always well attended by tenants, residents and local primary school children.

However over recent years due to the financial climate it had proved extremely difficult to attract sponsorship from local businesses to assist with purchasing prizes, trophies and financing the presentation event. A considerable amount of Officer's time was spent contacting local businesses to try and encourage sponsorship and also organising the event and taking time to carryout the judging across the Borough.

This year the Housing Service had been approached by the owner of Crooklands Garden Centre, Dalton expressing an interest in sponsoring all of the prizes for this year's event and also taking on the role of judging all the garden entries. Attracting an overall sponsor would save a lot of Officers' time in trying to secure sponsorship and also assistance with the judging by a local garden centre would give an added professional approach to the competition.

**RECOMMENDED:-**

1. That the information within the report be noted; and
2. To agree the Housing Service work with Crooklands Garden Centre to sponsor the event and assist with the judging of this year's entries.

**61 – Disabled Adaptations: Cumbria Housing Partners - Contractor Selection Procedure**

The purpose of the Assistant Director - Housing's report was to update Members regarding the continuing utilisation of the Cumbria Housing Partner's (CHP) framework as the Council's preferred investment delivery model and note the evaluation of contractors listed for disabled adaptations on the new 2014 CHP framework.

At the meeting held on 28th August, 2014 Members had agreed to the Council's membership of CHP and its commitment to deliver investments in line with other member organisations.

The contract award fell within delegation requirements and that the tendering procedure exempt from the Council's Standing Orders was also outlined in Section16.

The existing CHP framework had recently expired and had been replaced with new CHP framework that ran until 2018. As part of the Council's membership of CHP the Council was required to re-evaluate and re-appoint suitably qualified and experienced contractor capable of delivering disabled adaptations from 1st April, 2016.

The new OJEU compliant framework had been prepared on behalf of CHP by Procure Plus and a partner company called "Realize". The new framework identified a range of key work streams that were broken down between internal and external housing components and included disabled adaptations. It also separated out the various services provided by contractors and suppliers.

There were several locally based contractors on the new CHP framework and were, along with other contractors, eligible for selection to undertake disabled adaptations using one of the following methods:-

- a. Direct call off; or
- b. Mini competition

It was reported that a mini competition was completed in July 2016 using the following assessment criteria:-

**1. Written submission**

Contractors would be required to answer questions covering the following areas:-

<b>Evaluation Criteria</b>	<b>Weighting</b>
Customer Satisfaction	20%
Equality and Diversity	5%
Service Delivery	20%
Health, Safety and Environmental	6%
Local and Social Skills Benefits	9%

This section of the assessment would contribute **60%** to the total mark.

**2. Pricing document**

Contractors would be required to submit rates to carry out the works. Please note these rates would be fixed for this particular scheme and would be open for acceptance for 48 months.

This section of the assessment would contribute **40%** to the total mark.

**3. Preferred contractor(s) status Pricing document**

Seven contractors from the CHP framework were invited to participate in the mini competition for the disabled adaptations in Barrow.

The results of the disabled adaptation mini competition were summarised in the report from Procure Plus.

The report confirmed the appointment of contractor "Top Notch" who provided the most competitively advantageous tender based on the mini competition scoring criteria. A summary of the results were provided in the Officer's report.

**RECOMMENDED:-** That the selection criteria adopted by Procure Plus and the subsequent appointment of Top Notch Contractors as the Council's preferred contractor to undertake disabled adaptations via the 2014 CHP framework be noted.



## **62 – Adaptations to Council Property**

The Assistant Director – Housing reported that at the Housing Management Forum meeting on 9th June, 2016 Members had considered an adaptation for an existing tenant who required the provision of ground floor facilities.

Unfortunately their existing home was a mid terrace house and to adapt the property to reflect their needs would not have been ideal.

It had been agreed to offer the family the opportunity to move to an alternative property nearby which was an end terrace and, as such, provided more opportunity to complete a satisfactory adaptation.

The family had now moved into the property.

At the time of the decision it was estimated the cost of the adaptation would be in the region of £40k.

However, following detailed specifications being drafted, and four contractors being asked to submit prices for the work, they had now been received and ranged from between £47,000 and £53,000.

Officers were currently considering the most appropriate submission to accept.

There had been a few large adaptations this year which when completed may put strain on the adaptations budget. Generally all adaptation requests were scrutinised and only completed when appropriate. Adaptations were demand led so the number and costs could vary. Officers would continue to progress such requests but the Assistant Director - Housing suggested that progressing of an adaptation should not be delayed if the original budget of £100,000 was to be exceeded.

Should the expenditure exceed the £100,000, Officers would look to fund the difference from underspend within the Maintenance budget or consider seeking additional funding when the likely expenditure for the year became known.

### **RECOMMENDED:-**

1. That the increase in cost to complete the work at this property be noted; and
2. It be noted and agreed that Officers do not delay unnecessarily the progress of adaptations should the budget of £100,000 be exceeded and note the action they would take to deal with any potential overspends.

## **63 – Planned Investment and Planned Maintenance**

The Assistant Director - Housing reported information relating to the Planned Investment and Planned Maintenance Programme for 2016/17. The information is attached at **Appendix A** to these Minutes.

**RESOLVED:-** To note the information.

## REFERRED ITEMS

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

#### 64 – Fencing on Council Estates

The Assistant Director - Housing reported that the purpose of his report was to confirm the Council's Policy and procedures for the provision of fencing on Council estates. Its aim was to clarify the approach of Officers in developing future plans for investment for fencing and how Officers respond to requests from residents that arose. The report was based on practice that had developed over time and had been influenced by various ad-hoc discussions and decisions of the Housing Management Forum.

#### Current Practice

- Resources available: The Council set an annual HRA budget which included monies specifically for the maintenance of the housing stock. The Maintenance budget included an identified sum for fencing as it did for all aspects of expenditure from this budget. The position was, therefore, on an annual basis the Council determined the resources and priority it afforded to completing fencing works whilst having regard to other competing maintenance priorities. The principle that all properties should meet the Decent Homes Standard was followed and, as such, fencing generally was a lower priority than keeping property "wind, water tight and with modern facilities".
- Making best use of resources: The preferred approach to investment in fencing had been to target schemes on a geographical basis to maximise the improved visual aspect new fencing provided for individual residents and the wider community. For example, over the recent past the Forum had prioritised new fencing on the flats in Ormsgill, rear fencing at Vulcan and Roosegate estates, fencing at Roosegate flats to complement the external works now completed and to continue on Roosegate to complete end of garden fencing to again complement the ongoing external works on the estate.
- Fencing to individual properties: only a limited service was provided as follows:-
  - ❖ Ad hoc fencing at the discretion of the Tenancy Services Team. This was normally only considered when a property bordered a highway and fencing had been provided previously; and
  - ❖ Void property; again ad-hoc and at the discretion of the Tenancy Services Team when the absence of fencing was a detriment to the re-letting process.

In the above circumstances the Housing Officer would have regard to the location and standard of fencing at adjoining properties.

- ❖ In partnership with Community Payback. Fencing to individual gardens for tenants assessed as vulnerable, the service funded supervision through the

Tenants' Area Improvement budget, with material costs being met from the General Maintenance budget.

### Standards for fencing

Over a number of years the Council had specified "green powder coated" metal fencing, for area based schemes, the height of which was determined by location. Such fencing was generally well received and there appeared little objection to such fencing when consultation was carried out prior to work commencing.

The advantage of metal fencing was that it was maintenance free with a long life.

For individual gardens, such as one-offs as described above, the more common material was timber, at a height which reflected the surrounding area.

### Requests for fencing areas for the 'first time'

From time to time the Housing Service received requests for fencing in areas which had not previously been fenced - normally on areas which were originally designed as open plan.

The general approach was only to provide fencing at locations which had historically had fencing. This had been complicated to some degree because of the mix of owner occupied and tenanted property on estates. So for instance, many estates which were open plan now had fencing which had been constructed by owners. The Council's approach had been not to look to challenge such fencing. However, should a request be made by a "tenant", the Council's approach would be to not agree fencing as it was not previously a feature of the property. This was based on the principle that to carry out such work on ad-hoc properties could not be replicated elsewhere because of the extent of open plan and therefore the costs involved weighed against other maintenance priorities.

Generally on areas which predominantly consisted of flats, even if a tenant offered to pay for the fencing, the Council would not allow the provision of new fencing where it had not existed previously.

### General comments

The text provided an overview of the Council's approach for fencing. A recent detailed survey of fencing across the stock had not been carried out and the Assistant Director suggested that it was probably not worth the expense to do so. With regards deciding on areas to target work in a planned manner, such priorities were determined by the Tenants' Forum, discussion with Housing Officers and formalised through the Housing Management Forum. More recently it had also been influenced by other external works, such as the re-rendering of properties, to add value to such schemes. It was suggested that there was no reason to change this approach.

What had added complexity to the completion of planned fencing, and sometimes fencing to individual properties, had been caused by the mixed tenure nature of

estates. It was not the Council's practice to provide fencing to owner occupied properties unless the owner paid their proportion of the cost of such work, which generally did not happen. This could detract from the overall image of some planned schemes, but could only be overcome if it was agreed to complete such work for the sake of creating a uniform appearance in such areas.

The Tenants' Forum had an annual budget of £25,000 to spend on small environmental schemes which they identified. Such schemes should be for the benefit of the "community" rather than an "individual" and could include fencing.

The Assistant Director - Housing suggested from anecdotal evidence that the provision of fencing was valued by tenants. It also served a vital purpose ranging from the marking of boundaries, from a safety and crime prevention perspective through to enhancing the environmental appearance of an area.

When considering service standards, the Council did have regard to the evidence it gathered from the STAR survey, the most recent being 2015. Unfortunately "fencing" was not a sub question on the survey but perhaps when a future survey was completed it could be explored to include fencing. However, it was clear from the survey that the majority of tenants were very or fairly satisfied with the quality of their home (91%). The repairs service was identified as one of the "key drivers" of satisfaction and, as such, it was appropriate to ensure the Council's approach to fencing was defined by policy and appropriate procedures were in place.

The Draft Policy and Procedures were attached as an appendix to the Officer's report.

**RECOMMENDED:-** That the draft Fencing Policy and Procedures attached as an appendix to the report be agreed.

#### **64 – Roosegate Estates External Works**

The Assistant Director - Housing reported that external repairs and improvements had been carried out on the Roosegate estate for the last two years. It was recognised when the work was commenced on the estate that it would take a number of years to complete. The Council's preferred CHP contractor was presently in the process of completing Phase 3 of the estate.

In the current year the timetable had been agreed with the contractor to complete works by the end of the calendar year.

There would remain however 35 properties that required the same works during the next financial year 2017/18.

The Assistant Director would like to work towards ensuring there was no time gap between completing this year's work and commencing the final phase in April, 2017 and requested Members agree one of the following two options:-

Option 1: Slow down the current year's programme to allow the contractor to remain on site between December 2016 and April 2017; or

Option 2: Provide an additional £170,000 funding from Reserves to complete approximately 10 additional properties between December 2016 and April 2017.

In order to minimise disruption to tenants on the Roosegate estate, Officers agreed to Option 2 and agree to the release monies from Reserves if the need arose.

RECOMMENDED:- That:-

1. The final phase to refurbish 35 properties on Roosegate be agreed for the year 2017/18; and
2. Reserves be made available to ensure continuation of the scheme between December 2016 and April 2017 if the need arose.

### **65 – Cumbria Choice: Choice-Based Lettings Scheme - Update**

The Assistant Director - Housing provided Members with an update on the progress of the Review of the Cumbria-wide Choice Based Lettings (CBL) Policy.

The Cumbria Choice County-wide CBL Scheme had been in operation since April 2011. The partnership agreed a full review would take place of the CBL policy within the first 12 months of implementation which was completed and a further review had been carried out in 2016.

The Project Board commissioned Housing Quality Network (HQN) Equality and Diversity consultant Chris Root to carry out a detailed equality impact assessment of the Cumbria-wide CBL Policy which involved:-

- A review of the existing CBL Equality Impact Assessment;
- Analysis of CBL application form and CBL Policy review with outcomes reported to the Project Board to feed into and form an integral part of the policy review; and
- A new reviewed Equality Impact Assessment (EIA) of the CBL Policy

The Project Board organised a Policy Review meeting on 2nd August, 2016 which was attended by all partners and representatives from the Tenants' Panel. The work carried out by HQN was fed into the Review to ensure any amendments reflected issues identified and to ensure the policy takes due regard to accessibility for all groups.

The draft review policy had been out to a four-week public consultation which closed on 13th June, 2016. During this period, letters were sent out to all Stakeholders advising on how to access the online consultation. The proposed changes were highlighted in a summary on the Cumbria Choice and the Housing Service's websites.

The Housing Service's website had a section entitled 'How to Apply for Council Accommodation' which had up to date information on the Project which included a

copy of the draft review policy. A Summary of Changes to Bands in Choice-Based Allocations Policy was attached as an appendix to the Officer's report.

RECOMMENDED:- That:-

1. The content of the report be noted; and
2. The final draft of the Review of the Allocation Policy which formed the operating basis for Cumbria Choice be agreed.

The meeting closed at 2.40 p.m.

APPENDIX A

SCHEME	PROCUREMENT TYPE	AVAILABLE BUDGET	EXPENDITURE TO DATE	ESTIMATED START DATE	ESTIMATED COMPLETION DATE	CONTRACTOR	COMMENTS	Leasholders affected?
RE-ROOFING AND POINTING WORKS ROOSEGATE ESTATE PHASE 3 (2-3 YEARS DELIVERY PLAN)	CUMBRIA HOUSING PARTNERS	£1,319,625	£ 254,700	1.5.2016	20.12.2016	DLP Roofing	30% COMPLETE	No
RE-POINTING/RENDERING ORMSGILL ESTATE (PHASE 2)	CUMBRIA HOUSING PARTNERS	£250,000	£ 90,493	01/08/2016	20.12.2016	DLP Roofing	30% COMPLETE	No
WINDOW & DOOR REPLACEMENTS VARIOUS HOUSING AREAS	CUMBRIA HOUSING PARTNERS	£400,000	£ 317,000	01/04/2016	31.3.2017	TOP NOTCH	76% COMPLETE	No
COMMUNAL ENTRANCE PAINTING - CENTRAL	CUMBRIA HOUSING PARTNERS	£10,000	£ -	01/10/2016	31.3.2017	GEORGE JONES	0% COMPLETE	Yes
GARAGE IMPROVEMENTS	CUMBRIA HOUSING PARTNERS	£75,000	£ -	01/10/2016	31.3.2017	CUMBRIA ROOFING	0% COMPLETE	No
REWIRES	CUMBRIA HOUSING PARTNERS	£355,300	£ 100,021	01/04/2016	31.3.2017	K WILSON	26% COMPLETE	No
BATHROOMS	CUMBRIA HOUSING PARTNERS	£149,400	£ 44,229	01/04/2016	31.3.2017	AB MITCHELL	20% COMPLETE	No
KITCHENS	CUMBRIA HOUSING PARTNERS	£125,000	£ 63,147	01/04/2016	31.3.2017	AB MITCHELL	40% COMPLETE	No
HEATING	CUMBRIA HOUSING PARTNERS	£455,000	£ 138,090	01/04/2016	31.3.2017	AB MITCHELL	30% COMPLETE	No
PAINTING	CUMBRIA HOUSING PARTNERS	£150,000	£ 18,337	01/04/2016	31.3.2017	G JONES	20% COMPLETE	Yes

HOUSING MAINTENANCE COMMITMENTS 2015-16

	Funding Available 2015-16	EXPENDITURE TO DATE	Weekly Available	Gross Comm. as a % funds available
Tenant Demand Repairs	£ 1,070,200	£ 265,334	£ 20,581	25%
Voids	£ 503,044	£ 264,430	£ 9,674	53%
Gas Servicing	£ 195,392	£ 81,864	£ 3,758	42%
Decoration Vouchers	£ 30,000	£ 7,616	£ 577	25%
Environmental Impmts	£ 25,000	£ 9,511	£ 481	38%
Disabled Adaptations	£ 100,000	£ 58,566	£ 1,923	59%
Electrical Testing	£ 81,000	£ 20,110	£ 1,558	25%
Door Entry Maintenance	£ 20,000	£ 11,062	£ 385	55%

<b>HOUSING MANAGEMENT FORUM</b>	<b>(D) Agenda Item 6</b>
Date of Meeting: 10th November, 2016	
Reporting Officer: Colin Garnett, Assistant Director - Housing	
<p><b>Title: Community Alarm Services provided by the Housing Service</b></p> <p><b>Summary and Conclusions:</b></p> <p>The purpose of this Report is to consider and agree the Housing Services approach to the provision of Community Alarm services to tenants who previously received financial support towards the cost of such services through the Supporting People arrangements.</p> <p><b>Recommendations:</b></p> <p>Members are recommended to agree:</p> <ol style="list-style-type: none"> <li>1. The Housing Service ends its provision of providing Community Alarm Services directly and serves three months notice on the remaining tenants.</li> <li>2. Agree the Housing Service meet the charges made to the tenants until they move to an alternative provider or stop receiving the Service but not longer than the Notice period.</li> <li>3. The Housing Service provide assistance if necessary to help tenants move to another provider.</li> </ol>	

### Report

The purpose of this Report is to consider and agree the Housing Service's approach to the provision of Community Alarm services to tenants who previously received financial support towards the cost of such services through the Supporting People arrangements.

Following changes in the funding of support costs the Council ended its Homelink service for older people back in 2011/12.

However, since then Adult Social Care has continued to provide funding, £1 per week per tenant, to cover the cost of the Housing Service providing a community alarm service. However, no new tenants after the 1<sup>st</sup> November 2011 were able to receive such financial support.



At the time of these changes, many tenants chose to withdraw from the Community Alarm service, or made their own arrangements independently and consequently the numbers of tenants receiving the Service has steadily reduced. There are now only 20 tenants who benefit from this legacy service. They live in Eamont Close, Whinfield Place, Meadow Grove, Lord Street, Newton Road and Ainslie Dale.

Unfortunately, the funding arrangement referred to above ended on the 1<sup>st</sup> April 2016 but due to an oversight I did not pick this up. The balance of monies held for the Service has ensured the cost has been met on behalf of the tenants until recently, but has now run out.

In considering the options for responding to the matter I would comment as follows:

1. I am referring to this as a "legacy service" because our provision of Support Services for older people ended in 2011/12, but we continued with the Community Alarm element for those residents who "chose" to stay at that time. The numbers have greatly reduced compared to previously.
2. All residents with the Service have an alarm unit which is a telephone with additional features. I would describe all of this equipment as dated with limited future life.
3. To provide the Service we have an arrangement with a "third party" contact centre who receive and respond to any calls received. The arrangement has served us well for many years and for which we pay a weekly fee and the units are maintained via an agreement with the supplier. However, I would suggest the work required to facilitate the service for the number of recipients is not proportional.
4. In the closing of our Homelink Service I do not have any colleagues who are directly employed on this area of work. There are colleagues who did previously work in Homelink and when issues arise, they normally would respond and resolve any concerns.
5. The provision of Community Alarm Services can now be accessed by residents through a number of means. Locally, Age UK provide a service and Adult Social Care also operate their own service. The subscriber would be required to pay a fee for the service.

When decisions were made previously regarding Older Persons' Services it was recognised the numbers would continually reduce. The ending of funding would suggest a decision now needs to be made.

Having regard to the small number of users, the very limited input we can provide and the access to the same services elsewhere I would suggest we bring an end to this legacy service.

(i) Legal Implications

The appropriate Notice will be required to change the rent charged to reflect the removal of the Service

(ii) Risk Assessment

We do not have personal information regarding the tenants in question but because of their ages will look to ensure we provide assistance to ensure they have the option of an alternative provider. For this reason I am suggesting a three-month notice period to ensure we have sufficient time to offer this assistance.

(iii) Financial Implications

I have not completed a financial analysis of the cost of providing the service, but would suggest the small - and what will be declining number of residents - does not support the Service's continuation financially. In practice, whilst the charge is added to the rent as a Service Charge, it has been covered by the payment received from Adult Social Care so has not been paid directly by any of the tenants and I would suggest the costs during the close down period be met by the Council.

(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>HOUSING MANAGEMENT FORUM</b>	<b>(D) Agenda Item 7</b>
<b>Date of Meeting: 10th November, 2016</b>	
<b>Reporting Officer: Colin Garnett, Assistant Director - Housing</b>	
<p><b>Title: Grange &amp; Cartmel Community Centre Consultation</b></p> <p><b>Summary and Conclusions:</b></p> <p>The purpose of this report is to share with you the results of a consultation exercise recently undertaken regarding the future use of Grange &amp; Cartmel Community Centre.</p> <p><b>Recommendations:</b></p> <p>Members are asked to note for information the consultation results.</p>	

### Report

The purpose of this report is to share with you the results of a consultation exercise recently undertaken regarding the future use of Grange and Cartmel Community Centre.

In recent years the community centre has been used less and less by tenants and residents and is now not used at all. There is no longer an active tenants' and residents' association and there has been a general lack of interest in continuing with an association going forward.

As a result, the Housing Department has been forced to consider options for its future, the first stage of which was to undertake a consultation to seek the views of the tenants and residents at Grange and Cartmel Crescent. The results, which were shared with members of the Tenants' Forum on 3 October 2016, are attached at **Appendix A**.

The response rate to the consultation was much lower than expected with only two people attending a pre-arranged drop-in session and a further 18 people returning a questionnaire. This represented a response rate of 27%.

Of the six people that expressed an interest in becoming involved in running the centre, three had left contact details. After further discussion with those three it became apparent that their commitment would have been limited through ill health and changeable hours in employment.

Unfortunately, following the consultation, the Housing Department is not confident that there is sufficient interest from tenants to take forward the running of the community centre.

However, many of the responses received did suggest that new accommodation could be an option and, as such, this option will now be explored further.

(i) Legal Implications

The recommendation has no legal implications.

(ii) Risk Assessment

The recommendation has no implications.

(iii) Financial Implications

The recommendation has no additional financial implications.

(iv) Health and Safety Implications

The recommendation has no implications.

(v) Equality & 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

## Grange & Cartmel Community Centre Consultation Results

21 people expressed their views

**Have you ever used the community centre?**

Yes = 6

No = 15

**If yes, what events did you attend...and did you enjoy it?**

"To coffee morning and a chat and yes I did enjoy it"

"Local elections, national elections"

"Bus trips, Xmas dinner, chat and coffee"

"Meetings, voting and also the flat above for stayovers for members of family"

"We had meetings about everyday life, and we discussed days out which we all enjoyed, also Bingo, but I did not attend"

"Coffee mornings and bring and buy sales"

**If no, why not?**

"There wasn't anything there for me to go to"

"Time taken up on doing other things"

"Had no confidence to ask and being quite shy"

"I've lived here 6/7 months and never find time with busy lifestyle (still working) and involved with grandchildren and my local church in spare time"

"Other social interests"

"I only moved here in November"

"Working most days"

"Doesn't want to, has plenty of visitors"

"Just moved here, don't know where it is"

"Have only lived here 17 months. I have health issues and I avoid groups of people"

"Not sure opening times and not sure what goes on it, no publicity"

"I am housebound and unable to get out"

"It is not open. I arrived 2 ½ years ago"

**Are there any other events you would like to see at the centre?**

Yes = 10

No = 7

Not answered = 4

**If yes, what sort of events?**

"Chapel"

"Line dancing, Bingo"

"Bingo, play some games like play your cards right, etc"

"Charity Shop"

"I like if the coffee mornings came back and maybe afternoon tea with games to play"

"Credit Union office, second hand shop, childcare groups"

"I would like monthly meetings to discuss things, and also have a member of the Council to attend"

"Coffee mornings, bring and buy stalls and any event similar"

"Coffee and chat 10 – 12, Bingo pm, quizzes, Xmas party"

"Maybe a whist drive, social evening, Bingo night, music night – retro music from 50's through 70's, maybe organise days out"

**The centre in the past has been run with volunteers. Would you be willing to get involved in running the centre?**

Yes = 6

No = 12

Not answered = 3

**If yes, how would you engage with residents and what activities would you promote?**

"Yes, don't know anything constructive"

"Talking, getting on with activities music or dancing or any type of involvement"

"Unable to do so due to being disabled"

"I like to run the coffee morning and make people feel welcome"

"Anything that would help to form a closer knit social community within the areas"

"Get to know your neighbour – vulnerable people. Check if people are thought to be missing or perhaps poorly"

**If there are no volunteers willing to run the centre, what do you think we should do with it?**

"New accommodation"

"Turn it into visitors flat as the one above has been closed"

"Either create new accommodation or let to other organisation"

"Use it to the best advantage possible"

"Similar accom as is practice normally"

"Turn it into a Chapel to pray and think"

"No idea"

"Find some"

"Make it into a flat"

"It would be shame to close as there are many residents in the retired and older age group that would appreciate, and have time to give possibly to the running and attending. (no ideas) (Maybe more accommodation)"

"Make into living accommodation"

"Don't know"

"No comment, or maybe new accommodation"

"Accommodation"

"We should have a meeting about it and find a way to make it work"

"We could have a monthly session to discuss certain items about the estate, it was very clean then, now it's like a pig farm with all these dogs"

"Try to get volunteers really am sure we could get more involved residents"

"Get people motivated. I cry when I read the wonderful Newsletter, three a year showing people enjoying parties, days out and was greatly saddened when I realised that our community centre wasn't open"

**Would you have any objection to the centre being converted into new accommodation?**

Yes = 4

"Nowhere for family to stay in emergency ie illness/death"

No = 17

**Would you have any objection to the centre being used by people other than tenants?**

Yes = 7

"People who live here"

No = 13

Not Sure = 1

<b>HOUSING MANAGEMENT FORUM</b>		<b>(D) Agenda Item 8</b>
<b>Date of Meeting:</b>	<b>10th November, 2016</b>	
<b>Reporting Officer:</b>	<b>Colin Garnett, Assistant Director - Housing</b>	
<p><b>Title: Future Use of Grange &amp; Cartmel Crescent Community Room and Guest Bedroom</b></p> <p><b>Summary and Conclusions:</b></p> <p>The purpose of this Report is to consider the future use of this facility.</p> <p><b>Recommendations:</b></p> <p>Members are asked to agree the conversion of the Community Centre into a residential accommodation and for the resultant flat and guest bedroom to be incorporated into the housing stock and the Assistant Director look to fund the work from previously agreed Maintenance Budget.</p>		

### Report

The purpose of this Report is to consider the future use of this facility.

At your meeting on 9<sup>th</sup> June 2016 I raised the question of what should be the future use of the above building.

It was agreed to carryout a consultation exercise to ascertain whether there was any interest in the centre and in particular support from the community to keep it open and operating for the benefit of the Residents. The results of the exercise are shown at Agenda Item 8.

Along side the above exercise, I have investigated the option of converting the two facilities into residential accommodation.

In the case of the guest bedroom, no alterations would be required although it would possibly be appropriate to complete some cosmetic works.

With regards the Community Centre, it will be necessary to re-model the space to make it suitable for residential use. I attach at **Appendix B** a copy of the proposed design.

The estimated cost for this work is £15,750.



The proposed arrangement would ensure separate access, to the front for the upstairs former guest room, and at the rear an access to the new ground floor flat. Whilst the ground floor flat would not be wheelchair standard, it will include a laid to fall shower so would be suitable for a person with mobility problems.

In terms of re-letting the resultant properties, the area is popular and I would envisage demand for them.

(i) Legal Implications

The resultant properties will be relet on the Councils agreed Tenancy Agreement.

(ii) Risk Assessment

The cost of funding this facility is relatively small. This proposal is not being suggested as a cost saving exercise but is more about ensuring the most appropriate use of the building. However a decision about its future use must be considerate of characteristics of the wider area. I would summarise by adding; there is clearly no willingness for local residents to take on the responsibility(which is reflective of its history over sometime); to leave it empty would pose various risks to the Council and incur cost; I would suggest demolition as in in-appropriate considering proximity to adjoining property; at relatively low cost the building could be adapted to become residential property and add to the Housing stock.

(iii) Financial Implications

The cost of the two facilities is met by the HRA. A small charge is levied for use of the Guest bedroom, but it is rarely used and the charge is minimal.

The estimated cost to complete the conversion is £15,750, but it would not be unusual with such work to incur additional costs when the work progresses. I would also suggest it appropriate to decorate the guest bedroom and new conversion prior to letting so the final cost is probably going to be in the region of £20k.

I would look to fund this cost from the existing maintenance budget.

On completion the properties will be re-let at a rent dictated by the rent formulae.

(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.

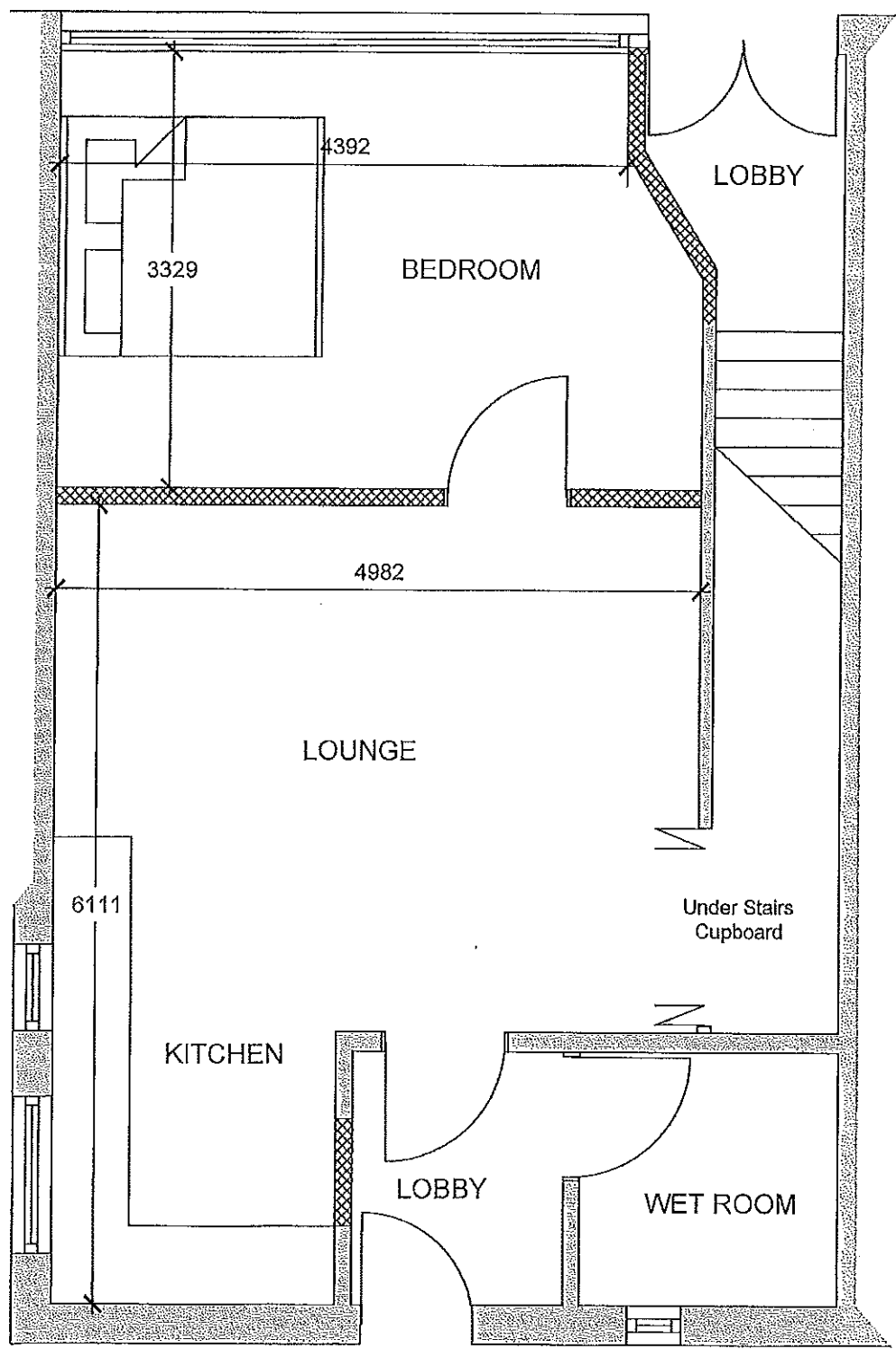
(vi) Health and Well-being Implications

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

Background Papers

Nil

# APPENDIX B



<b>PROJECT</b> Grange & Cartmel Community Centre	<b>Drawn</b> DT	<b>Checked</b>	<b>Approved</b>	<b>Date</b> 16/09/16	<b>Scale(s)</b> 1:50
<b>DRAWING TITLE</b> Proposed Ground Floor Plan Option 3	<b>DRAWING No.</b> BBC-DT-160916/3			<b>Rev</b> 	

<b>HOUSING MANAGEMENT FORUM</b>	<b>(D) Agenda Item 9</b>
<b>Date of Meeting: 10th November, 2016</b>	
<b>Reporting Officer: Colin Garnett, Assistant Director - Housing</b>	
<p><b>Title: Repair Finder: Change of Supplier</b></p> <p><b>Summary and Conclusions:</b></p> <p>The purpose of this Report is to agree the method of procuring a replacement Repair Finder by Direct Award on the basis that there is only one suitable product which meets our business needs going forward.</p> <p><b>Recommendations:</b></p> <p>Members are asked to accept the recommendation to select M3 vendor with a direct award.</p>	

### Report

Northgate is the current supplier of 'Repair Finder', a visual repair diagnostic tool used by Housing to raise repair orders correctly. Whilst the current Northgate product functions well we need to make changes to the way its set up so that it can be used with the new Housing Management System Cx and made available to tenants as an online repair reporting tool.

Because of the way it is designed we cannot make the necessary changes ourselves to the Northgate product – we are wholly reliant on them and their change charges usually run into thousands and take many months to complete.

Northgate is a very difficult vendor to deal with and so far this year we have been unable to make sufficient contact, despite many and various attempts to assess whether the changes could be brought about, when and at what cost. We do know that they do not have a version which is fully configurable by the client.

There are only three products on the market: Omfax which has initial costs around £25k with support costs at £6k per annum; M3 which has initial costs of around £8k and ongoing support about £500 per year; and Northgate's support costs are £1,250 per annum.

I am confident that M3 will deliver what we need. It is a simpler and more manageable product so in the long term will have a lower cost. M3 has already been successfully integrated with Cx.

I would therefore propose that, with your agreement, we simply seek the best quote we can from M3 with a direct award. The cost concerned will fall below the OJEU thresholds.

(i) Legal Implications

The recommendation has no legal implications.

(ii) Risk Assessment

The recommendation has minor implications.

(iii) Financial Implications

The recommendation has minor 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>HOUSING MANAGEMENT FORUM</b>	<b>(R) Agenda Item 10</b>
Date of Meeting: 10th November, 2016	
Reporting Officer: Colin Garnett, Assistant Director - Housing	
<p><b>Title: Cumbria Housing Partners - Enhancing Social Value</b></p> <p><b>Summary and Conclusions:</b></p> <p>The purpose of this report is to consider a proposal from Cumbria Housing Partners to introduce new arrangements to support social value activities, such as apprenticeships and Sense of Place projects.</p> <p><b>Recommendations:</b></p> <p>Members are recommended to:</p> <ol style="list-style-type: none"> <li>1. Agree the proposal for the future delivery of social investment proposed by CHP.</li> <li>2. That all monies derived from the delivery of our maintenance programme be only used for the benefit of the Tenants of Barrow.</li> <li>3. Delegate the Assistant Director-Housing to approve the detailed process for allocating funds and sign the Fund Agreement when he is satisfied the appropriate arrangements are in place.</li> </ol>	

### Report

The purpose of this report is to consider a proposal from Cumbria Housing Partners to introduce new arrangements to support social value activities, such as apprenticeships and Sense of Place projects.

### Background

The Council's preferred process for the delivery of a significant proportion of the Investment Programme is through an arrangement with Cumbria Housing Partners (CHP). This provides access to a number of OJEU compliant frameworks. The Maintenance and Asset Manager represents the Council and is a member of the Board of CHP.

In addition to the advantages derived from delivering investment works through this approach, it enables the Council to support jobs, training and community investment from the savings made on the procurement of its planned works.

As a member of CHP, we have been committed to the underlying driver that social housing providers can achieve more for their neighbourhoods and Cumbria by working together. Since the Company was formed in 2008, CHP has achieved positive outcomes in terms of apprenticeships and Sense of Place projects and this has been externally verified.

However, emerging needs, continued high levels of worklessness in some areas of the county and reducing investment mean that CHP has to consider more innovative and collaborative solutions and opportunities.

In order to maximise investment in social value activities for the benefit of tenants, CHP is proposing to establish a donor advised investment fund with Cumbria Community Foundation (CCF). The advantages as CHP sees them are:

- A higher degree of collaboration across the county than is currently being achieved;
- Match funding – more money invested for the benefit of tenants. CCF has access to other funding streams and the CEO has an objective to bring in an additional match as part of a match challenge initiative;
- Improved project development – CCF has contact with 3,000 third sector community organisations in Cumbria; and
- Improved publicity of CHP landlords work on behalf of their tenants and neighbourhoods.

CHP proposes to invest in the region of £100k for four years using a mix of reserves and revenue funds, although this will be dependent upon fees.

A donor advised fund such as is being proposed allows the donor i.e. CHP to determine how the funds are spent, on which priorities and the ability to approve or reject each and every application made to the fund. CCF have standard applications forms, available on line, which will be amended to reflect the nature of the CHP fund and standard reporting formats, which will identify what has been achieved on a quarterly and an annual basis. This data can be benchmarked against outcomes on a national basis, through the national network of community foundations.

The Board of CHP, including the Councils representative, has identified two key ambitions for the fund:

1. To support employment and training opportunities for those living in landlord homes; and
2. To build the capacity/resilience of landlord communities to address their own challenges and opportunities.

Within these two key ambitions, CHP can identify the types of projects it won't fund and will have the opportunity to approve or reject any application that comes before it.

Once these ambitions have been agreed they will be included in a fund agreement, signed by both parties. A draft copy is attached at **Appendix C**.

The next step is to approve the application form so that CHP's priorities can be accommodated and add a question identifying how the project supports landlord tenants and the monitoring requirements. Both the ambitions and priorities for the fund are to be discussed at a workshop on the 6<sup>th</sup> December, led by the Employment and Skills Group.

It is the intention of CHP that the Employment and Skills Group (each landlord including Barrow is represented) will continue to consider every application that is made to the fund. All applications will be subject to the usual due diligence checks carried out by CCF before coming to this group. Once agreed CCF's grant making panels will note the grant awards. So in Barrow, each application will be minuted as a part of the deliberations of the Barrow Grants Panel of CCF, which meets eight times each year. In this way CHP landlords will retain direct control over the allocation of funds, but with the advantages of drawing in additional funds for the benefit of our tenants and with the support of CCF's infrastructure to identify and develop projects.

(i) Legal Implications

The relationship with CCF will be incorporated within the working document that seeks to ensure the Council's money is managed properly. An initial draft of this document is attached at **Appendix C** and will only be signed once the Assistant Director – Housing agrees its wording.

(ii) Risk Assessment

The Housing Service has delivered in the region of twelve apprentices through this process, employed either by the Council, or its Contractors. Through the Sense of Place process we have been able to invest in both the Ormsgill Youth Club and Griffin Community Centre. However more recently, we have been less successful in identifying new Sense of Place projects. I would suggest this new arrangement has the opportunity to encourage greater engagement and as a result improved outcomes for Council Tenants.

(iii) Financial Implications

The monies derived through our arrangements are in the region of £20/25k per year, determined by the level of works completed. A charge of 10% will be levied by CCF for administering the monies but will also provide the opportunity for matched funding.

(iv) Health and Safety 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

## Fund Agreement

THIS AGREEMENT is made between:

- (1) **The Foundation: CUMBRIA COMMUNITY FOUNDATION**, of Dovenby Hall, Dovenby, Cockermouth, Cumbria CA13 0PN, a registered charity with charity registration number 1075120 and
- (2) **The Donor: Cumbria Housing Partnership Ltd**, of 3 Paternoster Row, Carlisle, CA3 8TT, registered company number 06735012

and sets out the terms on which the Foundation will administer a fund to be created with the Foundation by the Donor.

### 1 Name of Fund

The fund will be called the Cumbria Housing Partners Fund ("the Fund"). Should the business be sold, the fund name must not be changed.

### 2 Background Information

The Fund is to be created by Cumbria Housing Partnership Ltd to support the tenants and residents living in the neighbourhoods serviced by the businesses member organisations.

### 3 Type of Fund

This is a flow through fund, although over time the fund may be changed to become an endowment fund, depending on the level of spend.

### 4 Financing the fund

The Donor's first donation to the Fund is £100,000 with possible further donations of £100,000 for the next four years. There is also a longer term objective to develop the fund over time through staff fundraising and other activities.

### 5 Primary purpose and status of the Fund

The support or promotion of any charitable purposes for the relief of poverty, the advancement of education (including training for employment or work), the advancement of religion, the protection or promotion of good health both physical and mental and for any other charitable purpose for the benefit of:

- (i) the community of the County of Cumbria and its immediate neighbourhood ('the Principal Area of Benefit')
- (ii) communities elsewhere always provided that the support of such communities is ancillary to the support or promotion of charitable purposes benefiting the Principal Area of Benefit.

The Fund will not be held by the Foundation as an independent trust or charity, but will be named and accounted for as a fund within the Foundation's restricted funds, in that the grant making from the Fund will be restricted to the priorities mentioned below.

# Fund Agreement

## 6 Grant making

The Donor requests the Foundation and the Foundation agrees:

### 6.1. Grant making priorities

Without prejudice to the wide ambit of the Primary purpose set out above, the Foundation will use the Fund to support projects that increase employment opportunities and improve skills of residents living in the neighbourhoods serviced by the businesses member organisations. It will also support organisations which enhance community capacity.

In the absence of a direction from the Donor otherwise the Fund will not be used for [Click or tap here to enter text.](#) *Include here any exclusions – eg, [ ] type of activity/project/organisation* This sentence is optional and should be deleted if not required. ie, only to be used if required by the donor

### 6.2. Frequency of grant making

As applications and the Fund finances allow.

## 7 Decision making

Without prejudice to the overriding power and duty of the Foundation to carry out its objects and fulfil its Primary purpose in relation to the Fund and all other monies under its control:

The Fund will be donor advised by an internal panel made up of representatives from Cumbria Housing Partnership Ltd, 3 Paternoster Row, Carlisle, CA3 8TT.

## 8 Financial management

The Foundation will:

- be responsible for financial management of the Fund, which will be pooled with other funds held by the Foundation, and any bank interest earned on the funds so held by the Foundation will be credited to the Foundation's unrestricted reserves;
- claim any eligible Gift Aid and credit it to the Fund;
- The provisions of the Foundation's Memorandum and Articles of Association for the time being will apply to the Fund held as part of the general assets of the Foundation.

## 9 Grant making and donor services

- promotion and marketing of the Fund and provision of a point of contact for information, advice and application forms
- assessment of grant applications against criteria including evidence of need, evidence of community use, evidence of community involvement, organisation's financial position and ability to manage
- monitoring of use and benefits from grants awarded
- information and advice on effective giving and local needs
- provision of an annual fund report outlining grant expenditure and activities funded
- provision of copies of Foundation publications

# Fund Agreement

- arrangement of visits for donors, fund advisors and panel members to Foundation-funded projects
- servicing of a minimum of one meeting each year with the Donor, where required by the Donor
- invitation to the Donor to the Foundation's Annual General Meeting and other events
- the Fund will be recorded as a restricted fund in the Foundation's annual accounts

The Donor will be assigned a designated member of staff at Cumbria Community Foundation who will be the main point of contact and oversee the fund. All other grant officers will have sufficient knowledge about the Fund to provide support and advice to groups wishing to access the Fund.

The Foundation will offer information and support to all applicants to the Fund. One to one meetings will be arranged where appropriate.

## 10 The Foundation's cost contribution

The charge for administering the Fund is as follows:

10% of the annual donation. This to be reviewed at the end of year and when the fund may transfer to long term status.

This Agreement supersedes any previous agreements relating to the Fund.

Signed Choose an item. the Donor  
*There are two drop-down options here: Signed by the donor (for individuals). If there is more than one donor, then each should sign. For companies, it is preferably (although not now a legal requirement) to have two signatories, who will sign on behalf of the donor.* Click or tap here to enter text.

**Signed:** .....

**Name:** .....

**Date:** .....

**Signed:** .....

**Name:** .....

**Date:** .....

# Fund Agreement

Signed on behalf of Cumbria Community  
Foundation

**Signed:** .....

**Name:** .....

**Position:** .....

**Date:** .....

*Please ensure that the signature block does not sit  
on a page on its own*

**To be signed on behalf of CCF by only  
the Chief Executive or Chief Operating  
Officer**

FOR INFORMATION - AGENDA ITEM 11

PLANNED INVESTMENTS 2016-17

SCHEME	PROCUREMENT TYPE	AVAILABLE BUDGET	EXPENDITURE TO DATE	ESTIMATED START DATE	ESTIMATED COMPLETION DATE	CONTRACTOR	COMMENTS	Lease-holders affected?
RE-ROOFING AND POINTING WORKS- ROOSEGATE ESTATE PHASE 3 (2-3 YEARS DELIVERY PLAN)	CUMBRIA HOUSING PARTNERS	£1,319,625	£ 759,496	1.5.2016	20.12.2016	DLP Roofing	60% COMPLETE	No
RE-POINTING/ RENDERING ORMSGILL ESTATE (PHASE 2)	CUMBRIA HOUSING PARTNERS	£250,000	£ 194,173	01/08/2016	20.12.2016	DLP Roofing	70% COMPLETE	No
WINDOW & DOOR REPLACEMENTS VARIOUS HOUSING AREAS	CUMBRIA HOUSING PARTNERS	£400,000	£ 502,972	01/04/2016	31.3.2017	TOP NOTCH	95% COMPLETE	No
COMMUNAL ENTRANCE PAINTING - CENTRAL	CUMBRIA HOUSING PARTNERS	£10,000	£ -	01/10/2016	31.3.2017	GEORGE JONES	0% COMPLETE	Yes
GARAGE IMPROVEMENTS	CUMBRIA ROOFING	£75,000	£ -	01/10/2016	31.3.2017	CUMBRIA ROOFING	0% COMPLETE	No
REWIRES	CUMBRIA HOUSING PARTNERS	£355,300	£ 216,233	01/04/2016	31.3.2017	K WILSON	65% COMPLETE	No
BATHROOMS	CUMBRIA HOUSING PARTNERS	£149,400	£ 98,996	01/04/2016	31.3.2017	AB MITCHELL	80% COMPLETE	No
KITCHENS	CUMBRIA HOUSING PARTNERS	£125,000	£ 136,484	01/04/2016	31.3.2017	AB MITCHELL	95% COMPLETE	No
HEATING	CUMBRIA HOUSING PARTNERS	£455,000	£ 198,014	01/04/2016	31.3.2017	AB MITCHELL	35% COMPLETE	No
PAINTING	CUMBRIA HOUSING PARTNERS	£150,000	£ 27,723	01/04/2016	31.3.2017	G JONES	25% COMPLETE	Yes

HOUSING MAINTENANCE COMMITMENTS 2016-17

	Funding Available 2016-17	EXPENDITURE TO DATE	Weekly Available	Gross Comm. as a % funds available
Tenant Demand Repairs	£ 1,070,200	£ 499,498	£ 20,581	47%
Voids	£ 603,044	£ 375,102	£ 9,674	75%
Gas Servicing	£ 195,392	£ 157,997	£ 3,758	81%
Decoration Vouchers	£ 30,000	£ 18,836	£ 577	63%
Environmental Impmts	£ 25,000	£ 15,142	£ 481	61%
Disabled Adaptations	£ 100,000	£ 159,280	£ 1,923	159%
Electrical Testing	£ 81,000	£ 27,022	£ 1,558	33%
Door Entry Maintenance	£ 20,000	£ 11,992	£ 385	60%

FOR INFORMATION - AGENDA ITEM 12

**HOUSING PERFORMANCE INDICATORS**

<b>Rent Arrears &amp; Collection Dwellings (exc. Dispersed)</b>	<b>Actual 2014/15</b>	<b>Actual 2015/16</b>	<b>Apr-June 2016</b>	<b>Apr-Sept 2016</b>
£ Rent & Service Charges due (Including empty properties)	£11,265,022	£11,416,157	£2,739,809	£5,553,182
£ rent loss due to empty dwellings (voids)	£164,758	£149,667	£39,896	£75,947
£ Rent collected from Current Tenants	£11,059,494	£11,267,074	£2,653,648	£5,467,410
£ Rent collected from Former Tenants	48,075	56,798	£21,877	£45,876
Total Rent collected as % of rent due	98.18%	98.69%	96.86%	98.98%
£ Current Arrears	£395,657	£360,453	£412,851	£462,914
£ Former Arrears	£192,359	£230,070	£234,690	£235,931
Write Offs (Gross)	£130,795	£105,959	£18,913	£33,219
Tenants evicted for rent arrears	11	17	2	6
£ Rent Arrears UC claimants	£9,779	£36,011	£71,418	£93,942
<b>Arrears &amp; Collection - Other Properties</b>				
£ Rent arrears Dispersed (Homeless)	£401	£1,778	£888	£2,161
£ Rent arrears Garages	£2,769	£2,294	£3,197	£8,235
£ Rent Arrears Shops	£2,966	£5,028	£4,907	£7,422
£ rent loss due to empty Dispersed (Homeless)	£27,528	£35,255	£8,331	£17,314
£ rent loss due to empty Garages	£2,501	£1,308	£411	£905
£ rent loss due to empty Shops	£0	£0	£0	£0
<b>Void &amp; Lettings (General Needs)</b>				
Total Dwellings	2649	2633	2625	2619
Total number of re-lets	324	254	80	135
% of re-lets accepted on first offer	72.8%	62.2%	67.6%	unavailable
Number of re-lets that underwent Major Works	17	101	13	unavailable
Average relet time in days (Standard)	37	38	16	9
Average re-let time in days (Major Works)	62	60	45	48
Average re-let time in days (all re-lets)	44	46	48	47
Number of units vacant and available for letting at period end	5	31	20	19
Number of units vacant but unavailable for letting at period end	26	12	11	9
No.Tenancies terminated	267	271	67	122
Tenancy Turnover %	10.1%	10.3%	2.6%	4.7%
<b>ASB</b>				
Number of new anti-social behaviour cases reported	38	84	7	12
Number of closed successfully resolved ASB cases	100%	78%	67%	50%
Number of closed unresolved anti-social behaviour cases	1	66	1	2
<b>Repairs &amp; Maintenance</b>				
Average number of calendar days taken to complete repairs	16.48	15	14	18
Percentage of repairs completed at first visit	N/A	96.4%	94.9%	97.34%
% all responsive repairs completed on time	78.4%	86.7%	89.7%	81.97%
Number Repair Orders completed	10,282	10,290	2031	4250
Average Responsive repairs per property	3.9	3.9	0.8	1.6
Appointments kept as a percentage of appointments made	N/A	88.0%	91.97%	93.23%
<b>Major Works &amp; Cyclical Maintenance</b>				
Percentage of dwellings with a gas safety certificate renewed by anniversary	100.0%	100%	100%	100%
Percentage of homes that fail to meet the Decent Homes Standard	2.8%	0.49%	0.39%	0.38%
*Average SAP rating of dwellings at end of year (based on RD SAP 9.83)	69.2	69.4	69.4	69.4

## FOR INFORMATION - AGENDA ITEM 12

<b>Homeless</b>				
Homeless ave. days in temporary dispersed accommodation	52	70	38	67
Homeless ave. days in temporary B&B accommodation	36	22	29	33
Homeless Total Cases Closed	689	787	304	398
Homeless Advice	178	227	138	248
Homeless Prevention	321	385	126	166
Homeless Successful Preventions	174	158	90	123
Eligible Homeless (Owed a full duty)	16	17	3	5
<b>Staff satisfaction with employer</b>	<b>Actual 2014/15</b>	<b>Apr-Mar 2016</b>		
Average permanent employee headcount	56	53	55	54
Number of leavers	0	3	0	1
Ave. working days lost / sickness absence	14.3	18.8	12.5	12.6
<b>Customer contact &amp; complaints</b>				
The number of Stage 1 complaints upheld in the year	2	2	1	2
Percentage of complaints resolved at first contact				0
<b>Water Charge Collection</b>				
Direct Debit payers	765	793	785	790
Successful applications for Support Tariffs	510	570	567	527
<b>Housing Register</b>				
Cumbria Choice Register	1421	1242	1285	1369
Active Direct Applicants	1151	1018	1057	1075
Active Transfer Applicants	270	224	228	294
<b>Housing Stock</b>				
Houses	1263	1252	1242	1237
Flats	1230	1213	1215	1214
Bungalows	156	156	156	156
<b>General Needs Dwellings</b>	<b>2649</b>	<b>2621</b>	<b>2613</b>	<b>2607</b>
Dispersed	10	10	10	10
Homeless (Cold Weather Provision)		3	0	0
New Lives Project		2	2	2
Adelphi Court	0	12	12	12
<b>Total Dwelling Stock</b>	<b>2659</b>	<b>2648</b>	<b>2637</b>	<b>2631</b>
Community Centres	5	5	5	5
Leaseholds	208	208	209	210
Garages	489	489	497	497
Shops	19	19	19	19
<b>TOTAL PROPERTIES</b>	<b>3380</b>	<b>3369</b>	<b>3367</b>	<b>3362</b>
<b>RTB Properties / Land (Values)</b>				
Houses	£509,170	£498,310	£394,875	£601,035
Flats	£60,540	£0	£25,960	£44,560
Bungalows	£28,670	£0	£0	£0
Land	£3,000	£0	£0	£0