

BOROUGH OF BARROW-IN-FURNESS

HOUSING MANAGEMENT FORUM

Meeting: Thursday 15th June, 2017
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 23rd February, 2017 (copy attached).
5. Apologies for Absence/Changes in Membership.

STRATEGIC PLANNING

- (R) 6. Housing Revenue Account Finances
- (R) 7. Sales of Miscellaneous Land on Council Estates

OPERATIONAL

- (D) 8. Appointment of Representatives to Working Groups etc.
- (D) 9. Update: Syrian Resettlement Programme

- (D) 10. Housing Management Performance Report 2016/17
- (D) 11. Housing Maintenance Investment Programme 2017/18

FOR INFORMATION

- 12. Planned Investment and Planned Maintenance 2016/17 Year-End Expenditure

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
W. McEwan
A. Thurlow
L. Williams

TENANT REPS TO BE APPOINTED AT TENANTS' FORUM AGM ON 12TH JUNE 2016

For queries regarding this agenda, please contact:

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Published: 7th June, 2017.

HOUSING MANAGEMENT FORUM

Meeting: Thursday 23rd February, 2017
at 2.00 p.m.

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

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

Officers Present:- Colin Garnett (Assistant Director - Housing), Keely Fisher (Democratic Services Officer) and Katie Pepper (Democratic and Electoral Services Apprentice).

78 – Minutes

The Minutes of the meeting held on 12th January, 2017 were taken as read and confirmed.

79 – Apologies for Absence

Apologies for absence were received from Councillor Brook and Tenant Representative, Mr M. Gray.

80 – Housing Maintenance Investment Programme 2017/18

The Assistant Director - Housing sought approval for the expenditure profile for 2017/18. The proposed profile and priorities were based on the agreed Five-year Asset Management Strategy 2015 and made reference to the findings of the 2014 Stock Condition Survey.

The principles adopted in the 2017/18 proposed programme continued with the previously agreed targets set out in the 2015 Asset Management Plan (AMP) and sought to ensure:-

- The Council maintains the Decent Homes Standards;
- The aspirations of tenants were considered and incorporated within the Programme;
- To work collaboratively with other housing providers and contractors to improve delivery of planned and responsive repair services;
- To ensure properties were safe, energy efficient and weatherproof; and
- Investments were prioritised on a just in time and worst-first basis.

The Assistant Director provided a progress summary for the current year 2016/17 which included the Decent Homes Standard (DHS) and Planned Maintenance.

The proposed investment profile for 2017/18 was attached as an appendix to the Assistant Director's report.

The profile followed the “sustainable” investment model shown in the 2015 AMP and built on existing priorities to upgrade external components such as roofs and external wall finishes. Heating and electrical circuits continued to receive significant investment whilst the trend to spend less on kitchen and bathroom improvements would continue for the foreseeable future.

The HRA baseline model allocation for 2016/17 was based on an asset portfolio containing 2636 (Forecast at 1/4/2016) properties:

Maintenance Allowance (per property £1,274.33)	£3,359,141
Major Repairs (per property £696.89)	£1,837,000
Total	£5,196,141

Over the next two years, major investment works would continue to be delivered through the existing arrangement with Cumbria Housing Partners (CHP).

Whilst this years planned investment works were progressing satisfactorily Officers were concerned that focus of future investments on external works, such as roofing and rendering, provided a significant risk from disruption by adverse weather conditions.

In order to ensure all proposed investments for next year (2017/18) were delivered within the financial year, Members were asked to agree that Officers continue with the previously agreed methodology to deliver the external works, programs during the spring, summer and autumn months wherever possible.

The program included some newly arising investment needs that were not identified in the 2014 Stock Condition Survey. The newly arising improvements included:-

- Yew Tree Estate – 40 flats on this estate required roof replacements. This work had arisen as a result of component failure and the unavailability and discontinuation of replacement tiles from the tile manufacturer;
- Tummerhill Estate – 36 flats on this estate required remedial damp works and re-rendering. This work had arisen due to last years unprecedented levels of rainfall and the inability of the external brickwork to deflect water on such an exposed location. Officers wished to make Members aware that there were an additional 41 properties with similar but less urgent damp problems that may require improvement in 2018/19;
- Lower Hindpool – 20 flats on this estate required remedial roof repairs. This work had arisen due to problems with the existing lap and porosity of the existing mono pitch roof tiles; and
- Storey Square, Dalton – 30 properties required remedial wall tie replacement and pointing improvements. This work had arisen due to previously unidentified corrosion of the wall ties within the cavity wall construction.

RECOMMENDED:-

1. To note progress on achieving and maintaining the Decent Homes Standard;
2. To agree the annual investment profile shown at Appendix A of the report;
3. To agree continued delivery through CHP;
4. To note the intention to deliver external works during the spring, summer and autumn months whenever possible; and
5. To note the newly arising investment works identified in the report.

81 – Tenancy Agreement Review

The Assistant Director - Housing provided Members with an update on the progress of the Review of the Tenancy Agreement.

The Housing Service operated two types of tenancy - an Introductory Tenancy and a Secure Tenancy. The current Tenancy Agreement was due for review due to operational changes and also changes in legislation with the Localism Act and Housing and Planning Act 2016 which impacted on clauses within the Tenancy Agreement.

In order to move the review forward there had been several meetings with Scrutiny Group to look at the existing Tenancy Agreement but also to discuss drafts of the revised agreement. Scrutiny Group agreed for the Housing Service to engage the advice of specialist Housing Solicitors to ensure all areas affected by changes in legislation were incorporated into the review. The following areas had been considered and, where necessary, updated as part of this process:-

- Strengthening powers available to Housing Service for tackling Anti-Social Behaviour in line with the Crime and Policing Act 2014;
- Incorporating the collection of Water Charges;
- Consideration given to flexible tenancies/fixed term tenancies in line with Housing and Planning Act 2016;
- Photographs of tenants to deter tenancy fraud and assist with tenancy audits;
- Data Protection and Data Sharing provision;
- Flexibility with Tenancy Start dates to maximise collection of Housing Benefit; and
- Right of succession in line with Localism Act and Housing and Planning Act 2016.

A draft of the new Tenancy Agreement had now been created which would need to be put out to a four-week consultation period. All current housing tenants would be sent a copy of the draft tenancy agreement to give tenants the opportunity to provide feedback. The Housing Service website would also have a section entitled 'Tenancy

Agreement Review' which would include a copy of the draft review policy and information regarding the consultation process. A copy of the current draft was attached as an appendix to the report for Members' information.

Following the consultation process and any subsequent changes made, a report would be brought back to Housing Management Forum with a draft of the final Tenancy Agreement for approval.

RECOMMENDED:-

1. To note the content of the report; and
2. To agree the Review of the Tenancy Agreement be progressed to a Consultation Process with all Barrow Borough Council housing tenants.

82 – ASB Action Ltd Service Level Agreement 2017/2018

The Assistant Director - Housing reported that Barrow Borough Council had an obligation to the residents in the local areas they managed to do all they reasonably can to prevent crime and disorder in these areas. The Anti-Social Behaviour, Crime and Policing Act 2014 powers came into effect on 20th October, 2014. The purpose of the Act was to provide more effective powers to tackle Anti-Social Behaviour (ASB) and offered greater protection to victims and communities, whilst paying regard to the treatment of the underlying behavior issues of ASB perpetrators.

The Act replaced the 19 previous ASB powers with six broader powers and a New Absolute Ground for Possession, streamlining procedures and focusing on the behaviour of people. The Act also imposed a requirement to implement the 'Community Trigger'. This was a mechanism which allowed victims of ASB to request a review of the management of their case if they perceived there had been no action taken or the action taken was not appropriate. The Community Trigger was enacted early in 2014.

It was widely accepted that failing to tackle ASB and nuisance promptly could undermine not just physical regeneration of areas but community cohesion. Residents did not wish to live in an area of crime, graffiti, environmental damage (fly-tipping) or noise nuisance. It was therefore in both parties' interest that complaints were dealt with speedily and that a seamless service was presented to residents who had historically complained about their case being referred to a variety of agencies with no real ownership of the case.

The core service provided by ASB Action Ltd was the provision of ASB and neighbour nuisance services. This assisted the Housing Service to deal effectively with ASB and neighbour nuisance, using tried and tested methods developed by three of the country's leading practitioners in this field.

The services provided by ASB Action Ltd included:-

- Review cases referred and provide action points to Officer's dealing with ASB within specified timescales to ensure prompt service to our customers;

- Where appropriate, collect evidence and construct witness statements to a standard required for Civil Court proceedings;
- Act as professional witness in court where required;
- Carry out audits/case reviews;
- Provide the Estates Team with the range of appropriate legislation which can be used to resolve specific cases and support strategic initiatives;
- Review the Housing Service's existing ASB Policies and Procedures and, where necessary, make recommendations to ensure service improvement;
- Provide Barrow Housing Service with a witness support service, including an out-of-hours telephone service to support the most vulnerable witnesses;
- Provide a coaching, training and mentoring service with the new 'Powers' for the front line officers and managers of the Housing Service on the best practice for tackling and preventing ASB; and
- ASB Action Ltd, in supporting Barrow Housing Service, would seek to provide a service which appeared seamless to the complainant/witness.

ASB Action Ltd offered a Service Level Agreement in which Barrow Borough Council Housing Service could undertake to purchase 10 days to be used over a 12 month period. The 10 days could be used however the organisation felt would best suit the needs of the Service i.e. training, mentoring, critical friend, case work reviews, etc. Within the 10 days staff were not deducted any time for telephone or e-mail advice. Staff could ring through with problems and they would be advised of the course of action to take. The Housing Service would be invoiced monthly with itemised work/cases giving hours used as an audit trail.

During the last 12 months the Service Level Agreement with ASB Action had assisted the Housing Service to successfully obtain five Injunctions for ASB; they also assisted in seven cases where legal intervention was used to prevent ASB.

The cost of a 10-day Service Level Agreement including training was £4,785 plus VAT.

Effective management of Anti-Social Behaviour was a key component of the Housing Service achieving its aim to provide well-maintained homes and estates where people chose to live.

ASB Action Ltd offered a specialised service which focused on assisting Social Housing providers deal with such issues.

RECOMMENDED:-

1. To note information on the Service Level Agreement with ASB Action Ltd; and
2. To agree to renew the Service Level Agreement for a further 12 months with ASB Action Ltd. and that the requirement to obtain written quotations be suspended due to the specialised service provided by ASB Action Ltd.

REFERRED ITEMS

THE FOLLOWING MATTERS ARE REFERRED TO COUNCIL FOR DECISION

83 – Cumbria Housing Partners

The Assistant Director - Housing's report was to propose improved arrangements for delivering the Investment Plans for Council owned properties.

The Council had delivered its Housing Investment Plans through Cumbria Housing Partners (CHP), acting as an access point to Procure Plus (PP) frameworks, since 2008. Initially the Council were a "customer" of CHP but more latterly becoming formal Members with a place on the Board.

CHP had created the opportunity to access PP frameworks to deliver works collaboratively with a number of Social Housing Landlords in Cumbria and the wider North West. This had provided added value in the delivery of such work through economies of scale and enabled the Council to draw on the experience and knowledge base of all partners across the North West Region which would not be possible to replicate internally, or in the Cumbrian sub region. The experience had been positive and resulted in significant savings.

CHP had also, through the fees charged, provided the opportunity to deliver social investment into the areas in which the Borough Council operated. This had previously included projects such as "sense of place" and employment that offered direct benefits to residents on Council estates.

As the income of the Housing Service continued to reduce, this business principle of working collaboratively provided a key opportunity to protect the delivery of the Council's maintenance services, mitigate risks and achieve efficiencies unlikely to be achieved by working independently or sub regionally.

More recently the Assistant Director had been reviewing the existing Business Plan for CHP and he was concerned about a number of operational matters. This included the following:-

1. It was a requirement all partners should deliver 75% of their investment spend through CHP. With the exception of Barrow, this was not now happening.
2. The forecasted proportion of total spend by other landlords through CHP had declined significantly in recent years. The Borough Council's spend had remained consistent and now represented a significantly larger proportion, approaching 50%, of the total.
3. The Assistant Director suggested the above appeared to challenge the original concept of working collaboratively and secondly meant that income derived from fees by implication would pay a greater proportion of the partnerships costs
4. Two of the members had recently formed a Cost Sharing Vehicle (CSV) to deliver their planned and responsive repairs services. There was motivation to build that business with the intention of using it to deliver planned and responsive repairs to CHP members. This would further reduce the CHP spend and result in the Council assuming a greater proportion of the running costs of

CHP, whilst the new primary services provided by CHP were not enjoyed by the Council.

5. CHP was currently investigating alternative ranges of services it could provide to increase income, including new work streams currently available through Procure Plus. There was also an intention to directly procure a new independent CHP labour framework outside the existing arrangements with Procure Plus and employ additional resources to establish and run that framework. However, the income of CHP had been reduced directly as a result of other members choosing to deliver a proportion of their investment through other means and therefore these alternative investments would be at the expense of the Council although not for the benefit of the Council.
6. Ironically it was the case, however, the cost of developing potential new income streams may fall disproportionately on those landlords, particularly ourselves who deliver the most work through the current framework and have no intention of using the new services.

In any partnership, there would always be a need to compromise to cater for the differing business requirements of its partners. It was inevitable that CHP would look to develop at some point.

The current arrangements had worked well, because they were straightforward, had narrower focus and essentially were linked to a larger Procurement arrangement which was better placed and resourced to provide the frameworks on which the process operated.

The principles behind CHP were to provide the opportunity for procuring maintenance services in a collaborative manner leading to increased efficiency. Landlords of CHP could access a range of "frameworks" for different work streams that could be drawn on as and when required. Additional benefits for landlords included re-investment of fees to allow social investment. This could be delivered in a variety of ways and included employment/apprenticeship opportunities for tenants and residents on Council estates.

CHP had a business model that replicated an existing agreement with Procure Plus and Re-allies.

Procure Plus and Re-allies licensed their frameworks along with their IT facilities to CHP who in turn provided sub-licences to members. There was a transactional fee that members were required to pay CHP and Procure Plus that was based on a percentage of the value of work delivered.

The objectives of Barrow remained unchanged, creating efficiency of delivery, mitigating the risk of procurement, and re-investing savings back through social improvements and employment opportunities.

The Assistant Director had raised several concerns within his report but felt that Items 4 and 5 involving the direction and priorities of the new CSV and the proposed new independent CHP labour framework fell outside the scope of existing arrangements with Procure Plus and hence posed the greatest concern moving forward.

On the basis of the existing underspend and forecasted reduced spend by other member landlords, the Assistant Director had been in discussions with Procure Plus to evaluate a continuation of the Borough Council's existing model of delivery going forward. It was clear this would be relatively straightforward, including changes in the "licence" arrangements being direct to Procure Plus and could be achieved without delay.

In considering this option, the Assistant Director had assurance that Procure Plus would significantly improve the delivery of the Council's social investment in terms of local employment with immediate effect and this would include encouraging and assisting local Contractors and other local employers to employ Barrow residents. That model supported local social enterprises that were engaged with finding work for people distant from the labour market and building their capacity to do so. There was no additional cost for this service and it was anticipated that at least 10 jobs over and above the framework requirement would be secured in each financial year.

The option remained that the Borough Council did "nothing" and remain a member of CHP and in time hope that other members increased their spend, or accept the current practice of CHP as it had evolved and no doubt would continue to do so did not reflect the Borough Council's requirements.

Arrangements with CHP were by way of a "sub-licence" and it would be necessary to serve Notice on CHP (3 Months) and enter a new "sub-licence" with Procure Plus directly for future call offs for works and materials. Underlying Contracts were direct with appointed Contractors completing works and would be on going

The joint procurement model had provided financial benefits. Overall research previously reported by Ark Consultancy in their report dated 21st January, 2015 for CHP Board Members showed that CHP offered savings of around 17% to members. By comparison, Procure Plus offered savings of around 32% to its members.

The overall fees paid moving forward would be reduced for delivery. The current fee levels were 5.5%, of which 2.5% funded CHP running costs and social enterprise and 3.0% went to Procure Plus. The new fee proposal with Procure Plus would see fees reduce to 4%. 1% of these fees would be set aside for social enterprise initiatives.

The proportionality of Barrow's spend with CHP was assessed annually and if that share was disproportionate, an internal financial review was triggered which may lead to problematic consequences for the Borough Council's accounting and closedown processes.

RECOMMENDED:- That Council agree:-

1. The Housing Investment Plan be delivered directly with Procure Plus;
2. The Assistant Director - Housing be authorised to serve the required notice to end the Council's membership of Cumbria Housing Partners at the appropriate time; and
3. The Assistant Director - Housing ensures the appropriate legal framework is in place to deliver works directly through Procure Plus.

The meeting closed at 2.30 p.m.

HOUSING MANAGEMENT FORUM	(R) Agenda Item 6
Date of Meeting: 15th June 2017	
Reporting Officer: Colin Garnett, Assistant Director - Housing	
<p>Title: Housing Revenue Account Finances</p> <p>Summary and Conclusions:</p> <p>The purpose of this Report is to update Members on the savings still required in the HRA to reflect the current reduction in rents and ensure financial stability and resilience in the medium term.</p> <p>Recommendations:</p> <p>Members are recommended to:</p> <ol style="list-style-type: none"> 1. Note progress on savings in the last financial year and the Director of Resources' projection of further savings required; 2. Agree the Council confirm its position regarding the option to consider stock transfer or pursue a retention policy; 3. Agree the HSRWG continue the approach of "good housekeeping" to provide options for reducing expenditure; and 4. Agree the HSRWG be instructed to consider the model of service delivery provided by the Council to reflect current challenges, and to future-proof the service as far as is practical. 	

Report

The purpose of this report is to update Members on the savings still required in the HRA to reflect the current reduction in rents and ensure financial stability and resilience in the medium term.

Housing Revenue Account: Summary of current and future pressures

From a financial perspective, the Housing Service operates on the principle that its operating costs are met from the income received in rents from its tenants.

Similar to other organisations, its viability is often influenced by factors outside its control.

The service is shrinking through Right to Buy; there is little prospect of replacing the stock lost; and there is very limited opportunity to increase income to replace that lost by Right to Buy.

This has been an ongoing issue for many years but is now further compounded by the instruction to reduce rents by 1% annually for a four year period. The Council has focussed on reducing expenditure to reflect the reduction of rent over the last two years, but still needs to consider how it will do so over the next two years.

It is not clear what the “national” rent policy will be after the next two years, but the decline in local authority owned housing over many years would suggest the challenge of providing acceptable services will remain a challenge.

Within this context, there are the ongoing pressures of maintaining services which are acceptable to tenants and the Council. To date I would suggest the savings agreed have a minimal impact on the service from the viewpoint of service users.

To continue in this way will become more of a challenge and consideration of our model for service delivery will have to be considered to meet the requirements of becoming increasing efficient, but fundamentally reducing costs to reflect the loss of income.

Progress to date

It was agreed to establish a Housing Service Review Working Group (HSRWG) (HMF 25th August 2016; Council Minute no.53) to consider and suggest a range of possible savings. I will be looking to call a further meeting of the HSRWG shortly, to continue its deliberations. The HSRWG identified a range of options which totalled c£450k including some options for increasing income.

These options were used to produce the draft HRA budget for 2017/18 which was subsequently agreed and indicates a nil balance.

The reduction in costs included:

- Deletion of a Senior Housing Officer Post: £20k
- Remaining budget for two temp posts: £24k
- Reduction of tenant incentive schemes: £15k
- Reduction of Voluntary Debt repayment: £209k

In total the reductions identified and agreed in the HRA budget, for 2017/18, equal £268k.

I would emphasise the approach was to balance the budget, which was achieved, but a balanced budget means the full cost of the impact of the reduced income over the next two years still requires consideration.

As referred to earlier, I will be arranging further meetings of the working party in the near future. However, I would suggest it appropriate that further direction is provided to the HSRWG to consider the matter.

The Director of Resources has forecast the HRA medium term financial position. The headline statement suggests the HRA will move into a deficit position for 2018/19 of £0.3m; for 2019/20 a £0.5m deficit; and deficits in future years.

This projection is based on a number of factors which will influence the performance of the HRA which include:

- Rent - 33 sales in 2016/17; 30 used for future years.
- Rent - 1% reduction continued in 2018/19 & 2019/20.
- Rent - 2% increase assumed from 2020/21 onwards.
- Maintenance - static; properties sold but major works continuing plus cost pressures.
- Staff - contracted incremental advancement.
- Staff - pay award 1% per annum.
- Property - utility inflation 5% per annum.
- Property - NNDR increase in multiplier each year.
- Contracts - grounds maintenance inflation 3.2% per annum.
- Contracts - building cleaning inflation 1.7% per annum.
- Pension deficit - increase of 2.2% per annum.
- Income - garage rents increase 2% per annum.
- Treasury - maturing loans repaid.
- Treasury – provision to repay debt at 2017/18 level.
- Treasury – interest on balances reflect HRA finance projections.
- Treasury – historic PWLB premium and discount written out.

The timing of realising savings and reductions within the HRA is important as the minimum balance will be breached in 2018/19 without action being taken.

In summary, the Council has made decisions to ensure a balanced HRA 2017/18 but further reductions in expenditure are required. There are a number of options suggested by the HSRWG that will be further progressed, but do not amount to anywhere near the £0.5m.

The HSRWG have generally, through looking at “good housekeeping”, provided options to achieve the reduction in expenditure and could continue to do so. However the scale of reduction in expenditure required and timing will most likely require a more fundamental review of the service delivery model to progress further.

On a cautious note, even if achieving the predicted £0.5m is achieved, at the end of the current policy period there will remain the challenge of responding to the ongoing reduction of income from Right to Buy.

Progressing the work of the Housing Service Review Working Party

When establishing the HSRWG, in my Report I did raise the matter of the Council remaining open to alternative options to the ownership and management of the Council’s housing stock. This was not progressed by the HSRWG but in view of the above I would suggest must remain an option.

In terms of providing direction for the HSRWG I would make the following proposals:

1. The Council confirm its position regarding the option to consider stock transfer or pursue a retention policy.
2. The HSRWG to continue the approach of “good housekeeping” to provide options for reducing expenditure.
3. The HSRWG be instructed to consider the service delivery model provided by the Council, and alternatives, to reflect current challenges and to futureproof the service as far as is practical.

(i) Legal Implications

There is a legal requirement for the Council to set a balance HRA budget each year.

(ii) Risk Assessment

The recommendation has no significant implications.

(iii) Financial Implications

The recommendations are set out in the body of the report.

(iv) Health and Safety Implications

The recommendation has no significant 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

HOUSING MANAGEMENT FORUM	(R) Agenda Item 7
Date of Meeting: 15th June 2017	
Reporting Officer: Colin Garnett, Assistant Director - Housing	
<p>Title: Sale of Miscellaneous Land on Council Estates</p> <p>Summary and Conclusions:</p> <p>The Assistant Director-Housing has delegated authority to agree the sale of "miscellaneous" land within Council estates. It is sometime since this Policy was agreed and therefore this Report seeks to recommend and confirm our continued approach.</p> <p>Recommendations:</p> <p>Members are requested to:</p> <ol style="list-style-type: none"> 1. Note the information contained in this Report; and 2. Agree the continued Policy for considering and agreeing requests to purchase miscellaneous pieces of land in accordance with the Policy and Procedure note at Appendix A. 	

Background

From time to time the Council receives requests from residents to purchase miscellaneous land on Council estates. In some circumstances it can be to the mutual benefit of the resident, the Council and the wider community to agree to such requests.

Such requests are ad hoc, and are small in number - perhaps one or two per year.

The Assistant Director-Housing has delegated authority to consider and agree such requests (Minute 92, Executive Committee 2003). Should a request be declined the applicant can ask for the matter to be considered by the Housing Management Forum.

It is sometime since this Policy was agreed and I thought it appropriate to update and confirm the Council's continued approach to the matter.

Report

Attached at **Appendix A** is a copy of our most recent procedure note for considering and agreeing the sale of miscellaneous land.

For the sake of clarification, miscellaneous land refers to small sections of land on estates which were originally 'features' of the estate when originally designed. More often or not, from a street scene perspective, the areas of land previously sold could be viewed as the 'garden area' of the adjoining property and their sale has no detriment to the area.

Whilst the sale of the land has a benefit to the purchaser, it is often the case such sales can resolve a range of problems and in considering a request Officers would consider in the first instance the impact on the estate, and the community.

Should a request be agreed such sales can also lead to savings in ground maintenance costs.

In updating the attached Policy and Procedure note I have sought to clarify further the experience of delivering this service.

On balance, I would suggest where there are benefits to all parties I would ask you to support the continuation of these arrangements.

(i) Legal Implications

The sale of land is completed by the Council's appointed Legal Services provider and will include restrictions for future use for garden or car parking purposes.

(ii) Risk Assessment

The recommendation has no implications.

(iii) Financial Implications

An applicant is required to make a £250 non-refundable payment at the start of the process. Should they progress through to sale the purchaser is required to pay their costs and the Council's costs.

(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

Barrow Borough Council – Housing Department

Policy and Procedures

POLICY ON THE SALE OF MISCELLANEOUS LAND ON COUNCIL ESTATES

1. SCOPE

- 1.1 Barrow Borough Council will consider requests from owner occupiers to purchase miscellaneous sections of land on Council estates.
- 1.2 This Policy provides a statement on the approach to considering and where appropriate agreeing the sales.

2. POLICY OBJECTIVE

- 2.1 To ensure such sales will contribute to a key objective of the Housing Service to provide “well-maintained homes and estates where people choose to live”.
- 2.2 There must be a key benefit to the community as well as the individual purchaser which may include resolving an eyesore or poorly maintained space, removing vehicles off roads, removing a problem or attraction for anti-social behaviour, would not detract from the street scene of the area, and has a financial benefit to the Council.
- 2.3 The cost involved in any sale must be met by the purchaser including the Councils costs.

3. RESPONSIBLE OFFICERS

- 3.1 The Assistant Director-Housing has delegated authority to sell miscellaneous land, Executive Committee 1st October 2003 Minute 92.

Housing Needs Officer is lead Officer.

4. REPORTING

- 4.1 Any sales will be reported to the Housing Management Forum on the Information appendix on an annual basis.

PROCEDURES FOR DEALING WITH A REQUEST TO PURCHASE MISCELLANEOUS LAND

5. DELIVERING THE POLICY

- 5.1 The key consideration when dealing with any such request is balancing the advantages to the prospective purchaser with the benefit to the community of such sales.
- 5.2 The following provides guidance to Officers but should not be viewed as exhaustive when considering such requests.

- 5.2.1 It is normally the case the request to purchase land are small sections at the end of a row of houses which were not incorporated in the garden of the adjoining property. Often they look a "natural" part of the adjoining garden.
- 5.2.2 Applications will only be considered from owner occupiers.
- 5.2.3 The land in question must directly adjoin their current property and should not overlap the land of an adjoining property.
- 5.2.4 The land in question should have a natural sight line with the street scene that is already there.
- 5.2.5 It would not normally include the sale of land which was at the rear of the garden, eg making it longer.
- 5.2.6 It would not be advisable to sell land in sections, for example if it was a typical section to the side of a property, but the land extended across two properties, both properties would be required to buy the section adjoin their properties. If it was a particularly long section you may want to deal with it as an exception.
- 5.2.6 If you should identify any hidden services under the land or over, eg telephone poles, etc. This would not prevent a sale but would need to be dealt with in the conveyance.
- 5.2.7 Applications will not be accepted from leaseholders.
- 5.2.8 What is the appearance of the land now! Probably will have grass cut but does it add visual benefit to the area?
- 5.2.9 What is the intended use of the land: will only be allowed for car parking (subject to relevant permissions) or additional garden area.
- 5.2.10 Is there any history of anti-social behaviour?
- 5.2.11 What is the view of the area housing colleagues?
- 5.2.12 Consultation will be required with neighbours, local councillor and residents/tenants group if one exists. See below.

You will reach a conclusion based on a combination of the above factors.

6. THE FOLLOWING GUIDANCE PROVIDES A SEQUENCE OF THE PROCESS IN CONSIDERING AN APPLICATION

Standards/Targets

Our aim will be to:

- 6.1 Acknowledge the receipt of an application in 21 days
- 6.2 Provide a response in a further 30 days as to whether we support or will object to the request
- 6.3 Completion will be dictated by factors outside our control but we will endeavour to progress and respond to queries as soon as practical.

Stage 1 – Initial Approach

- 6.4 An application must be submitted in writing to the Housing Department, preferably with a sketch plan which identifies the land in relation to your property, stating why they wish to acquire/purchase the land and its intended use.
- 6.5 The application will be forwarded to HNO within three working days.
- 6.6 The HNO will agree to further the application if it can be determined that the sale is reasonable, offers some benefit to the Housing Department or improves the area. If the Council has also agreed to sell the area of land in question the Prospective Purchaser will be advised that:
 - 6.6.1 They may request an approximate valuation before submitting the application form and fee. (staff can advise applicant of a most recent valuation price on a similar sized piece of land – the applicant must be made aware that this price is a guide only).
 - 6.6.2 They are responsible for their legal costs, the Council's legal costs as well as a non refundable administration fee. (Refer to fee list for current administration fee and associated costs).
 - 6.6.3 Should the request appear appropriate, the applicant will be requested to complete a formal application and pay the non-refundable deposit.
 - 6.6.4 They should complete the enclosed application form and plan and highlight the area of land they wish to purchase. The information submitted needs to clearly identify the area of land required giving as much detail as possible to identify the location and size. The completed application should then be returned directly to the Housing Department with the non refundable administration fee.
 - 6.6.5 The Council has a statutory duty under the Local Government Act 1972 to obtain the best price for any land it sells. There is also a fiduciary duty to local council tax payers. To do this we will always obtain an independent valuation of the land to establish the market valuation.

Note: Administration fee must be enclosed with the application form and plan. The request will not be processed until payment is received and it is non-returnable. If the request is successful and the customer wishes to proceed, they will be required to pay both the Council's legal expenses and their own upon completion of the sale.

Stage 2 – Consultation

- 6.7 The HNO will acknowledge receipt of the application and supply a copy of the Q&A guidance sheet that outlines the process and timescales involved.
- 6.8 The HNO will inspect the site and liaise with the Planning Department to establish the land's legal and historical background, its development potential or any restrictive covenants preventing use.
- 6.9 Initiate the process of consultation with relevant residents adjoining and nearby the area where the land is situated (enclosing a copy of the plan).

6.10 Obtain a valuation from the District Valuer.

Notes: As a guide, this will usually take between six to eight weeks depending upon available resources and the speed of reply from those consulted. However, if any significant delay in consultation is experienced or if significant issues of concern about disposal are raised this time-scale may be added to considerably.

It is likely that land not previously used for garden purposes or off road parking facilities will need planning consent for a change of use. Any decision by the Council to sell the land is separate from any decision to grant planning consent and the prospective purchaser should not assume that planning consent will be granted automatically just because the Council ultimately decides to sell the land. It will be a consideration of any sale that the prospective purchaser pays for and is responsible for obtaining that separate planning consent).

6.11 If there are no reasonable objections from residents or the Housing Department to the disposal, the HNO will inform the prospective purchaser.

6.12 All sales, regardless of value, will require the purchaser:

- a) To meet the Council's surveyor fees and legal costs. (These will vary depending upon the value of disposal and complexity of the sale but will not be less than the amount stated on the costing table).
- b) To be responsible for the erection and maintenance of any boundary fences.
- c) To be responsible for obtaining planning permission for integrating the land into the garden prior to sale completion.

6.13 After acceptance of an offer the HNO will instruct Legal Services to prepare transfer documentation. The HNO will contact the purchaser to obtain details of their solicitor (the purchaser will have to meet their own legal costs too).

6.14 Any costs incurred by the prospective purchaser prior to completion, are entirely at his/her own risk and cannot be recovered from Barrow Borough Council, should a sale not proceed for any reason.

Stage 3 – Refusal or Acceptance

6.15 If the application is **refused** the HNO will notify the applicant in writing.

6.16 The individual will be advised that they can appeal to the Housing Management Forum should they be dissatisfied with an officer's decision.

Note: The applicant may be charged a further administration fee if their revised application involves undertaking the consultation process again.

SUMMARY OF POSSIBLE COSTS

7. Non-refundable Administration Fees

Fee 1 – initial application only - £250.

Payable when submitting the application. Cheques to be made payable to Barrow Borough Council. Please note that work will not start on your application, until a completed application has been received.

(This cost may be reviewed periodically).

Other fees payable (upon completion, if application is approved)

- Surveyors fees £125.00 + VAT approx
- Council Solicitors fees: as charged £500.00 approx
- Purchasers own Solicitor fees: as charged £500.00 approx
- Change of use application £385.00 subject to change
- Planning application fee £150.00 approx
- Value of land As valued

Surveyors and Solicitors fees are based on percentage of the land value and on the complexity of the transaction. You will be advised at the appropriate time of the fees that will apply to the individual transaction. The purchaser will be expected to pay the Council's fees as well as their own if the sale goes ahead.

HOUSING MANAGEMENT FORUM		Part One
Date of Meeting: 15th June, 2017		(D)
Reporting Officer: Executive Director		Agenda Item 8
<p>Title: Appointments of Representatives to Working Groups etc.</p> <p>Summary and Conclusions:</p> <p>The Council on 16th May, 2017 gave delegated authority to Committees to make appointments to Outside Bodies, Working Groups etc. in accordance with the number and allocation of seats to political groups agreed at the meeting. In the case of the Housing Management Forum this involves appointments to the Housing Service Review Working Group, the Tenant Scrutiny Working Group and the Tenants' Complaints Panel.</p> <p>Recommendation:</p> <p>You are requested to make recommendations regarding appointments to the following Working Groups:</p> <p>Housing Service Review Working Group:- four Members (3:1) and one Tenant Representative;</p> <p>Tenant Scrutiny Working Group:- three Members (2:1) and three Tenant Representatives; and</p> <p>Tenants' Complaints Panel:- one Member (1:0) and two Tenant Representatives.</p> <p>Note:- (Labour: Conservative).</p>		

Report

At the Annual Council meeting on 16th May, 2017 the allocation of seats in respect of Forums, Panels, Working Groups etc. were agreed.

You are requested therefore to nominate Members and Tenant Representatives to the Housing Service Review Working Group, Tenant Scrutiny Working Group and the Tenants' Complaints Panel for 2017/2018 in accordance with the notional seat allocations outlined above.

Note:- Membership for 2016/17 was as follows:-

Housing Service Review Working Group

Council Representatives (3:1) – Councillors Brook, Hamilton, Heath and McEwan.
 Tenant Representative – To be decided by the Tenants Forum.

Tenant Scrutiny Working Group

Council Representatives (2:1) Councillors Barlow, Heath and McEwan.
Tenant Representatives – To be decided by the Tenants Forum.

Tenants' Complaints Panel

Council Representatives (1:0) Councillor Hamilton.
Tenant Representatives – To be decided by the Tenants Forum.

Background Papers

Nil

HOUSING MANAGEMENT FORUM	(D) Agenda Item 9
Date of Meeting: 15th June 2017	
Reporting Officer: Colin Garnett, Assistant Director - Housing	
<p>Title: Update: Syrian Resettlement Programme</p> <p>Summary and Conclusions:</p> <p>The purpose of this Report is to update Members on the above programme and further consider this Borough's approach.</p> <p>Recommendations:</p> <p>Members are recommended to:</p> <ol style="list-style-type: none"> 1. Note the information contained in this report; and 2. Agree Officers be authorised to make flat-type properties available from its own stock and suspend the requirements of Choice Based Lettings for achieving this purpose. 	

Background

Cumbria has agreed to contribute to the national resettlement programme and accommodate refugees. A framework has been established with membership from relevant organisations to ensure the successful resettlement of refugees. A local Liaison Group has also been established.

The first group of refugees have now arrived and been housed in the north of the County.

Report

This Council has previously agreed to contribute to the Cumbria Resettlement Programme by providing accommodation for ten people each year over the four years of the programme (HMF 26 November 2015, Council Minute No. 54).

Depending on the size of the families, this could represent perhaps the requirement to identify three or four properties per year.

At the time it was envisaged the type of property required would probably be family sized houses, three or four-bedroomed. Having regard to the limited availability and demand for such property in the Council's own housing stock, the decision of the Council was that Officers should work with the private sector to identify suitable property. I have communicated with private landlords who have shown an interest

to assist. Over the summer months I will be exploring the option further to identify specific property that will meet the requirements issued by the Home Office.

However, from the experience of the first group of refugees it has become clear a range of property will be required. In short, the process will involve the Council identifying suitable property and the Home Office will then look to match the property with the needs of refugees.

Having become aware of this I would ask for you to re-consider the Council's approach to identifying suitable property. In particular, two-bedroomed flats are often more readily available and there can be limited demand due to a range of factors.

It would be a practical option for the Council to identify suitable properties leading up to the date refugees arrive and would be an easier process to deliver.

Should this be agreed I would, however, also continue to look to identify private sector property to meet our commitment over the term of the programme.

(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. The framework in place across Cumbria will make resources available to cover lost rent whilst waiting for refugees to arrive and furniture, floor coverings etc. It is likely refugees will be entitled to Housing Benefit to meet housing costs.

(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

HOUSING MANAGEMENT FORUM	(D) Agenda Item 10
Date of Meeting: 15th June 2017	
Reporting Officer: Colin Garnett, Assistant Director - Housing	
<p>Title: Housing Management Performance Report 2016/17</p> <p>Summary and Conclusions:</p> <p>The end of year performance information is attached at Appendix B and this report provides a brief commentary to assist Members in their understanding of the key trends and the actions which follow.</p> <p>Recommendations:</p> <p>Members are asked to:</p> <ol style="list-style-type: none"> 1. Note the information contained in the report and at Appendix B; and 2. Note Actions 1-3 for 2017/18 as detailed in the report. 	

Report

The end of year performance information is attached at **Appendix B**.

The performance indicator report shows Housing Management's overall level of achievement against a set of benchmark targets. The benchmark is the Housemark 'median' cross sector performance scores from 2016/17.

The purpose of this narrative is to demonstrate our progress against the actions we undertook last year and to refresh the background context which has impacted upon the results for 2016/17. The report also then outlines the ongoing focus of officers to service delivery.

In reading this report, I would ask Members to have regard to my comments in Agenda Item 6: Housing Revenue Account Finances.

Actions for 2016/17

Action 1: *Reduce risk to HRA income by continuing to improve rent collection taking account of the 1% reduction in rent income and the uncertainty around the sale of high value properties and the impact that might have on revenue*

Action 2: *Improve monitoring of and management of void property.*

Action 3: *Progress the introduction of the new Cx software.*

Action 1

Reduce risk to HRA income by improving rent collection.

- Since 2012 Housing Benefit receipts have dropped by 17.7% to 56.6% of Rent & Service charges. In 2012/13 we needed to collect £2.2m and in 2016/17 it rose to £4.9m.
- Current tenant levels of arrears remain fairly static.
- Write offs for the year are lower by £43k.
- We now have 137 Universal Credit claimants. Their combined debt is £65k (average £482 per claimant).
- We have increased income collected by direct Debit by 2.5%.
- During 2016/17 our Money Management advisor helped 126 tenants successfully apply for reduced water tariffs and also helped vulnerable tenants set up bank accounts and payment methods.
- Enforcement actions have increased which resulted in 25 evictions which is over double the previous year. Consequently Former Tenants arrears have increased by £73k.

Action 2

Improve monitoring of and management of void property.

Voids & Empty Properties

Rent loss for void properties increased from £150k to £161k but the cost of repairs has almost halved on the previous year at £305k

- Two bedroom upper floor flats and certain areas continue to have the highest turnover and are harder to let.
 - Deceased, move to residential and moves to the private sector continue to be the largest % of all tenancy ends -41%
 - Two thirds of all voids were flats-mostly on Ormsgill
- Sure Gas have maintained a 100% valid Gas Certificate.
- The days taken to turn around voids (including the time spent undergoing major repairs) has risen again from 47 days to 52 days although fewer underwent major repairs this year.
- Repairs are taking, on average, 18 days to complete up by 3 days on last year.

Action 3

Deploy Cx; develop more efficient & effective work practices.

Full delivery is expected by the end of 2017. We are currently in the testing and validation phase.

Civica have further developed some of the modules i.e. Homelessness & ASB management which will give us a much better product to work with so the decision was taken to await their launch.

Influences for 2017/18

Rent Collection

With a further loss of 1% to rent income and more movement from HB to Universal Credit we will look at better ways of working and making the most of CX to help that movement.

Business Planning

Cx will provide opportunities for improved efficiency across the service which will be progressed once the system is operational.

Control of Maintenance Expenditure

The emphasis will still be to reduce void turnaround times, improve routine maintenance services and to maintain Decent Homes standard.

RTB

Right to Buys tripled in 2016/17 and we will expect similar losses to housing stock this year which will impact on both revenue and repair costs. General needs dwellings stand at 2,588.

(i) Legal Implications

The recommendation has no legal implications.

(ii) Risk Assessment

The recommendation has no implications.

(iii) Financial Implications

The actions support an improved financial position.

(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

HOUSING MANAGEMENT PERFORMANCE INFORMATION: 2015/16

Rent Arrears & Collection Dwellings (exc. Dispersed)	Actual 2014/15	Actual 2015/16	Apr-June 2016	Apr-Sept 2016	Apr-Dec 2016	Actual 2016/17
£ Rent & Service Charges due (Including empty properties)	£11,265,022	£11,416,157	£2,739,809	£5,553,182	£8,313,971	£11,268,457
£ rent loss due to empty dwellings (voids)	£164,758	£149,667	£39,896	£75,947	£112,481.00	£161,346.00
£ Rent collected from Current Tenants	£11,059,494	£11,267,074	£2,653,648	£5,467,410	£7,956,648	£10,998,033
£ Rent collected from Former Tenants	48,075	56,798	£21,877	£45,876	£62,499	£64,087
Total Rent collected as % of rent due	99.63%	100.01%	98.29%	99.82%	97.01%	99.02%
£ Current Arrears	£395,657	£360,453	£412,851	£462,914	£487,824	£394,752
£ Former Arrears	£192,359	£230,070	£234,690	£235,931	£246,925	£265,780
Write Offs (Gross)	£130,795	£105,959	£18,913	£33,219	£69,702	£96,474
Tenants evicted for rent arrears	11	17	2	6	15	25
£ Rent Arrears UC claimants	£9,779	£36,011	£71,418	£93,942	£99,958	£56,031
Arrears & Collection - Other Properties						
£ Rent arrears Dispersed (Homeless)	£401	£1,778	£888	£2,161	£1,197	£2,203
£ Rent arrears Garages	£2,769	£2,294	£3,197	£8,235	£10,097	£7,748
£ Rent Arrears Shops	£2,966	£5,028	£4,907	£7,422	£6,986	£6,070
£ rent loss due to empty Dispersed (Homeless)	£27,528	£35,255	£8,331	£17,314	£26,545	£32,390
£ rent loss due to empty Garages	£2,501	£1,308	£411	£905	£1,112	£1,656
£ rent loss due to empty Shops	£0	£0	£0	£0	£0	£0
Void & Lettings (General Needs)						
Total Dwellings	2649	2633	2625	2619	2609	2601
Total number of re-lets	324	254	80	119	182	248
% of re-lets accepted on first offer	72.8%	62.2%	67.6%	71.4%	69.8%	68.1%
Number of re-lets that underwent Major Works	17	101	13	39	65	94
Average relet time in days (Standard)	37	38	15	14	13	12
Average re-let time in days (Major Works)	62	60	41	40	37	40
Average re-let time in days (all re-lets)	44	46	56	54	52	52
Number of units vacant and available for letting at period end	5	31	20	19	23	37
Number of units vacant but unavailable for letting at period end	26	12	11	9	19	5
No.Tenancies terminated	267	271	67	122	194	261
Tenancy Turnover %	10.1%	10.3%	2.6%	4.7%	7.4%	10.0%
ASB						
Number of new anti-social behaviour cases reported	38	84	7	13	18	38
Number of closed successfully resolved ASB cases	100%	1	2	2	3	5
Number of closed unresolved anti-social behaviour cases		66	1	2	3	3
Repairs & Maintenance						
Average number of calendar days taken to complete repairs	16.48	15	14	19	18	18
Percentage of repairs completed at first visit	N/A	96.4%	94.9%	97.34%	95.62%	94.85%
% all responsive repairs completed on time	78.4%	86.7%	89.7%	81.97%	84.26%	85.88%
Number Repair Orders completed	10,282	10,290	2,031	4,250	4,499	6,190
Average Responsive repairs per property	3.9	3.9	0.8	1.6	1.7	2.4
Appointments kept as a percentage of appointments made	N/A	88.0%	91.97%	93.23%	85.05%	87.59%

Major Works & Cyclical Maintenance						
Percentage of dwellings with a gas safety certificate renewed by anniversary	100.0%	100%	100%	100%	100%	100%
Percentage of homes that fail to meet the Decent Homes Standard	2.8%	0.49%	0.38%	0.38%	0.34%	0%
*Average SAP rating of dwellings at end of year (based on RD SAP 9.83)	69.2	69.4	69.4	69.4	69.4	69.4
Homeless						
Homeless ave. days in temporary dispersed accommodation	52	70	38	67	65	77
Homeless ave. days in temporary B&B accommodation	36	22	29	33	37	62
Homeless Total Cases Closed	689	894	255	333	581	
Homeless Advice	178	227	139	210	358	492
Homeless Prevention	321	385	130	233	262	326
Homeless Successful Preventions	174	158	89	123	213	277
Eligible Homeless (Owed a full duty)	16	17	2	4	7	11
Staff satisfaction with employer	Actual 2014/15	Actual 2015/16	Apr-June 2016	Apr-Sept 2016	Apr-Dec 2016	Actual 2016/17
Average permanent employee headcount	56	53	55	54	54	54
Number of leavers	0	3	0	1	0	0
Ave. working days lost / sickness absence	14.3	18.8	12.5	12.6	12.75	13.08
Customer contact & complaints						
The number of Stage 1 complaints upheld in the year	2	2	1	1	2	4
Percentage of complaints resolved at first contact						
Water Charge Collection						
Direct Debit payers	765	793	785	790	773	772
Successful applications for Support Tariffs	510	570	567	527	520	562
Housing Register						
Cumbria Choice Register	1421	1242	1285	1369	1080	1186
Active Direct Applicants	1151	1018	1057	1075	882	960
Active Transfer Applicants	270	224	228	294	198	226
Housing Stock						
Houses	1263	1252	1242	1237	1231	1223
Flats	1230	1213	1215	1214	1210	1209
Bungalows	156	156	156	156	156	156
General Needs Dwellings	2649	2621	2613	2607	2597	2588
Dispersed	10	10	10	10	10	11
Homeless (Cold Weather Provision)		3	0	0	2	1
New Lives Project		2	2	2	2	2
Adelphi Court	0	12	12	12	12	12
Total Dwelling Stock	2659	2648	2637	2631	2623	2614
Community Centres	5	5	5	5	5	5
Leaseholds	208	208	209	210	212	212
Garages	489	489	497	497	504	504
Shops	19	19	19	19	19	19
TOTAL PROPERTIES	3380	3369	3367	3362	3363	3354

RTB Properties / Land (Values)						
Houses	£509,170	£498,310	£394,875	£601,035	£883,765	£1,170,025
Flats	£60,540	£0	£25,960	£44,560	£87,820	£87,820
Bungalows	£28,670	£0	£0	£0	£0	£0
Land	£3,000	£0	£0	£0	£0	£0
TL	£601,380	£498,310	£420,835	£645,595	£971,585	£1,257,845
Satisfaction						
Percentage of tenants satisfied with the landlord's services overall	88%	90%	90%	90%	90%	90%
Percentage of tenants satisfied with repairs and maintenance	87%	91%	91%	91%	91%	91%
Percentage of tenants satisfied that their views are listened to	78%	80%	80%	80%	80%	80%
Percentage of tenants satisfied with the quality of the home	90	91%	91%	91%	91%	91%
Percentage of residents satisfied with the neighbourhood	84%	86%	86%	86%	86%	86%
Percentage of tenants satisfied that their rent provides VFM	90%	88%	88%	88%	88%	88%
Percentage of tenants satisfied that their service charges provide value for money	81%	83%	83%	83%	83%	83%

HOUSING MANAGEMENT FORUM	(D) Agenda Item 11
Date of Meeting: 15th June 2017	
Reporting Officer: Colin Garnett, Assistant Director - Housing	
<p>Title: Housing Maintenance Investment Programme 2017/18</p> <p>Summary and Conclusions:</p> <p>The purpose of this report is to provide Members with an update of the appointment of suitably qualified Contractors to carry out major void works, bathroom, kitchen and central heating installations following the recent closure of AB Mitchell Developments Ltd.</p> <p>Recommendations:</p> <p>Members are asked to agree to the following contractor appointments for the remaining period of the existing CHP/PPH framework (2017-2019):</p> <ol style="list-style-type: none"> 1. Central Heating Installations – AFM Gas (Direct selection procedure); and 2. Bathroom Installations – Wright Build (Direct selection procedure). <p>Members are also requested to agree that the following works be incorporated into the existing responsive repairs and void contract with Hughes Brothers:</p> <ul style="list-style-type: none"> • Major Void Improvements; and • Kitchen installations (to be completed when properties become vacant). 	

Background

In March 2017 the Council became aware that AB Mitchell Developments Ltd ceased trading. As a result of this decision Officers held discussions with representatives from Cumbria Housing Partners (CHP) and Procure Plus Holdings (PPH) to identify suitable alternative Contractors from the existing CHP framework to carry out central heating and bathroom installations and to discuss the option to incorporate kitchens and major void improvements into the existing contract arrangement with Hughes Brothers.

Report

AB Mitchell Developments Ltd carried out central heating improvements, kitchen improvements, bathroom improvements and major void improvements to the Council's housing stock between 2008 and 2017. The company ceased trading in April 2017. In order to ensure delivery of the 2017/18 investment programme there

existed an urgent need to identify and appoint alternative Contractors to carry out these works.

In view of the urgency, officers requested PPH to carry out a detailed review each work stream with regard to the options currently available to the Council. PPH concluded that the Council could seek to appoint the following Contractors as outlined below:

- Central Heating Installations – AFM Gas (Direct Selection of No1 ranked contractor from the CHP framework).
- Bathroom Installations – Wright Build (Direct Selection of No1 ranked contractor from the CHP framework).
- Major Void Improvements – Hughes Brothers (Amendment to the existing responsive repairs and void contract).
- Kitchen installations – To be completed by Hughes Brothers when properties become vacant (Amendment to the existing responsive repairs and void contract).

Summaries of the direct selection reports for AFM Gas and Wright Build are attached at **Appendices C and D**.

PPH have also reviewed the existing responsive repairs and void contract arrangements with Hughes Brothers and advise that the works previously carried out by AB Mitchell can be incorporated into the existing contract with Hughes Brothers. A summary report from PPH is attached at **Appendix E**.

Officers can advise Members that initial discussions have been held with the Contractors and confirm that AFM Gas, Wright Build and Hughes Brothers are in agreement to undertake this work in line with the existing framework terms and conditions.

Officers can further advise Members that the installation rates provided by PPH represent value for money and are comparable to the costs provided by the previous Contractor.

(i) Legal Implications

The underlying contracts for central heating and bathroom improvements will need to be prepared.

(ii) Risk Assessment

The recommendation requires officers to ensure contractors' risk assessments and method statements are suitable and sufficient for the work to be undertaken.

(iii) Financial Implications

The recommendation has limited financial implications.

(iv) Health and Safety Implications

The recommendation has no implications.

(v) Equality and Diversity

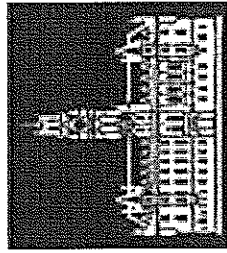
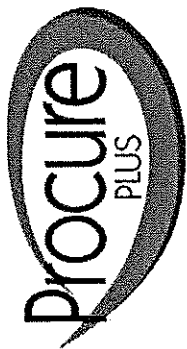
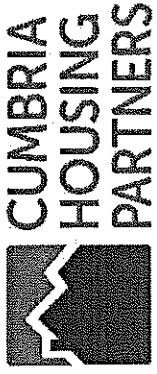
The recommendation has no detrimental impact on service users showing any of the protected characteristics under current Equalities legislation.

(vi) Health and Well-being Implications

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

Background Papers

Direct selection reports from Procure Plus.



Barrow Borough Council Contractor Selection Report

Heating 2017 / 18

Barrow Borough Council Contractor Selection

Introduction

This report has been prepared to provide a contractor selection review for the heating work stream for Barrow Borough Council for the financial year 2017/18 due to the company administration of the current provider.

The brief provided by Barrow Borough Council for the year 2017/18 is that heating works are planned to approximately 120 properties but due to the nature of the access difficulties it was agreed to look at both lots if the circumstance arises that less than 50 properties are identified.

Therefore, we have carried out a contractor selection using Lot 10 Heating up to 50 properties Cumbria and Lot 12 Heating 50 plus properties Cumbria.

The contractors were considered using the process outlined in *Clause 27.1 - Method 1: Direct Selection of the Procure Plus Limited and Contractors Framework Agreement* for the provision of internal and external installation, maintenance and repair works (Dated 1st August 2014).

The contractors were appointed onto the framework via the OJEU compliant selection process published in the Official Journal of the European Union – 2013/S 133-229526. As per the Direct Selection Criteria outlined in Schedule 7 of the Framework Agreement the client wished to appoint the contractor that represented best value for money to carry out the scheme.

The direct call off procedure utilises the rates tendered in for the original framework and therefore prevents the need for any further competition or tendering process.

Eligible Contractors

Contractors were selected from the following work stream:

- Lot 10 - Heating installation up to 50 properties Cumbria.
- Lot 12 – Heating installation 50 plus properties Cumbria.

The approved contractors on the lots are

Lot 10 - Heating installation up to 50 properties Cumbria.

Oakes Energy Services Ltd
Huyton plumbing and heating limited
Absolute Electrical & Mechanical Solutions Ltd
APG Domestic Services Ltd
Mayson bros Ltd
Thomas Armstrong (Construction) Ltd
Fieldway Supplies Ltd

Lot 12 – Heating installation 50 plus properties Cumbria.

Herbert T Forrest Ltd
AFM Gas Services Ltd
British Gas Social Housing Limited trading as PH Jones
V&T (Plumbing Central Heating & Bathrooms) Ltd T/a Aqua
Top Notch Contractors Ltd
Keepmoat Ltd
Partnering in Property Management Limited
GB Building Solutions
Complete Electrical (UK) Ltd
Warmer Energy Services
Rothwell Plumbing Services Limited
Stobbarts Ltd
A B Mitchell Developments Ltd

It is noted that V&T (Plumbing Central Heating & Bathrooms) Ltd T/a Aqua, AB Mitchell developments Limited and GB Building Solutions are in administration and therefore not eligible for consideration for work under the framework. As AB Mitchell are the current provider their rates from the current project will be included for comparison purposes only.

All the other contractors above are approved to work on the lot.

Capability Assessment

The contractors were assessed on the capability matrix set out in schedule 8 of the framework Agreement:

- The Contractor's geographical coverage
- The size of the scheme
- The Contractor's financial stability
- The Contractor's health and safety record
- The Contractor's capacity, taking into account value of Works already awarded to it under the Framework Agreement
- The level of PI insurance the Contractor holds (for awards under Framework Lots 5 to 8 (inclusive), 24 to 27 (inclusive) and 31 to 38 (inclusive))
- The requirement for MCS accreditation (for awards under Framework Lots 41, 47 and 48)
- The requirement for PAS2030 accreditation (for awards under Framework Lots 1 to 30 (inclusive), 37, 38, 40, 41, 43 and 45 to 48 (inclusive))

It was confirmed that all remaining contractors were currently in the green status on the live quality score and therefore could be considered for this opportunity.

Expression of Interest

Due to the location of the proposed works the Client agreed that an initial expression of interest was issued to all contractors eligible to undertake the works. An e-mail on Wednesday 15th March 2017 with responses requested by 17.00 hours on 16th March 2017. After this date a reminder was issued to companies who had not responded and then this was followed up with telephone calls to determine who would be interested in the project.

Responses were received as follows

Lot 10 - Heating installation up to 50 properties Cumbria.

Oakes Energy Services Ltd - Confirmed interest in the works

Huyton plumbing and heating limited – Confirmed interest in the works

Absolute Electrical & Mechanical Solutions Ltd- no response received

APG Domestic Services Ltd – No response

Mayson bros Ltd – No response – did not want to be considered for the project

Thomas Armstrong (Construction) Ltd – did not want to be considered for the project

Fieldway Supplies Ltd – did not want to be considered for the project

Lot 12 – Heating installation 50 plus properties Cumbria.

Herbert T Forrest Ltd – did not want to be considered for the project

AFM Gas Services Ltd – Confirmed interest in the works

British Gas Social Housing Limited trading as PH Jones – Confirmed interest in the works

V&T (Plumbing Central Heating & Bathrooms) Ltd T/a Aqua – not eligible

Top Notch Contractors Ltd – Confirmed interest in the works

Keepmoat Ltd - did not want to be considered for the project

Partnering in Property Management Limited - did not want to be considered for the project

GB Building Solutions – not eligible

Complete Electrical (UK) Ltd – Confirmed interest in the works

Warmer Energy Services - no response received

Rothwell Plumbing Services Limited – Confirmed interest in the works

Stobbars Ltd – did not want to be considered for the project

A B Mitchell Developments Ltd – not eligible rates included for comparison purposes

This provides the following list of contractors eligible and willing to be considered for the project.

Oakes Energy Services Ltd
Huyton plumbing and heating limited
British Gas Social Housing Limited trading as PH Jones
AFM Gas Services Ltd
Top Notch Contractors Ltd
Complete Electrical (UK) Ltd
Rothwell Plumbing Services Limited

Pricing Assessment – Client specific basket

Each contractor has priced a generic basket to be appointed onto the framework. It was ascertained that to identify the contractor that provides best value to the client we would produce a scheme specific basket of items (Figure 1). The items and quantities have been abstracted from the current heating project carried out by AB Mitchell. The rates paid to AB Mitchell are also included for comparison purposes.

Pricing Assessment – Preliminaries

We have assessed the Preliminaries based on the handover rate for the current year and assessing the requirements of the preliminaries basket to manage the contract to the highest level of installation and tenant satisfaction. We have assumed site accommodation will be required based on the location of some of the contractors. Note that the current contractor does not charge preliminaries currently therefore, whilst they have been included in the preliminaries analysis they have not been carried over to the overall price analysis.

Quality Assessment

Whilst we are considering 2 separate framework lots it would be difficult to compare quality scores across these Lots but the following should be noted and considered within the selection process.

- Lot 10 up to 50 properties. Oakes Energy are ranked number 1 on the framework for this Lot and are therefore eligible for direct selection for projects up to 50 properties.

- Lot 12 over 50 properties. AFM are overall ranked number 2 but of the contractors wanting to be assessed for the project are ranked number 1 and are therefore eligible for direct selection for projects over 50 properties.

Trainee, added value

The scope of the work within this document would suggest the trigger point for a trainee will not be achieved and therefore have not analysed this any further.

Conclusion

Based on the information contained within this report, subject to your own audit requirements, and the requirements of Barrow we would see no reason not to directly select either Oakes Energy or AFM dependant on the number of properties having work carried out both based on their framework ranking and the price for the selected basket of goods.

Once the size of the project is signed off we would suggest discussions are entered with one of the contractors above to confirm the rates and preliminaries assessment above are suitable for the scheme.

Figure 1 Price and Preliminaries breakdown

PRICE SCHEDULE

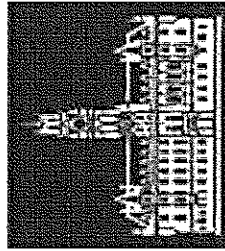
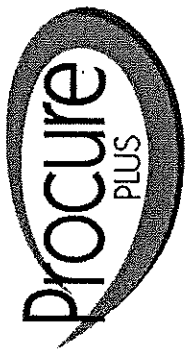
Item Code	Item Description	Quantity	Unit of measurement	A B Mitchell Developments Ltd	AFM Gas Services	Bsh Gas Social Housing Limited trading as PH Jones	Complete Electrical (UK) Ltd	Rothwell Plumbing Services Limited	Top Notch Contractors Ltd
HE10001	3 Radiator System - Flat	31	Item						
HE10002	4 Radiator System - Flat	8	Item						
HE10004	5 Radiator System - Flat	17	Item						
HE10006	5 Radiator System - House	3	Item						
HE10007	6 Radiator System - Flat	9	Item						
HE10009	6 Radiator System - House	2	Item						
HE10012	7 Radiator System - House	5	Item						
HE10013	8 Radiator System - Bungalow	9	Item						
HE10016	9 Radiator System - House	1	Item						
HE10018	Boiler Replacement	60	Item						
HEEO10024	Remove and dispose of electric storage heaters to HE10014	1	Item						
HEEO10046	Relocate Boiler up to 4m from existing location	1	Item						
HESA10005	Replace Radiator	239	Item						
HESA10022	Install boiler cupboard and paint	1	Item						
HESA10024	Box in boiler profile casing	7	LM						
HESA10027	Replace existing radiator valve with TRV	101	Each						
	Sub total								
	Preliminaries								
	total								

PRELIMINARIES

Item Code	Item Description	Quantity	Unit of measurement	A B Mitchell Developments Ltd	AFM Gas Services	Bsh Gas Social Housing Limited trading as PH Jones	Complete Electrical (UK) Ltd	Rothwell Plumbing Services Limited	Top Notch Contractors Ltd
PLM00001	Contracts/Project Manager	0.1	Per Week						
PLM00002	Site Manager	1	Per Week						
PLM00003	Supervisor/Non Working Foreman	1	Per Week						
PLM00004	Health & Safety Manager	0.1	Per Week						
PLM00005	Site OS	0.2	Per Week						
PLM00006	Site Engineer	1	Per Week						
PLM00007	Resident Liaison Officer	1	Per Week						
PLM00008	Site Security Staff		Per Week						
PLM00009	Site Labourer		Per Week						
PLM00020	Site Hoarding (Heras Fencing) - 50 metres		Per Week						
PLM00021	Site Hoarding (Solid Board) - 25 metres		Per Week						
PLM00022	Site Cabin 6.4mx2.4m	1	Per Week						
PLM00023	Canteen/Drying Room 6.4mx2.4m	1	Per Week						
PLM00024	Toilets	1	Per Week						
PLM00025	Storage Unit /Container 6.4mx2.4m	2	Per Week						
PLM00026	Site Specific Vehicle - Transit or equivalent		Per Week						
	120 AT 5 PER WEEK		Cost per week						
		24	weeks						

Notes

1. The above figures should be used for benchmarking and would not represent an anticipated outturn cost as not all specific scheme items may have been included.
2. Contractors highlighted in yellow are from Lot 12 and in Green from Lot 10



Barrow Borough Council Contractor Selection Report

Bathrooms 2017 / 18

Barrow Borough Council Contractor Selection

Introduction

This report has been prepared to provide a contractor selection review for the bathroom work stream for Barrow Borough Council for the financial year 2017/18 due to the company administration of the current provider.

The brief provided by Barrow Borough Council for the year 2017/18 is that works are planned to approximately 100 bathrooms.

Therefore, we have carried out a contractor selection using the following Lot

- Lot 8 bathrooms 50 plus properties Cumbria

The contractors were considered using the process outlined in *Clause 27.1 - Method 1: Direct Selection of the Procure Plus Limited and Contractors Framework Agreement* for the provision of internal and external installation, maintenance and repair works (Dated 1st August 2014).

The contractors were appointed onto the framework via the OJEU compliant selection process published in the Official Journal of the European Union – 2013/S 133-229526. As per the Direct Selection Criteria outlined in Schedule 7 of the Framework Agreement the client wished to appoint the contractor that represented best value for money to carry out the scheme.

The direct call off procedure utilises the rates tendered in for the original framework and therefore prevents the need for any further competition or tendering process.

Eligible Contractors

The contractors who gained access to the framework to be considered for work within Lot 8 Bathroom Installations Cumbria 50 plus properties are

Rank	No.	Company
1	89	WRIGHT BUILD LTD
2	41	Herbert T Forrest Ltd
3	85	VINCI facilities
4	80	Top Notch Contractors Ltd
5	49	Keepmoat Ltd
6	30	Esh Property Services
7	60	Novus Property Solutions Limited
8	32	F.T. Finley & Co. Ltd.
9	71	Seddon Construction Limited
10	84	V&T(Plumbing-Central Heating & Bathrooms)Ltd T/a-A
11	52	MITIE
12	34	GB-Building-Solutions
13	26	Stobbarts Ltd
14	83	DLP Services (Northern) Limited
15	21	Turner Facilities Management Limited
16	1	Bullock Construction Limited
		A B Mitchell Developments Ltd

It is noted that V&T (Plumbing Central Heating & Bathrooms) Ltd T/a Aqua, AB Mitchell developments Limited, F T Finley and GB Building Solutions are in administration and therefore not eligible for consideration for work under the framework. As AB Mitchell are the current provider their rates from the current project will be included for comparison purposes only.

All the other contractors above are approved to work on the lot.

Capability Assessment

The contractors were assessed on the capability matrix set out in schedule 8 of the framework Agreement:

- The Contractor's geographical coverage
- The size of the scheme
- The Contractor's financial stability
- The Contractor's health and safety record
- The Contractor's capacity, taking into account value of Works already awarded to it under the Framework Agreement
- The level of PI insurance the Contractor holds (for awards under Framework Lots 5 to 8 (inclusive), 24 to 27 (inclusive) and 31 to 38 (inclusive))
- The requirement for MCS accreditation (for awards under Framework Lots 41, 47 and 48)
- The requirement for PAS2030 accreditation (for awards under Framework Lots 1 to 30 (inclusive), 37, 38, 40, 41, 43 and 45 to 48 (inclusive))

It was confirmed that all remaining contractors were currently in the green status on the live quality score and therefore could be considered for this opportunity.

Expression of Interest

Due to the location of the proposed works the Client agreed that an initial expression of interest was issued to all contractors eligible to undertake the works. An e-mail on Wednesday 15th March 2017 with responses requested by 17.00 hours on 16th March 2017. After this date, a reminder was issued to companies who had not responded and then this was followed up with telephone calls to determine who would be interested in the project.

Lot 8 bathroom installations 50 plus properties Cumbria.

WRIGHT BUILD LTD – Confirmed interest in the works

Herbert T Forrest Ltd – did not want to be considered for the project

VINCI facilities – did not want to be considered for the project

Top Notch Contractors Ltd – Confirmed interest in the works

Keepmoat Ltd – did not want to be considered for the project

Esh Property Services – did not want to be considered for the project

Novus Property Solutions Limited – Confirmed interest in the works

Seddon Construction Limited – did not want to be considered for the project

MITIE – Confirmed interest in the works

Stobbarts Ltd – did not want to be considered for the project

DLP Services (Northern) Limited – Confirmed interest in the works

Turner Facilities Management Limited – did not want to be considered for the project

Bullock Construction Limited – did not want to be considered for the project

This provides the following list of contractors eligible and willing to be considered for the project.

WRIGHT BUILD LTD

Top Notch Contractors Ltd

Novus Property Solutions Limited

MITIE

DLP Services (Northern) Limited

Pricing Assessment – Client specific basket

Each contractor has priced a generic basket to be appointed onto the framework. It was ascertained that to identify the contractor that provides best value to the client we would produce a scheme specific basket of items (Figure 1). The items and quantities have been abstracted from the current bathroom projects carried out by AB Mitchell. The rates paid to AB Mitchell are also included for comparison purposes.

Pricing Assessment – Preliminaries

We have assessed the Preliminaries based on the handover rate for the current year and assessing the requirements of the preliminaries basket to manage the contract to the highest level of installation and tenant satisfaction. We have assumed site accommodation will be required based on the location of some of the contractors. Note that the current contractor does not charge preliminaries currently therefore, whilst they have been included in the preliminaries analysis they have not been carried over to the overall price analysis.

Quality Assessment

Whilst the table below only refers to a price analysis Wright Build are ranked number 1 overall and of the contractors analysed have the highest overall quality score.

Trainee, added value

The scope of the work within this document would suggest the trigger point for a trainee will not be achieved and therefore have not analysed this any further.

Conclusion

Since Wright Build are the most competitive price and best quality score then there is no framework reason that Wright Build cannot be directly selected for the work.

Figure 1 Price and Preliminaries breakdown

Notes

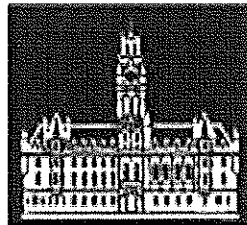
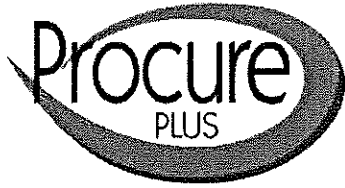
The above figures should be used for benchmarking and would not represent an anticipated outturn cost as not all specific scheme items may have been included

PRICE SCHEDULE

Item Code	Item Description	Quantity	Unit of Measurement	A B Mitchell Developments Ltd	DLP Services (Northern) Limited	MITE	Novus Property Solutions Limited	Top Notch Contractors Ltd	Wright Build Ltd
BA10001	Install bathroom	90	Item						
BA10005	Remove existing and fit new bath, new side	2	Item						
BA10006	Remove existing and fit new wash basin and	4	Item						
BA10007	Remove existing close coupled WC suite and	8	Item						
BA10010	Install Hand rinse basin, tile splashback to	1	Item						
BA10011	Install WC plinth	1	Metre						
BA10015	Install handrails	3	Each						
BA10025	Plasterboard and skim stud partition	18	M2						
BA10026	Renew plaster	10	M2						
BA10029	Demolish existing 100mm thick block	10	M2						
BA10037	Overboard and skim ceilings	8	M2						
BA10038	Studding out on walls, board and skim	4	M2						
BA10061	Renew timber flooring	6	M2						
BA10062	Renew timber joists	18	Metre						
BA10066	Install wet floor for adapted bathroom	6	M2						
BA10068	Remove existing electric shower and install	1	Item						
BA10070	Install new electric shower, including shower	1	Item						
BA10074	Extract fans including core drill	1	Each						
BA10081	Provision of shower circuit	1	Each						
BA10082	Renew light fitting	2	Each						
			Sub Total						
			Preliminaries						
			Total						

PRELIMINARIES

Item Code	Item Description	Quantity	Unit of Measurement	A B Mitchell Developments Ltd	DLP Services (Northern) Limited	MITE	Novus Property Solutions Limited	Top Notch Contractors Ltd	Wright Build Ltd
PLM00001	Contracts/Project Manager	0.10	Per Week						
PLM00002	Site Manager	1.00	Per Week						
PLM00003	Supervisor/Non Working Foreman	1.00	Per Week						
PLM00004	Health & Safety Manager	0.10	Per Week						
PLM00005	Site QS	0.50	Per Week						
PLM00006	Site Engineer		Per Week						
PLM00007	Resident Liaison Officer	1.00	Per Week						
PLM00008	Site Security Staff		Per Week						
PLM00009	Site Labourer	1.00	Per Week						
PLM00020	Site Hoarding (Heras Fencing) - 50 metres		Per Week						
PLM00021	Site Hoarding (Solid Board) - 25 metres	1.00	Per Week						
PLM00022	Site Cabin 6.4m x 2.4m	2.00	Per Week						
PLM00023	Canteen/Drying Room 6.4m x 2.4m	1.00	Per Week						
PLM00024	Toilets	1.00	Per Week						
PLM00025	Storage Unit / Container 6.4m x 2.4m	3.00	Per Week						
PLM00026	Site Specific Vehicle - Transit or equivalent	1.00	Per Week						
PLM00060	B Yard general use (mixed waste) skip	2.00	Each						
	100 elements allowing 5 per week	20	weeks						



Barrow Borough Council Contractor Selection Report

Voids 2017 / 18

Barrow Borough Council Contractor Selection

Introduction

This report has been prepared to provide an alternative contractor for the void project work for Barrow Borough Council for the financial year 2017/18 due to the company administration of the current provider.

There is no specific lot for voids within the installers framework and AB Mitchell were appointed through the mini competition process although during this process only two tenders were received. Therefore, Procure Plus have considered other options to appoint a suitably experienced contractor who could mobilise quickly whilst delivering a quality service at a reasonable price.

Within the Repairs and Maintenance of building Installations (2015/S 063-111151) awarded to Hughes Bros there was provision made within the agreement to enter into agreement with the contractor to carry out work to Voids. Within the Barrow Responsive Repairs Specification Clause 19 provision was made allowing Barrow Borough Council to move the void work from A B Mitchell to the responsive contractor.

Therefore, a decision was made to enter into negotiations with Hughes Bros to formalise the agreement to take up the Voids works. The negotiation concentrated on the following

- Negotiation of model cost items for the kitchen and bathroom replacement works, these items are currently not within the responsive contract.
- Negotiation of the responsive schedule of rates to consider the changing nature of the work ie carrying out multiple items within a property rather than one off work items and carrying out a single item multiple times.

Results of negotiation

The results of the negotiation are as follows

Model Cost items for kitchen and bathrooms

The basis of the negotiation was to utilise the Procure Plus Installation framework items for the replacement of kitchens and bathrooms, issue these to Hughes Bros and then compare them with the current rates paid to A B Mitchell. The table below provides the results of this exercise based on a basic kitchen and bathroom installation and property preliminaries allowance.

	Hughes Bros				AB Mitchell			
	Kitchen	Bathroom	Preliminaries	total	Kitchen	Bathroom	Preliminaries	total
Kitchen and Bathroom combined								
Model cost								

Therefore, a small saving will be achieved by moving to Hughes Bros.

Schedule of Rates items

It was agreed between the parties to utilise the schedule of rates for the responsive contract and agree a reduction on these rates for the void contract. The agreed reduction is based on the following

- A 10% reduction has been agreed for an item of work carried out up to a total quantity of 5.
- A 16% reduction has been agreed for an item of work carried out for a total quantity above 5.

An overall agreement to review this after the completion of 1 months' work on voids subject to all the costs being presented to Barrow Borough Council.

Conclusion

Based on the above prices and negotiations we would see no framework reason for not giving the void works to Hughes Bros. Once agreed the process will be to create a specific catalogue for the works and set up a project on Schemes Plus to process the project works.

AGENDA ITEM 12

PLANNED INVESTMENTS 2016/17

SCHEME	PROCUREMENT TYPE	AVAILABLE BUDGET	EXPENDITURE TO DATE	ESTIMATED START DATE	ESTIMATED COMPL. 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	£ 1,534,840	1.5.2016	20.12.2016	DLP Roofing	100% COMPLETE	No
RE-POINTING/ RENDERING ORMSGILL ESTATE (PHASE 2)	CUMBRIA HOUSING PARTNERS	£250,000	£ 398,057	01/08/2016	20.12.2016	DLP Roofing	100% COMPLETE	No
WINDOW & DOOR REPLACEMENTS VARIOUS HOUSING AREAS	CUMBRIA HOUSING PARTNERS	£400,000	£ 480,460	01/04/2016	31.3.2017	TOP NOTCH	100% COMPLETE	No
COMMUNAL ENTRANCE PAINTING - CENTRAL	CUMBRIA HOUSING PARTNERS	£10,000	£ 22,661	01/10/2016	31.3.2017	GEORGE JONES	100% COMPLETE	Yes
GARAGE IMPROVEMENTS	CUMBRIA ROOFING	£75,000	£ 1,655	01/10/2016	31.3.2017	CUMBRIA ROOFING	100% COMPLETE	No
REWIRES	CUMBRIA HOUSING PARTNERS	£355,300	£ 406,154	01/04/2016	31.3.2017	K WILSON	100% COMPLETE	No
BATHROOMS	CUMBRIA HOUSING PARTNERS	£149,400	£ 142,846	01/04/2016	31.3.2017	AB MITCHELL	100% COMPLETE	No
KITCHENS	CUMBRIA HOUSING PARTNERS	£125,000	£ 1,619,921	01/04/2016	31.3.2017	AB MITCHELL	100% COMPLETE	No
HEATING	CUMBRIA HOUSING PARTNERS	£455,000	£ 387,521	01/04/2016	31.3.2017	AB MITCHELL	100% COMPLETE	No
PAINTING	CUMBRIA HOUSING PARTNERS	£150,000	£ 80,830	01/04/2016	31.3.2017	G JONES	100% 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	£ 1,026,965	£ 20,581	96%
Voids	£ 503,044	£ 683,400	£ 9,674	136%
Gas Servicing	£ 195,392	£ 322,891	£ 3,758	165%
Decoration Vouchers	£ 30,000	£ 34,283	£ 577	114%
Environmental Impmts	£ 25,000	£ 20,093	£ 481	80%
Disabled Adaptations	£ 100,000	£ 238,478	£ 1,923	238%
Electrical Testing	£ 81,000	£ 39,955	£ 1,558	49%
Door Entry Maintenance	£ 20,000	£ 23,317	£ 385	117%