

CABINET
Thursday 17 October 2019 at 7.30 pm
Council Chamber - Civic Centre

Members

Councillor Mark Ingall, Leader of the Council
Councillor Eugenie Harvey, Deputy Leader and Portfolio Holder for
Community and Wellbeing
Councillor Mike Danvers, Portfolio Holder for Resources
Councillor Tony Durcan, Portfolio Holder for Economic Development
Councillor Danny Purton, Portfolio Holder for Environment
Councillor Lanie Shears, Portfolio Holder for Governance, Equality and
Diversity
Councillor John Strachan, Portfolio Holder for Regeneration
Councillor Mark Wilkinson, Portfolio Holder for Housing

Other Attendees

Councillor Tony Edwards
Councillor Shannon Jezzard
Councillor Stefan Mullard

AGENDA

1. Apologies for absence
2. Declarations of Interest

Councillors' declarations of interest (if any) in relation to any items on the agenda.
3. Minutes (Pages 4 - 9)

To approve the minutes of the meeting held on 12 September 2019.
4. Matters Arising

Any matters arising from the minutes of the previous meeting.
5. Written Questions from the Public

To receive any questions from members of the public in accordance with Rule 10 of the Council Procedure Rules.
6. Written Questions from Councillors

To receive any questions from Councillors in accordance with Rule 11 of the Council Procedure Rules.

7. Petitions

To consider any petitions that have been referred to the Cabinet under the Council's Petition Scheme.

8. Forward Plan (Pages 10 - 22)

To note the Forward Plan, which lists all upcoming Cabinet decisions and provides notice of key decisions and those expected to be taken in private session.

9. Recent Relevant Decisions Taken by The Leader, Deputy or Portfolio Holder(s)

There have not been any relevant decisions taken by Portfolio Holders under delegated powers since the last meeting of the Cabinet.

10. Local Development Plan - Modifications Prior to Consultation
(this item has been withdrawn from the agenda for the meeting)

11. Homelessness and Rough Sleeper Strategy (Pages 23 - 88)

12. Contract Award - Nexus Building Management (Pages 89 - 114)

13. HTS (Property and Environment) Ltd - Contract Award for Two Year Programme for Compliance, Garages Aids and Adaptations
(Pages 115 - 120)

14. Communications from Committees/Working Groups/Parties and Panels

a) Referral from Scrutiny Committee - Review of Overview and Scrutiny (to follow)

15. Minutes of Panels/Working Groups

To note the following draft minutes of Cabinet appointed bodies. Minutes remain draft until approved by the relevant body.

a) Minutes of meeting Tuesday, 20 November 2018 of Housing Standards Board (Pages 121 - 123)

b) Minutes of meeting Tuesday, 19 March 2019 of Housing Standards Board (Pages 124 - 126)

c) Minutes of meeting Thursday, 5 September 2019 of Harlow Local Highways Panel (Pages 127 - 138)

d) Minutes of meeting Tuesday, 2 July 2019 of Housing Standards Board (Pages 139 - 142)

16. Matters of Urgent Business

Such other business which, in the opinion of the Chair, should be received as a matter of urgency by reason of special circumstances to be specified in the minutes.

**MINUTES OF THE CABINET
HELD ON**

12 September 2019

7.30 - 8.11 pm

PRESENT

Committee Members

Councillor Mark Ingall, Leader of the Council

Councillor Eugenie Harvey, Deputy Leader and Portfolio Holder for Community and Wellbeing

Councillor Mike Danvers, Portfolio Holder for Resources

Councillor Tony Durcan, Portfolio Holder for Economic Growth

Councillor Danny Purton, Portfolio Holder for Environment and Member Champion for Highways and Infrastructure

Councillor Lanie Shears, Portfolio Holder for Governance, Equality and Diversity

Councillor John Strachan, Portfolio Holder for Regeneration and Member Champion for IT

Additional Attendees

Councillor Tony Edwards

Other Councillors

Councillor Simon Carter

Councillor Joel Charles

Councillor Mike Garnett

Councillor Tony Hall

Councillor Andrew Johnson

Officers

Brian Keane, Chief Executive

Andrew Bramidge, Head of Environment and Planning

Hannah Criddle, Governance Support Officer

Simon Freeman, Head of Finance and Deputy to the Chief Executive

Jane Greer, Head of Community Wellbeing

Andrew Murray, Head of Housing

39. **APOLOGIES FOR ABSENCE**

Apologies of absence were received from Councillor Mark Wilkinson.

40. **DECLARATIONS OF INTEREST**

Councillor Eugenie Harvey declared a non-pecuniary interest in agenda item 15 (Disposal of Land Adjacent to the Old Harlow Medical Centre) as she lives in Old Harlow.

Councillors Michael Garnett and Joel Charles both declared a non-pecuniary interest in agenda item 15 (Disposal of Land Adjacent to the Old Harlow Medical Centre) as Ward Councillors for Old Harlow.

Councillor Simon Carter declared a pecuniary interest in agenda item 14 (Building Cleaning Contract) as a remunerated Councillor Director of HTS (Property and Environment) Ltd and confirmed he would leave the Chamber when the item was discussed.

41. **MINUTES**

RESOLVED that the minutes of the meeting held on 18 July 2019 are agreed as a correct record and signed by the Leader.

42. **MATTERS ARISING**

None.

43. **WRITTEN QUESTIONS FROM THE PUBLIC**

None.

44. **WRITTEN QUESTIONS FROM COUNCILLORS**

None.

45. **PETITIONS**

None.

46. **FORWARD PLAN**

RESOLVED that the Forward Plan is noted.

47. **RECENT DECISIONS TAKEN BY THE LEADER, DEPUTY OR PORTFOLIO HOLDER(S)**

None.

48. **JOINT FINANCE AND PERFORMANCE REPORT, QUARTER 1 2019/20**

Cabinet received a report which set out both the Council's financial performance, along with its performance against its own performance indicators for the first quarter of 2019/20.

Proposed by Councillor Mike Danvers (seconded by Councillor Mark Ingall) it was:

RESOLVED that Cabinet:

A Noted the projected outturn position set out in sections three and four of Appendix A to the report for the first quarter (April – June) of 2019/20 as follow:

- i) An adverse variation on controllable budgets of £215,000 representing 0.4 per cent of the gross General Fund Budget.

- ii) A total projected overspend of £46,000 representing 0.08 per cent of the gross General Fund Budget.
- iii) The Council performance on or above target for 47 out of 49 (96 per cent) of its quarterly performance indicators.

49. **HOUSING REVENUE ACCOUNT, QUARTER 1 FINANCE REPORT 2019/20**

Cabinet received a report which provided an update on the Housing Revenue Account (HRA) for the first quarter on 2018/29 and asked that Cabinet variances in the HRA budget and the forecast of the HRA and Major Repairs Reserve.

Proposed by Councillor Mike Danvers (seconded by Councillor Mark Ingall) it was:

RESOLVED that Cabinet:

A Noted:

- i) A favourable variation against the approved Housing Revenue Account (HRA) operational/controllable budget of £140,000 representing (-)0.02 per cent of the gross HRA budget.
- ii) An unfavourable non-operational variance of £3,200,000 representing 0.57 per cent of gross HRA budget which includes adjustments to housing capital programme financing as a result of the re-alignment of budgets and changes to proposed funding which increases the anticipated direct revenue contribution required in 2019/20.

50. **CAPITAL PROGRAMMES, QUARTER 1 FINANCE REPORT 2019/20**

Cabinet received a report which provided an update on the Council's Housing and Non Housing Capital Programmes and to approve a revised Housing Capital Programme for 2019/20.

Proposed by Councillor Mike Danvers (seconded by Councillor Mark Ingall) it was:

RESOLVED that Cabinet:

A Noted the progress in the delivery of the Council's Housing and Non Housing Capital Programmes as at Quarter 1 (30 June 2019) as follows:

- i) Housing Capital Programme – forecast outturn £23,743,000 (original estimate £24,044,000).

- ii) Non Housing Capital Programme – forecast outturn £15,618,000 (original estimate £11,156,000). The outturn includes a new budget for work to Enterprise Zone Plot H “Modus” approved by Cabinet on 20 June 2019 with a £7.2 million budget as set out in Annex A14 to the report.

B Approved the revised Housing Capital Programme for 2019/20 outlined in paragraph 19 to the report.

51. **ANNUAL TREASURY MANAGEMENT REPORT 2018/19**

Cabinet received a report in the Council’s treasury management functions in 2018/19.

Proposed by Councillor Mike Danvers (seconded by Councillor Mark Ingall) it was:

RESOLVED that Cabinet recommended to Full Council:

- A** The annual Treasury Management Report for 2018/19, as set out in Appendix A to the report, including that the Council operated within the Treasury Management Strategy Statement during 2018/19, be noted and approved.

52. **BUILDING CLEANING CONTRACT**

Councillor Simon Carter left the meeting.

Cabinet received a report to enter into a contract for building cleaning services for a minimum period of 36 months with effect from 1 October 2019.

Proposed by Councillor John Strachan (seconded by Councillor Lanie Shears) it was:

RESOLVED that Cabinet:

- A** Approved, subject to formal contract, a building cleaning contract with HTS (Property & Environment) Ltd (HTS) for a period of three years with an option, at the sole discretion of the Council, to break the contract at the end of year one by giving no less than four months’ notice subject to agreement of the terms and conditions and;
 - i) The conclusion of mandatory formal consultation with the transferee’s existing employees and confirmation that HTS will provide pension protection which is the same as, broadly comparable or better than those they had the right to acquire prior to the transfer and;

- ii) Clarification on the final cost of the new services taking into account the matters above.

B Granted delegated authority to the Chief Executive in consultation with the Leader of the Council to make the necessary legal and financial arrangements to award the contract.

53. **DISPOSAL OF LAND ADJACENT TO THE OLD HARLOW MEDICAL CENTRE**

Councillor Simon Carter returned to the meeting.

Cabinet received a report for the disposal of land adjacent to the Old Harlow Medical Centre.

Proposed by Councillor John Strachan (seconded by Councillor Tony Durcan) it was:

RESOLVED that Cabinet:

A Declared the land adjacent to the Old Harlow Medical Centre as surplus to requirements.

B Approved plans to dispose of the freehold interest in the subject land for use as part of the existing Medical Centre.

C Delegated to the Head of Finance and Deputy to the Chief Executive, in consultation with the Portfolio Holder for Regeneration, the authority to negotiate and finalise the terms of the disposal and (subject to being satisfied that it would be for the best consideration reasonably obtainable) thereafter procure the legal completion of the sale documentation.

54. **COMMUNICATIONS FROM COMMITTEES/WORKING GROUPS/PARTIES AND PANELS**

55. **REFERRAL FROM RELIGIOUS DIVERSITY WORKING PARTY - UPDATE**

Cabinet received an update from the Religious Diversity Working Party to note the progress of the Working Party.

Proposed by Councillor Lanie Shears (seconded by Councillor Mark Ingall) it was:

RESOLVED that Cabinet:

A Noted the progress of the Working Party so far.

56. **MINUTES OF PANELS/WORKING GROUPS**

RESOLVED that the minutes of the following meetings are noted.

- a) Minutes of meeting Tuesday, 2 July 2019 of Harlow Local Highways Panel
- b) Minutes of meeting Thursday, 15 August 2019 of Cabinet Overview Working Group

57. **MATTERS OF URGENT BUSINESS**

None.

LEADER OF THE COUNCIL

Harlow Council Forward Plan

Published on 18 September 2019

This plan contains all decisions that the Council's Cabinet expects to take over the coming year. Where relevant, each decision has been identified as a Key Decision or as involving consideration in private session.

The definition of a Key Decision is given in Article 12 of the Council's Constitution but is also set out here for clarity.

A 'Key Decision' means a Cabinet/Portfolio Holder decision which is likely:

- a) to result in the Council incurring expenditure which is, or the making of savings which are, significant having regard to the Council's budget for the service or function to which the decision relates. For this purpose, expenditure or savings are deemed to be significant if they exceed £50,000
- b) to be significant in terms of its effects on communities living in an area comprising two or more wards in Harlow.

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Each decision listed in this Forward Plan has been assigned an exemption status as follows:

Open – members of the press and public are expected to be allowed to attend during consideration of this matter.

Confidential – members of the press and public are expected to be excluded during consideration of this matter. The reasons for this exclusion will be stated in column 5, and relate to a lawful power to exclude the press and public when specific classes of information are being discussed, as contained in the [Local Government Act 1972](#).

A Decision Notice for each Key Decision is published within five days of it being made. Decision Notices and documents to be considered by decision makers are open for inspection on the Council's website www.harlow.gov.uk and at the Civic Centre, The Water Gardens, Harlow, CM20 1WG. Representations on an upcoming key decision can be made by writing to the Managing Director, using the address above.

The current members of the Cabinet are as listed on the Council's website at the following page <http://moderngov.harlow.gov.uk/mgCommitteeDetails.aspx?ID=121>

Ref.	Decision title	Decision Maker	Expected Date of Decision and Ward(s) affected	Key Decision and private consideration status	Documents to be considered by decision maker	Portfolio Holder and Lead Officer
I010 207	Local Development Plan - Modifications Prior to Consultation	Cabinet	17 Oct 2019 All Wards	Key decision: Yes Likely exemption status: Open	Officer's report	Portfolio Holder for Environment (Councillor Danny Purton) Andrew Bramidge
I010 408	Town Wide Employment Sites Article 4 Direction	Cabinet	17 Oct 2019 All Wards	Key decision: Yes Likely exemption status: Open	Officer's report	Portfolio Holder for Environment (Councillor Danny Purton) Andrew Bramidge, Jane Greer
I009 104	Homelessness and Rough Sleeper Strategy	Cabinet	17 Oct 2019	Key decision: Yes Likely exemption status: Open	Officer's report	Portfolio Holder for Housing (Councillor Mark Wilkinson) Andrew Murray

Ref.	Decision title	Decision Maker	Expected Date of Decision and Ward(s) affected	Key Decision and private consideration status	Documents to be considered by decision maker	Portfolio Holder and Lead Officer
I009 896	Contract Award - Nexus Building Management	Cabinet	17 Oct 2019 Old Harlow	Key decision: Yes Likely exemption status: Open	Officer's report	Portfolio Holder for Economic Growth (Councillor Tony Durcan) Andrew Bramidge
I010 685	Contract Award for the Demolition of the Old Lister House Site, Perry Road	Cabinet	17 Oct 2019 Staple Tye	Key decision: Yes Likely exemption status: Open	Officer's report	Portfolio Holder for Regeneration (Councillor John Strachan) Jane Greer
I010 621	HTS (Property and Environment) Ltd - Contract Award for Two Year Programme for Compliance, Garages Aids and Adaptations	Cabinet	17 Oct 2019 All Wards	Key decision: Yes Likely exemption status: Open	Officer's report	Portfolio Holder for Housing (Councillor Mark Wilkinson) Andrew Murray

Ref.	Decision title	Decision Maker	Expected Date of Decision and Ward(s) affected	Key Decision and private consideration status	Documents to be considered by decision maker	Portfolio Holder and Lead Officer
I010 594	HTS (Property and Environment) Ltd Best Value Review	Cabinet	5 Dec 2019	Key decision: Yes Likely exemption status: Open	Officer's report	Leader of the Council (Councillor Mark Ingall) Simon Hill
I007 561	Town Centre Area Action Plan - Submission to Planning Inspectorate for Examination Under Regulation 22	Cabinet	5 Dec 2019 Toddbrook; Little Parndon and Hare Street; Netteswell	Key decision: Yes Likely exemption status: Open	Officer's report	Portfolio Holder for Regeneration (Councillor John Strachan), Portfolio Holder for Environment (Councillor Danny Purton) Jane Greer, Andrew Bramidge
I010 143	Treasury Management Strategy Statement 2019/20: Mid-Year Review	Cabinet	5 Dec 2019	Key decision: Yes Likely exemption status: Open	Officer's report	Portfolio Holder for Resources (Councillor Mike Danvers) Simon Freeman

Ref.	Decision title	Decision Maker	Expected Date of Decision and Ward(s) affected	Key Decision and private consideration status	Documents to be considered by decision maker	Portfolio Holder and Lead Officer
I010 144	Joint Finance and Performance Report, Quarter 2 2019/20	Cabinet	5 Dec 2019	Key decision: No Likely exemption status: Open	Officer's report	Portfolio Holder for Resources (Councillor Mike Danvers) Simon Freeman
I010 145	Housing Revenue Account, Quarter 2 Finance Report 2019/20	Cabinet	5 Dec 2019	Key decision: No Likely exemption status: Open	Officer's report	Portfolio Holder for Resources (Councillor Mike Danvers), Portfolio Holder for Housing (Councillor Mark Wilkinson) Andrew Murray, Simon Freeman
I010 146	Capital Programmes, Quarter 2 Finance Report 2019/20	Cabinet	5 Dec 2019	Key decision: No Likely exemption status: Open	Officer's report	Portfolio Holder for Housing (Councillor Mark Wilkinson), Portfolio Holder for Resources (Councillor Mike Danvers) Andrew Murray, Simon Freeman

Ref.	Decision title	Decision Maker	Expected Date of Decision and Ward(s) affected	Key Decision and private consideration status	Documents to be considered by decision maker	Portfolio Holder and Lead Officer
I010 532	Contract Award for Insurance Services	Cabinet	5 Dec 2019	Key decision: Yes Likely exemption status: Open	Officer's report	Portfolio Holder for Resources (Councillor Mike Danvers) Simon Freeman
I010 640	Award of Contract for Replacement of Water Main and Central Heating Systems - Moor Tower, Nicholls Tower, Stort Tower and Edmunds Tower	Cabinet	5 Dec 2019 Bush Fair; Netteswell; Toddbrook	Key decision: Yes Likely exemption status: Open	Officer's report	Portfolio Holder for Housing (Councillor Mark Wilkinson) Andrew Murray
I010 622	HTS (Property and Environment) Ltd - Contract Award of Flat Block Refurbishment of 97-126 The Hides	Cabinet	5 Dec 2019 Netteswell	Key decision: Yes Likely exemption status: Open	Officer's report	Portfolio Holder for Housing (Councillor Mark Wilkinson) Andrew Murray
I010 704	Flat Block Refurbishment - Carters Mead	Cabinet	5 Dec 2019 Harlow Common	Key decision: Yes Likely exemption status: Open	Officer's report	Portfolio Holder for Housing (Councillor Mark Wilkinson) Andrew Murray

Ref.	Decision title	Decision Maker	Expected Date of Decision and Ward(s) affected	Key Decision and private consideration status	Documents to be considered by decision maker	Portfolio Holder and Lead Officer
I010 705	Flat Block Refurbishment - Little Brays	Cabinet	5 Dec 2019 Bush Fair	Key decision: Yes Likely exemption status: Open	Officer's report	Portfolio Holder for Housing (Councillor Mark Wilkinson) Andrew Murray
I010 147	Debt Write Offs	Cabinet	5 Dec 2019	Key decision: Yes Likely exemption status: Open	Officer's report	Portfolio Holder for Resources (Councillor Mike Danvers) Simon Freeman
I010 148	Local Council Tax Support Scheme Proposals 2020/21	Cabinet	5 Dec 2019	Key decision: Yes Likely exemption status: Open	Officer's report	Portfolio Holder for Resources (Councillor Mike Danvers) Simon Freeman
I010 613	Recommendations from Religious Diversity Working Party	Cabinet	5 Dec 2019	Key decision: No Likely exemption status: Open	Officer's report	Portfolio Holder for Governance, Equality and Diversity (Councillor Lanie Shears) Simon Hill

Ref.	Decision title	Decision Maker	Expected Date of Decision and Ward(s) affected	Key Decision and private consideration status	Documents to be considered by decision maker	Portfolio Holder and Lead Officer
I010 208	Adoption of Local Development Plan	Cabinet	23 Jan 2020 All Wards	Key decision: Yes Likely exemption status: Open	Officer's report	Portfolio Holder for Environment (Councillor Danny Purton) Andrew Bramidge
I010 149	Corporate Plan 2020/21	Cabinet	23 Jan 2020	Key decision: Yes Likely exemption status: Open	Officer's report	Leader of the Council (Councillor Mark Ingall) Brian Keane
I010 150	Medium Term Financial Strategy 2020/21 - 2022/23	Cabinet	23 Jan 2020	Key decision: Yes Likely exemption status: Open	Officer's report	Portfolio Holder for Resources (Councillor Mike Danvers) Simon Freeman
I010 151	Capital and Treasury Report 2020	Cabinet	23 Jan 2020	Key decision: Yes Likely exemption status: Open	Officer's report	Portfolio Holder for Resources (Councillor Mike Danvers) Simon Freeman

Ref.	Decision title	Decision Maker	Expected Date of Decision and Ward(s) affected	Key Decision and private consideration status	Documents to be considered by decision maker	Portfolio Holder and Lead Officer
I010 152	Housing Revenue Account Business Plan 2019-2049	Cabinet	23 Jan 2020	Key decision: Yes Likely exemption status: Open	Officer's report	Portfolio Holder for Resources (Councillor Mike Danvers), Portfolio Holder for Housing (Councillor Mark Wilkinson) Andrew Murray, Simon Freeman
I010 153	Housing Revenue Account Budget 2020/21	Cabinet	23 Jan 2020	Key decision: Yes Likely exemption status: Open	Officer's report	Portfolio Holder for Housing (Councillor Mark Wilkinson), Portfolio Holder for Resources (Councillor Mike Danvers) Andrew Murray, Simon Freeman

Ref.	Decision title	Decision Maker	Expected Date of Decision and Ward(s) affected	Key Decision and private consideration status	Documents to be considered by decision maker	Portfolio Holder and Lead Officer
I010 155	Capital Programmes 2019/20 - 2021/22	Cabinet	23 Jan 2020	Key decision: Yes Likely exemption status: Open	Officer's report	Portfolio Holder for Resources (Councillor Mike Danvers), Portfolio Holder for Housing (Councillor Mark Wilkinson) Andrew Murray, Simon Freeman
I010 154	General Fund Budget 2020/21	Cabinet	23 Jan 2020	Key decision: Yes Likely exemption status: Open	Officer's report	Portfolio Holder for Resources (Councillor Mike Danvers) Simon Freeman
I010 603	Procurement Strategy Update	Cabinet	27 Feb 2020	Key decision: Yes Likely exemption status: Open	Officer's report	Portfolio Holder for Governance, Equality and Diversity (Councillor Lanie Shears) Simon Hill

Ref.	Decision title	Decision Maker	Expected Date of Decision and Ward(s) affected	Key Decision and private consideration status	Documents to be considered by decision maker	Portfolio Holder and Lead Officer
I010 156	Joint Finance and Performance Report, Quarter 3 2019/20	Cabinet	26 Mar 2020	Key decision: No Likely exemption status: Open	Officer's report	Portfolio Holder for Resources (Councillor Mike Danvers) Simon Freeman
I010 157	Housing Revenue Account, Quarter 3 Finance Report 2019/20	Cabinet	26 Mar 2020	Key decision: No Likely exemption status: Open	Officer's report	Portfolio Holder for Resources (Councillor Mike Danvers), Portfolio Holder for Housing (Councillor Mark Wilkinson) Andrew Murray, Simon Freeman
I010 158	Capital Programmes, Quarter 3 Finance Report 2019/20	Cabinet	26 Mar 2020	Key decision: No Likely exemption status: Open	Officer's report	Portfolio Holder for Resources (Councillor Mike Danvers), Portfolio Holder for Housing (Councillor Mark Wilkinson) Andrew Murray, Simon Freeman

Ref.	Decision title	Decision Maker	Expected Date of Decision and Ward(s) affected	Key Decision and private consideration status	Documents to be considered by decision maker	Portfolio Holder and Lead Officer
I010 159	Debt Write Offs	Cabinet	26 Mar 2020	Key decision: Yes Likely exemption status: Open	Officer's report	Portfolio Holder for Resources (Councillor Mike Danvers) Simon Freeman
I010 693	Energy Procurement Framework Review	Cabinet	Jul 2020 (date of meeting to be confirmed)	Key decision: Yes Likely exemption status: Open	Officer's report	Portfolio Holder for Environment (Councillor Danny Purton) Simon Freeman
I009 925	Regeneration Strategy	Cabinet	To be confirmed Subject to OWG approval	Key decision: Yes Likely exemption status: Open	Officer's report	Portfolio Holder for Regeneration (Councillor John Strachan) Jane Greer

Ref.	Decision title	Decision Maker	Expected Date of Decision and Ward(s) affected	Key Decision and private consideration status	Documents to be considered by decision maker	Portfolio Holder and Lead Officer
I009 571	Epping Forest SAC Mitigation Strategy	Cabinet	To be confirmed	Key decision: Yes Likely exemption status: Open	Officer's report	Portfolio Holder for Environment (Councillor Danny Purton) Andrew Bramidge
I009 572	Stewardship Arrangements	Cabinet	To be confirmed	Key decision: Yes Likely exemption status: Open	Officer's report	Portfolio Holder for Environment (Councillor Danny Purton) Andrew Bramidge
I009 573	East Harlow Strategic Masterplan	Cabinet	To be confirmed	Key decision: Yes Likely exemption status: Open	Officer's report	Portfolio Holder for Environment (Councillor Danny Purton) Andrew Bramidge

REPORT TO: CABINET

DATE: 17 OCTOBER 2019

TITLE: HOMELESSNESS AND ROUGH SLEEPER STRATEGY

PORTFOLIO HOLDER: COUNCILLOR MARK WILKINSON, PORTFOLIO HOLDER FOR HOUSING

LEAD OFFICER: ANDREW MURRAY, HEAD OF HOUSING (01279) 446676

CONTRIBUTING OFFICERS: CARA STEVENS, SENIOR HOUSING OPERATIONS MANAGER (01279) 446490
LISA WHITING, HOUSING OPTIONS AND ADVICE MANAGER (01279) 446371

This is a Key Decision
It is on the Forward Plan as Decision Number I009104
Call-in Procedures may apply
This decision will affect all Wards.

RECOMMENDED that:

- A The updated Harlow Homelessness and Rough Sleeping Strategy and updated Delivery Plan is approved as attached as Appendix A to the report.

REASON FOR DECISION

- A The Council have a duty to carry out a homelessness review and formulate an updated strategy based on the results of that review.

BACKGROUND

1. Councils in the past were required by law to produce a Homelessness Strategy every five years with the last strategy for the Council being published in 2015.
2. The introduction of the Homelessness Reduction Act 2017 increased the Council's statutory duties in tackling homelessness locally. This included a new statutory prevention duty, as well as the need to formulate a new rough sleeping strategy. The Prevention Duty requires earlier interventions which will involve the production of Personalised Housing Plans, additional support with the intention to meet the Government's targets to eliminate rough sleeping by 2027.

3. The revised strategy needs to set out how the review was completed, its findings, and how it intends to tackle issues in the local area, producing a wider inclusive partnership delivery plan. In reviewing the current strategy, Officers have undertaken a desk top analysis, a bench marking exercise, as well as wide ranging consultation with partners, users, and stakeholders.
4. The updated strategy needs to link to other relevant strategies and programmes. This allows for the opportunity to align the wide range of factors that could contribute to homelessness in Harlow, and target resources appropriately. These include health and wellbeing strategies, safeguarding strategies, Corporate Plan priorities, as well as Housing Revenue Account Business Plan objectives. The updated Homelessness Strategy and Delivery Plan are attached as Appendix A to the report.

ISSUES/PROPOSALS

How Have We Reviewed?

5. The review was extended earlier in the year, to take account of recent Government consultation around developing wider partnership working. A longer consultation period was undertaken to ensure the full range of local, regionally and national issues have been captured appropriately. The process concentrated on three main themes:
 - a) Desk top review
 - i) This included data on local and national priorities, demand for services locally, trends, increased prevention activities/effectiveness, performance, financial implications, as well as current and future Government funding.
 - b) Consultation with stakeholders
 - i) Workshops were held and attended by colleagues from a range of partner and support agencies. The workshops focused on identifying areas of concern, service gaps, as well as exploring innovative solutions, generating action points that can be concluded in the revised Homelessness and Rough Sleeping Strategy/Delivery Plan.
 - c) Consultation with Service users
 - i) An on-line survey was hosted to enable service users to provide the Council with their personal experiences. This was imperative and enabled the revised strategy to be relevant, attempting to meet the needs of the people that find themselves homeless or threatened with homelessness. The survey covered different age groups, differing housing situations, experiences of housing

support provided, as well as any other comments. Paper copies of the survey were also available.

6. Thirteen Councillors attended a workshop held on 25 July 2019. The workshop focused on current legislation, changes in the approach to homelessness, changes required to local policy, practice and approach. Councillors inputted into formulating a set of principles to be adopted, the main challenges having to be faced, as well as developing a set of innovative initiatives to feed into the strategy. Details of consultation process and outcomes are attached as Appendix B to the report.
7. Findings and outcomes from the review were presented to Housing Panel and Standards Board in October 2019.

Tackling Homelessness at Harlow

8. The main causes of homelessness locally are loss of accommodation in the private sector, the loss of an assured shorthold tenancy, relationship breakdown, and eviction from the homes of relatives/friends. In addition, there are a number of other complex issues that contribute to homelessness that are outlined in the Strategy.
9. The Council's Corporate Plan identifies more and better housing as being a top priority. A major objective for the updated Strategy is to demonstrate how it intends to tackle homelessness.
10. Since the introduction of the Homelessness Reduction Act 2017, the service has made changes to its approach to meet its statutory responsibilities, increased resources, reviewing private sector initiatives, revised relevant policies, and procedures. In reviewing its business processes, Officers have also taken advantage of Government grant funding. This has been in relation to general homelessness/prevention, as well as providing additional support for rough sleeping.
11. The Council has increased the number of bed spaces available in its Temporary Accommodation. This will result in an additional one bed unit, a two bed unit and four additional bedrooms, for both general needs and temporary accommodation. The work commenced January 2019 and will complete in 2019/20. In addition, during this period, the Council has established a new specialist Housing Support Scheme at Bromley Cottages, bringing an empty property back into use. This was opened on 9 May 2019 and is an example of effective partnership working with the targeting of national and local resources, using Streets2Homes specialist services, meeting the acute needs of vulnerable people. This was recognised in a recent ministerial visit by the Housing Minister where an opportunity was given for the residents of the scheme to discuss their experiences, and how the scheme has made a difference to their lives. The Council will continue to seek grant funding for these types of schemes whenever they become available.

12. Records indicate, the Council has received 408 homelessness applications in 2018/19. This was an increase from previous years. The number of households accepted as homeless and in priority need during 2018/19 was 80. In addition, the number of households living in temporary accommodation in Harlow in April 2019 was 284, an increase of over 100 per cent over the last five years. However, the number of people identified as sleeping rough has fluctuated seasonally.
13. At the start of the year, more households were successful in securing accommodation to avert homelessness, with only a minority becoming homeless. In 2018/19, the Council housed 434 households, of which 18 per cent were allocated to homeless applicants. In framing the Allocations Policy, the Council has to take regard of statutory legislation which includes the Homelessness Reduction Act 2017, the Localism Act 2011, as well as Government guidance for local authorities in England. The Council's tenancy strategy is available as a background paper.
14. Records indicate, that following the introduction of the Homelessness Reduction Act 2017 the number of homeless applications have increased significantly. This trend is outlined in detail within the Homelessness Strategy under homelessness applications and decisions analysis. Over the course of the year, however, the number of successful prevention cases seems to have significantly reduced despite the efforts. This has resulted in a corresponding increase in the number of households becoming homeless. The demand for services remains high therefore, with future trends identifying this to continue into the future recognising the acute shortage of housing being genuinely affordable.
15. The Council remains in the top quartile for the requirement for use of temporary accommodation. Recent national coverage has also identified the growing concern with increased number of families/children living in unsuitable temporary accommodation. The Council reviews its use of temporary accommodation annually which involves the development of a Temporary Accommodation Usage Plan. This involves an analysis of forecasted demand, available supply, aligning to other corporate/housing priorities.
16. The Council has made known its need for law in relation to permitted development and office conversion to be changed, as some local authorities have been using them to discharge their homelessness duty, where placements are housed in unsuitable housing conditions which have an impact on local services.
17. It is expected that when Council's undertake their homeless duty there is consideration given to the accommodation suitability which includes space design, facilities, and location. Due to the on-going increase in local housing need and the acute shortage of suitable housing, the Council currently uses a very small number of studio and two bedroom flats in a Permitted Development at Templefields. This is interim accommodation where applicants are placed temporarily while they wait for either a more permanent housing solution or pending a homeless decision. As part of the Council's Temporary Accommodation Usage Plan, the Council are looking to eliminate the use of

office conversions and permitted developments over a two year phased period. The updated Temporary Accommodation Usage Plan 2019-22 is attached as Appendix C to the report.

18. Working together with Essex councils, the 'Future of Essex Vision' has identified the prevention of homelessness as a key priority. This wishes to develop an approach to homelessness reduction in which partners will work together to improve the flow of information, and streamlining the way work is undertaken between organisations. Recognising those groups most at risk of homelessness and to develop earlier interventions. Improved communication, and understanding between partners will improve outcomes and effective multi-agency workings, pooling resources, and developing protocols.
19. Services have been focused on meeting its increased statutory duties, taking advantage of grant funding where appropriate. A major piece of work has also included the reinvigorating of local partnership working. The following themes are outlined:
 - a) Early intervention/prevention;
 - b) Signposting to support services;
 - c) Enhanced severe weather emergency provision;
 - d) Personalised Housing Plans (money advice);
 - e) Provision of high quality and suitable accommodation;
 - f) Increasing supply of accommodation;
 - g) Access to funding;
 - h) Reinvigorating private rented section with incentives (eg Rent Deposit Guarantee Scheme);
 - i) Negotiation and mediation with Landlords, and friends/families;
 - j) Working with agencies to support (eg suffering domestic abuse and hate crime); and
 - k) Advice on sourcing accommodation in the private sector including home ownership.
20. The new Local Development Plan is going through its examination process. Once agreed will set out the framework and associated targets to guide and shape amongst other things housing delivery in Harlow to 2033. It will be a key vehicle in delivering the Council's corporate strategies.
21. In addition, in December 2018, the Cabinet approved a pipeline of house building schemes for commencement as part of the creation of HTS (Housing

and Regeneration) Company. As part of this, as well as the framework for the Local Development Plan, the Council will explore options for developing Council owned temporary accommodation units in suitable locations.

Taking the Strategy Forward

22. The Council operates in a changing environment which has to take regard of both national and local priorities. Assumptions have been included within the revised strategy and resource plan which takes regard of future demand levels, resource levels, recognising that grant funding will be ceasing in March 2020. Latest Government thinking has advised for a one year spending programme which may have an impact on future grant funding and overall funding levels for housing.
23. Once the updated strategy is approved, the delivery plan and its actions will be taken through the Harlow Homeless Partnership. The key themes identified for joint working include prevention, intervention, recovery and partnerships.
24. Since the success of the new strategy depends on the wider engagement of all stakeholders which included the County Council, Probation, National Association for the Care and Resettlement of Offenders, Streets2Homes, Peabody, Social Services, Citizens Advice Bureau, Housing Providers, Mental Health, Princess Alexandra Hospital, Domestic Abuse services, Police and Department for Work and Pensions. Effective delivery will be essential for the targeting of scarce resources to be successful.
25. Progress will be reported to the Council as part of its wider performance management framework. In addition, the Delivery Plan will also be closely monitored by Harlow Homelessness Partnership which has been widened to include all relevant stakeholders such as health, probation, the County Council, charities. Recognising that effective delivery can only be achieved by working in partnership, with the sharing of limited resources to tackle local needs.

IMPLICATIONS

Environment and Planning (Includes Sustainability)

None specific.

Author: Andrew Bramidge, Head of Environment and Planning

Finance (Includes ICT, and Property and Facilities)

The Strategy highlights financial issues relating to associated costs and current government support available for dealing with the issue of homelessness and homelessness prevention. Changes to the costs of supporting and delivering the strategy along with variations in government grant will featured within the development and refresh of both the councils 30 year HRA Business Plan and the Medium Term Financial Strategy.

Author: Simon Freeman, Head of Finance and Deputy to the Chief Executive

Housing

The Homelessness Strategy is a key framework for the Housing Service and it is important that progress in achieving the tasks detailed in the action plan is continued in response to the challenging climate both nationally and locally. Recognising the national, regional, and local priorities, challenging and funding constraints.

Author: Andrew Murray, Head of Housing

Community Wellbeing (Includes Equalities and Social Inclusion)

As contained within the report.

Author: Jane Greer, Head of Community Wellbeing

Governance (Includes HR)

The Strategy sets out the Council's response to statutory duties set out in the Homelessness Reduction Act 2017. The governance implications are set out within the report and strategy.

Author: Simon Hill, Head of Governance

Appendices

Appendix A – Homelessness and Rough Sleeping Strategy and Delivery Plan

Appendix B – Details and Outcomes of Consultation Process

Appendix C – Temporary Accommodation Usage Plan

Background Papers

Allocations of Accommodation – Guidance for Local Housing Authorities in England

– <https://www.gov.uk/government/publications/allocation-of-accommodation-guidance-for-local-housing-authorities-in-england>

Homelessness Code of Guidance for Local Authorities –

<https://www.gov.uk/guidance/homelessness-code-of-guidance-for-local-authorities>

Tenancy Strategy – <https://www.harlow.gov.uk/sites/harlow-cms/files/files/Tenancy%20Strategy%202013-18.pdf>

Glossary of terms/abbreviations used

None.

Harlow Homelessness and Rough Sleeping Strategy 2019- 2024



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Foreword

Welcome to Harlow Council's Homelessness and Rough Sleeping Strategy. Harlow faces significant housing challenges and tackling them is an essential priority for the Council. This strategy sets out the Council's vision for tackling homelessness and how it will work in partnership to prevent homelessness and eliminate rough sleeping.

Homelessness and poor housing conditions blight lives, damage health and reduce opportunities. They negatively impact communities in profound ways. That is why preventing homelessness is a priority for this Council. We are committed to ongoing investment that delivers tangible benefits to the people we serve.

This strategy comes at a crucial period in time. The state of the economy is putting increased pressure on homelessness services, whilst at the same time, welfare reform and the reductions in Housing Benefit introduced by the government are increasing pressure upon household's ability to manage their finances. Major reductions in public spending have increased pressure on both statutory and voluntary sector agencies. It is therefore no surprise that nationally and locally there are strong predictions that the numbers of households presenting as homeless will rise over the coming years.

We are proud of our achievements to date. We only use bed and breakfast accommodation where absolutely necessary, and we rarely place homeless households into temporary accommodation outside of the area. We have been successful in bidding for government funding to tackle rough sleeping and we have seen numbers reduce as a result of innovation within the housing service. We re-focussed services on prevention and early intervention in response to the new legislation contained within the Homelessness Reduction Act 2017.

We are fortunate to work with local stakeholders who share our commitment to preventing homelessness and rough sleeping. We thank each of these colleagues, as we could not achieve the successes we have already, without them.

This is an exciting time to introduce a new strategy for preventing homelessness and rough sleeping in Harlow. I am very pleased to endorse this strategy; knowing it will deliver continuous improvement and impact positively on people's lives.

A handwritten signature in blue ink, appearing to read 'M. Wilkinson', with a long, sweeping underline.

Councillor Mark Wilkinson
Portfolio Holder for Housing

Introduction

The purpose of the Strategy

Local Housing Authorities are required by law to carry out a review of homelessness and publish a strategy setting out what it intends to do to prevent homelessness and rough sleeping.

With the introduction of the Homelessness Reduction Act and increased focus on tackling rough sleeping, this is a perfect time for us to review the work we do on homelessness and set fresh priorities and objectives.

The focus of the strategy is to increase homelessness prevention work and to eliminate rough sleeping.

Strategy design

This strategy has been developed at a time where there is much work being done locally, supported financially by central government – and sets out a commitment to end rough sleeping and alleviate homelessness in Harlow.

It is intended that this strategy is a short, sharply focussed tool to guide the work of the council and its partners, ensuring shared objectives and desired outcomes are clear. The strategy centres around a robust action plan which will be closely monitored by the Harlow Homelessness Partnership.

Reviewing and updating

The strategy has been developed with the input of partners, staff teams and Members and was sent out for consultation between December 2018 and July 2019. Progress against priorities will be monitored by the Harlow Homelessness Partnership. The action plan will be updated quarterly.

Our actions

Actions included in this strategy have been drawn from a number of sources: our own review of homelessness; discussions with colleagues; stakeholder workshops; member's workshop; best practice. There is a separate detailed action plan which serves as the council's tool for work on preventing homelessness and eliminating rough sleeping. The action plan is available on our website and a copy is available here.

About Harlow

For most of its existence the village of Harlow was little more than a charming stopping point on the road between Cambridge and London. The original village was expanded after the Second World War to provide modern, secure housing for the thousands of Londoners displaced by the 'Blitz'. The older parts of the town were left in situ, linked by the new housing estates and a series of small shopping centres.

The new town was designed to compliment the rural Essex countryside, with generous swathes of green areas and parkland dissecting the housing estates. Many of the town's new buildings were designed in a contemporary, even futuristic style (for the pre 1970s).

Today Harlow continues to grow and its numerous facilities and proximity to London, Cambridge and Stansted International Airport, make it attractive to businesses, shoppers and commuters alike. There are plans to develop Harlow further with ambitious regeneration projects already underway, which include further investments in housing, business and recreation facilities, whilst preserving the town's green spaces.

Harlow has a population of around 86,200 an increase of 7,000 since 2007. 51.3% are female and 48.6% are male. The towns 65 and over population is projected to rise by 19% from 2018 to 2028.

There are 37,141 homes in Harlow and the average housing price in August 2018 £289,560. Around 40% of households in Harlow own their properties or with an outstanding mortgage. 26% of households rent privately and 34% live in social rented properties. There are significantly more social renters and less owner occupiers compared to national and regional averages.



Council Priorities

The council's Corporate Plan identifies five priorities, the top priority being: **More and better housing**

The council's goals for the next three years:

- Invest in the housing stock
- More housing available in Harlow, with a wider choice of housing types of all tenures which include affordable, social rented and council housing
- Work towards improving choices for those in housing need
- Increase the range and type of supported housing
- Tackle homelessness by implementing the Homelessness & Rough Sleeping Strategy
- Encourage and facilitate effective tenant and leaseholder engagement

Council Values

The council strives to be an organisation where people make things happen and promote excellence, good customer service and continuous improvement. We want to ensure that all staff are consistently aware of how their role contributes to the achievement of corporate priorities and principles, are clear about what is expected and share the council's values. The council is committed to promoting equality, challenging discrimination and developing community cohesion.

The council's goals for the next three years:

Integrity Clear, meaningful and honest two way communication with staff, customers and partners.

Value People Treating everyone fairly, equally and with mutual respect. Investing in staff, recognising individual and team contributions to achieve success.

Inspirational Support and encourage accountability, creativity and innovation amongst our staff, key stakeholders and partners.

We will achieve our goals by:

- Providing and maintaining high quality housing stock, with all council homes in the town meeting Modern Homes Standards. Publish an annual Housing Investment Programme (HIP) and invest in improvements to housing conditions
- Dealing with the outcomes of the council's preferred options for housing growth in the Local Plan
- Commencing a long term programme of house building of all types that are genuinely affordable
- Updating the Homelessness and Rough Sleeping Strategy Action Plan through the Harlow Homelessness Partnership

Homelessness and its causes

What do we mean by homelessness?

A home is not simply a building. Although most people associate homelessness with rough sleeping, that is far from the whole story. The following are all examples of situations where it is considered people to be either homeless or threatened with homelessness:

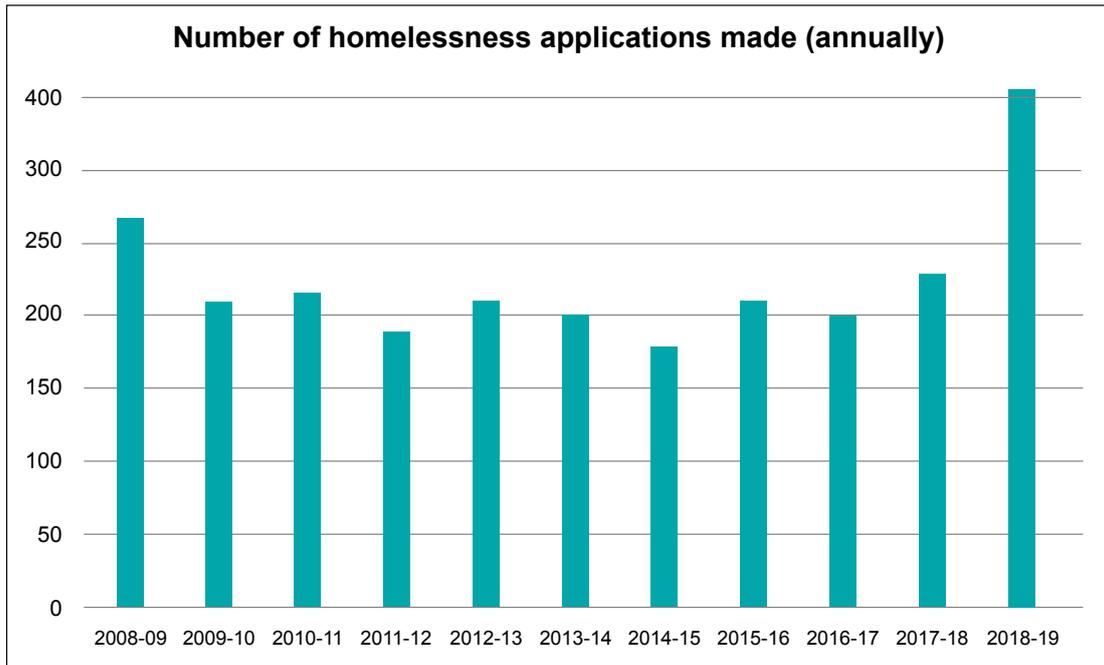
- **The household has no legal right to be in the property. This may include people staying with family or friends who want them to leave**
- **The household is being evicted from a tenancy or their house is being repossessed**
- **Members of the household are the subject of violence, threats of violence or abuse in their home**
- **The property is unsafe, or its condition is affecting the health of the occupants and there is no practical remedy**
- **People who are 'sofa surfing', moving between various friends and or family members**
- **The household is staying in a hostel, night shelter or bed and breakfast establishment. Temporary accommodation is not a home.**

Homelessness in Harlow

The law changed in 2018, and the full statistics are not yet available so we have looked back on our past data to understand the local homelessness picture. This gives the most robust picture of homelessness in Harlow.

Homelessness applications and decisions

The total number of decisions on homelessness applications made annually in Harlow over the last ten years is shown in the chart below.



It shows that since 2008/09, when applications were at their highest, the level of applications has remained fairly consistent over the last ten years, fluctuating around an average of 212 applications per year. The figures for the last 4 years, suggest a steady upward trend in the number of applications,

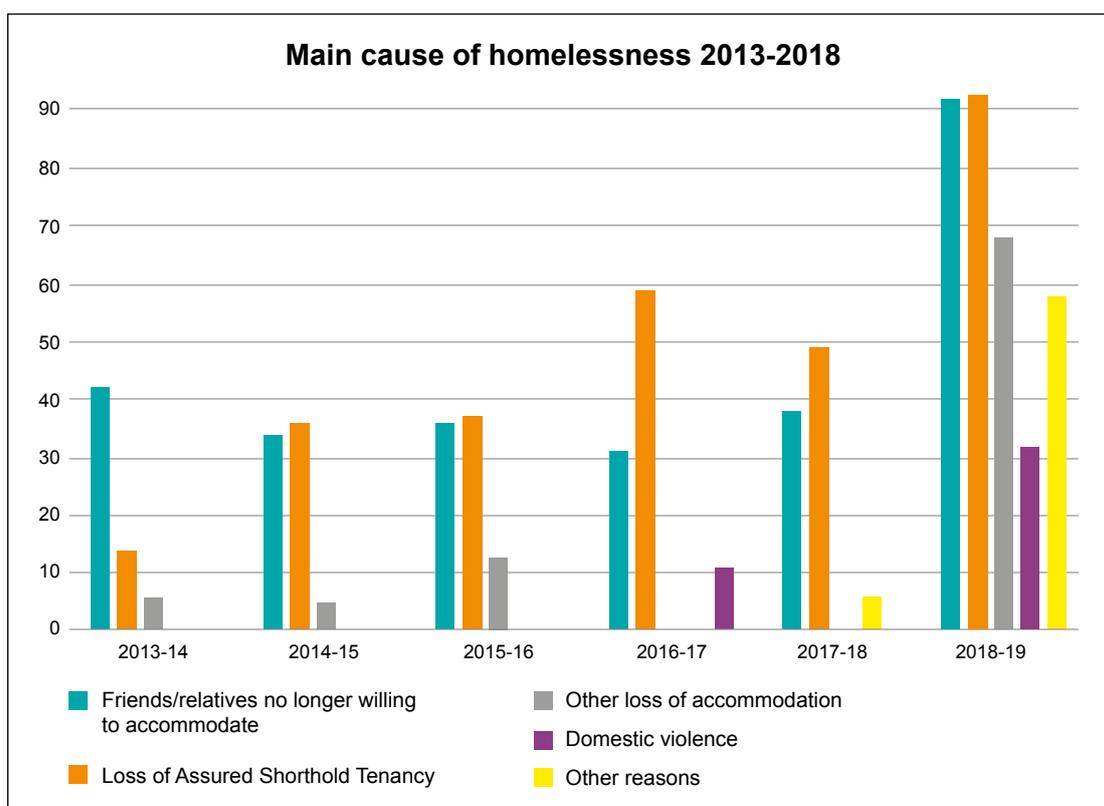
Homelessness acceptances

Whilst there is a level of fluctuation in the figures that makes it difficult to identify a clear trend, the figures point to a slow but steady increase in homelessness acceptances over the last 18 months; the latest figure of 41 acceptances is close to the highest quarterly figure recorded over the last four years.

Reasons for homelessness

The following chart sets out the main reasons for homelessness among households accepted as being homeless and in priority need over the last five years. Throughout the period, the figures point to two primary causes of homelessness: (i) loss of accommodation in the private rented sector (loss of an assured shorthold tenancy) and (ii) eviction from the home of relatives and friends. Domestic violence, loss of other rented accommodation and other reasons such as arrears account for much smaller numbers of households becoming homeless.

The main trend over the period is the rapid increase in homelessness caused by loss of accommodation in the private rented sector. This suggests that the main focus for Harlow in preventing homelessness is to look at ways of assisting households at risk of losing private rented accommodation.

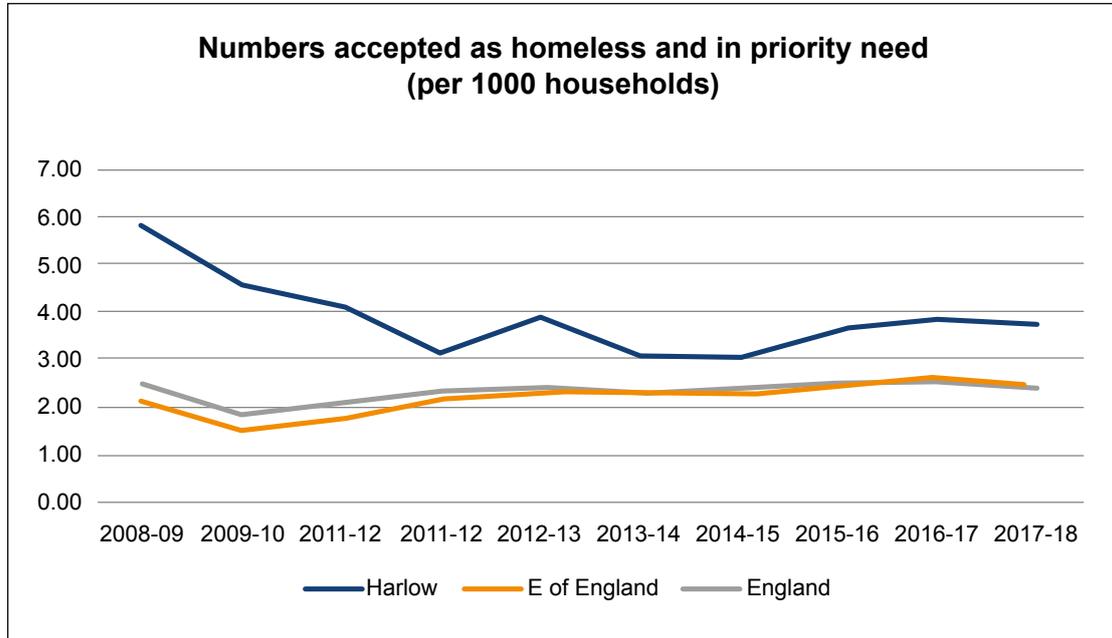


People become homeless for a variety of reasons. The most common categories are shown in the box above. Nationally, the proportion of homelessness caused by the ending of an assured shorthold tenancy (AST) has seen significant growth. Overwhelmingly ASTs are the main type of tenancy used in the private rented sector.

All the data suggests that the end of a private rented tenancy is one of the main causes of homelessness and yet better use of the private rented sector by Local Authorities is expected to be the main solution to homelessness. There are reforms being made to the private rented sector and we welcome these. We will continue to configure our services so that we can make the best use of all available housing in Harlow, including homes in the private rented sector.

Local homelessness trends compared to national trends

The following chart compares rates of homelessness acceptances in Harlow with the regional figures for East of England and national figures for England. This is achieved by looking at the number of homelessness acceptances per 1000 households of the population for each area.



Homelessness acceptances per population in Harlow are consistently higher than for the east of England and England over the last ten years.

Over time, continuing high levels of homelessness acceptances is likely to have an impact on the use and availability of temporary accommodation.

The Homelessness Reduction Act

This new legislation came into force in April 2018, and gave the council new duties to prevent and relieve homelessness. Essentially it increased the duties owed to people facing homelessness; it represented the biggest overhaul to the homelessness legislation since 1977.

The initial data shows the following activity throughout the first year:

2018/19	Q1	Q2	Q3	Q4	Total
Prevention duty	75	62	48	44	229
Relief duty	25	33	35	62	155
Total owed a duty	100	95	83	106	384
Not threatened with homelessness	5	7	3	9	24
Total initial assessments	105	102	86	115	408

We will continue to monitor the impact of the Homelessness Reduction Act, and review the all-new associated personalised housing plans and legal letters, to ensure they remain user friendly and reflect best practice.

The challenges we face in tackling homelessness

During the council's review of homelessness during 2018/19, officers spent some considerable time talking with stakeholders and service users about the biggest challenges faced in tackling homelessness.

The top seven key challenges identified:



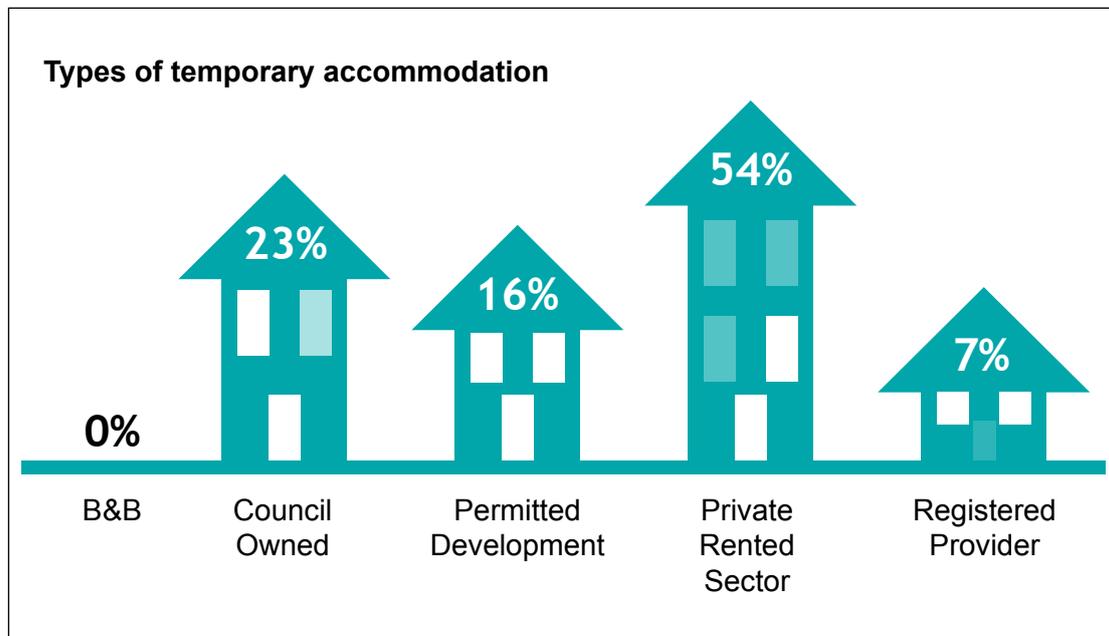
Temporary accommodation

In developing a strategy to tackle homelessness, the council has to make judgments on how to achieve best value for money in allocating its limited resources in order to fulfill its duties. The use of bed and breakfast and other temporary accommodation is by far the most expensive and least satisfactory response for those in need.

Harlow Council use temporary accommodation whilst assessments are being carried out and where the council has a duty to provide housing for a homeless household, but is not able to provide a permanent home at that point. At any one time the council have in the region of 250 to 280 households living in temporary accommodation.

This is a mix of housing association properties, council owned properties and properties secured in the private rented market and buildings with permitted development rights. The council will continue to review the provision of resources to prevent homelessness and provide settled accommodation against meeting the costs of short term temporary accommodation provision.

The council want to reduce this number and have set aside a budget to make better use of private sector homes, which can either be sought by our clients, or by the council. This gives much more flexibility over the type and location of properties we can offer. From 2019/20 onwards the council will establish a package of support and incentives to help bring forward more properties in the Harlow area.

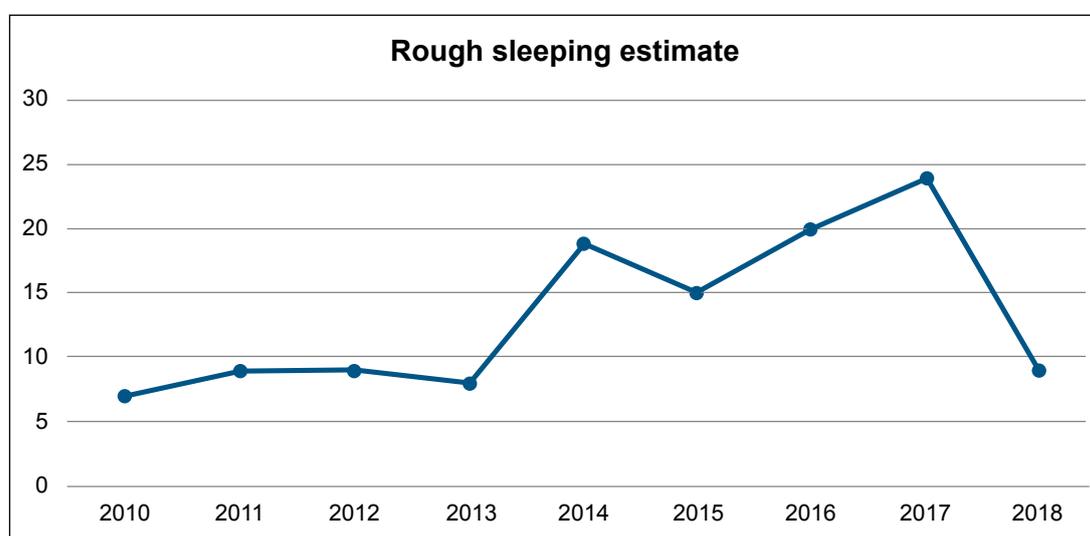


Rough sleeping

The Government introduced a new Rough Sleeping Strategy in August 2018 and committed to halving rough sleeping by 2022 and ending it by 2027. Ending rough sleeping will require central and local government, as well as business, communities, faith and voluntary groups and the general public to work together in new ways.

Estimates and counts of rough sleeping are carried out annually in all local authority areas across the country. The figures for Harlow show a fluctuation in the number of people sleeping rough in Harlow since 2010.

As a result of a successful bid for government funding under the Rough Sleeping Initiative, the council and its partners have carried out significant work to tackle rough sleeping. In 2018 there was a reduction in the figures to just 9.



The table below shows the rough sleeping figures for Harlow, east of England and England.

	2010	2011	2012	2013	2014	2015	2016	2017	2018
Harlow	7	9	9	8	19	15	20	24	9
East of England	206	242	276	296	302	418	604	615	484
England	1,768	2,181	2,309	2,414	2,744	3,569	4,134	4,751	4,677

The level of rough sleeping grew 342% between 2010 and 2017. The profile of rough sleepers shows they are mostly male, mostly over 25 and mostly from the UK.

Local people are understandably concerned when they come across people sleeping rough and we receive quite regular reports from local communities, agencies and the Police. Streets2homes Outreach Team will always follow up these reports and ensure work begins to prevent the need for continued rough sleeping.

The causes of rough sleeping vary from individual to individual but in Harlow, rough sleepers have the following principle issues:

- The person is dealing with issues relating to mental health, drugs or alcohol (or a combination of these)
- The person is not succeeding in making and sustaining long-term relationships
- The person is not able to sustain a tenancy
- The person's behaviour is often erratic and unpredictable
- In many cases, the issues the person is dealing with are very longstanding and entrenched

Our actions

Through partnership working, we will:

- Work with local agencies and organisations, including through task and finish groups, focussed on each individual known to be rough sleeping
- Make sure that we co-ordinate with other groups to raise awareness and build effective partnerships
- Provide an outreach service
- Provide in-reach support at Bromley Cottages
- Provide a Rough Sleeper Co-ordinator
- Enhance and continue to implement severe weather emergency protocols



Our work to prevent homelessness and rough sleeping

Harlow Council are pleased with the work in tackling homelessness and rough sleeping, some of the key successes include:

- Successful and seamless implementation of the Homelessness Reduction Act
- Development of a range of protocols aimed at cementing robust partnership working arrangements with agencies such as NHS (Princess Alexandra Hospital) and services for 16/17 year olds
- Development of an enhanced Severe Weather Emergency Protocol – extended nights
- Opening of Bromley Cottages, providing up to 9 bed spaces to keep rough sleepers from the street

The council aim to talk to people as early as possible about their housing options. Council officers will give advice to help people understand what their housing options are to enable them to make informed decisions. Where there is a threat of homelessness, officer's work hard to prevent it from happening. This will include:

- Home visits
- Negotiation with landlords
- Use of Discretionary Housing Payments
- Signposting to support services
- Warm handovers to partner agencies for specialist casework
- Refer to debt counselling and money advice

Where the council cannot prevent homelessness, we work to find a suitable housing alternative. This can include:

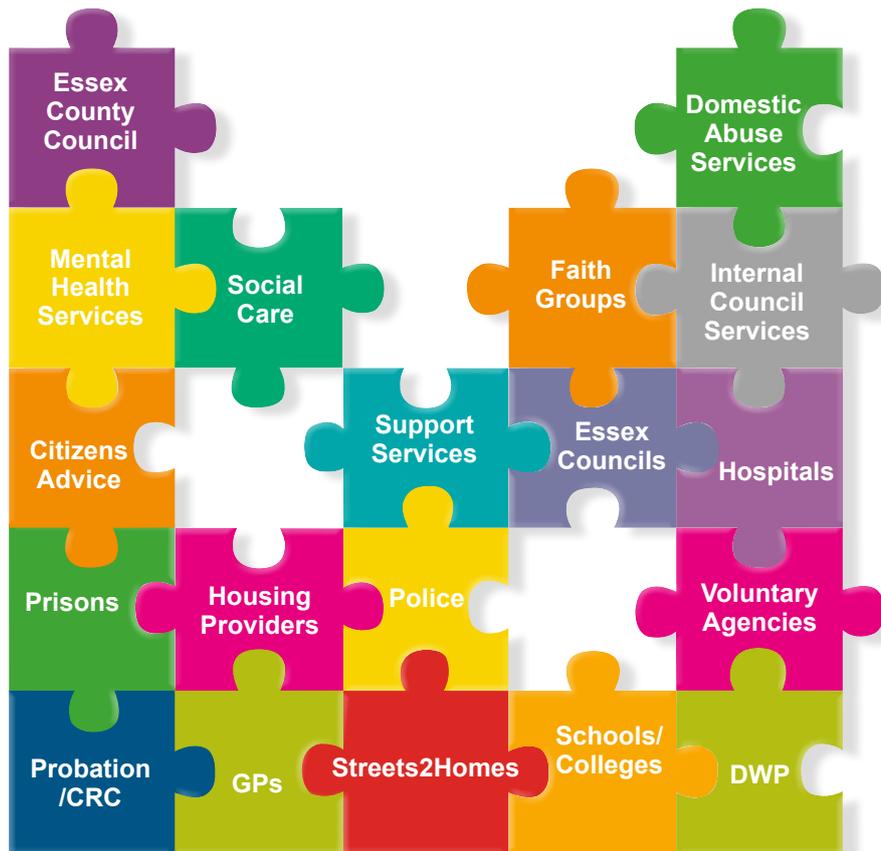
- Discussions with applicant about moving in with other family and friends
- Finding accommodation in the private rented sector
- Provision of temporary accommodation

Personalised housing plans

The council have always worked with people who are homeless or at risk of homelessness to plan the steps they need to take to secure housing. Under the Homelessness Reduction Act, local authorities have a legal duty to work with all applicants to produce a Personal Housing Plan (PHP) and to assess if they have support needs, which need to be addressed if they are able to sustain suitable accommodation. The plans must be available in writing, including steps the applicant is expected to take and the steps the council will undertake. The new plans are a powerful tool in ensuring a robust approach to prevention is taken.

Building a network of support

Homelessness will only ever be prevented through partnership working, and in Harlow we are lucky to have forged strong links with voluntary and statutory agencies. We meet with these partners through our Harlow Homelessness Partnership and in a number of instances where there is focussed work or funding, on a one to one basis. This strategy is a result of a number of workshops exploring key issues and working on priorities for action. We thank these colleagues for all their time and energy in working with us to develop local services that deliver better outcomes for people in Harlow.



We will work with stakeholders to:

- Make sure that we are all using the opportunities they have to identify people who may be at risk of homelessness
- Make sure that the formal process for agencies to refer people who are homeless or at risk of homelessness is fully understood and easy to use
- Involve other organisations in the identification and provision of opportunities to help people facing housing issues
- Explore and generate ideas for potential projects and monitor potential sources of funding such as community funds and government initiatives
- Maintain housing options for households in housing need
- Work with private sector landlords to secure private rented accommodation for households in housing need

Improving access to the private rented sector

Harlow Council have already identified that we need to do more work to increase the number of people we help to access the private rented sector, and for 2019/20 a budget has been set aside to enable the council to achieve this.

This will be through a mixture of loans to applicants to help with advanced payments, bonds and guarantees to landlords and with targeted use of resources such as Discretionary Housing Payments (administered by the Revenues and Benefits Team) and payments that may be available to Universal Credit claimants.

The council aim to increase the number of people we help, year on year throughout the life of this strategy.

We will:

- Form a dedicated team to focus on private rented sector access
- Provide support to landlords who accept placements by us
- Provide tenancy sustainment support to people we place
- Stimulate supply of private sector properties
- Increase the use of the private rented sector for both homelessness prevention and homelessness relief



The role of Harlow Council's Housing Allocations Scheme (Allocations policy)

The council's Housing Allocations Scheme and the Tenancy Strategy are closely aligned to this strategy due to the focus on rebuilding lives and tenancy sustainment.

Over the last 18 months the council made a number of minor amendments to the Housing Allocations Scheme to facilitate the rehousing of homeless households from temporary accommodation into permanent homes, including the ability to move clients who have lived in temporary accommodation long term and who have debt but are following an agreed repayment plan.

Harlow Council want to strengthen links between the Housing Allocations Scheme and relieving homelessness over the life of this strategy, and this will include work to:

- Examine the current local connections policy, with a view to strengthening it, to give greater protection to local people
- Ensuring those facing homelessness are given due priority (reasonable preference)
- Victims of domestic abuse and their families who have escaped abuse are given due priority (reasonable preference)



Creating sustainable places to live

Facing homelessness is really hard for families; whilst the council work hard to prevent it, as the data shows, in many cases we cannot and the council have to provide some form of temporary accommodation, pending a more permanent home being secured. This will either be a home in the private rented sector, or a social housing tenancy with the council or one of our partner housing associations.

The Council Housing Allocations Scheme (Allocations policy) provides a framework as to how we allocate a scarce resource of properties and priority is awarded based on an households housing need.

Between April 2018 and March 2019 the council housed a total of 434 households:

199 applicants were homeseekers

157 were transfers

78 were homeless

Type of accommodation provided:

296 were placed in general needs properties

55 in supported housing

83 in housing association properties

Recognising the need to build sustainable communities that new tenants can be a part of the council's Homelessness and Rough Sleeping Strategy works, in conjunction with the council's tenancy strategy. The Tenancy Strategy has therefore been included as an appendix to this strategy.

Harlow Council believes that a social housing tenancy should be for as long as the tenant wishes to live in their home and will offer lifetime tenancies for its own stock. The council also believe that it wishes to offer security for its tenants to be able to build their lives and play a positive role in the local community then this is essential.

The council strongly encourages Registered Providers to adopt long-term tenancies and would expect them to be granted for at least a minimum of five years. Full details about the types of tenancy and tenure are set out in the council's Tenancy Strategy.

Harlow Council will complete regular reviews of its policies and strategies to ensure it meets local needs, national policy and improving the services that it provides.

Access to the council's Tenancy Strategy can be found on the council's website at www.harlow.gov.uk

What will we be doing in the future – our priorities?

The Government's Rough Sleeping Strategy published in August 2018, suggests there are three pillars to framing an approach to eliminate rough sleeping – prevention, intervention and recovery. The council believe these themes provide a sound framework for creating its own Homelessness and Rough Sleeping Strategy. The council has also added a fourth - partnerships

The overarching objective of the Harlow Homelessness and Rough Sleeping Strategy is to eliminate rough sleeping and to provide a service that focuses on the prevention of homelessness.

Prevention - support to prevent homelessness happening

We will:

- Commit to joint working at an earlier stage on casework, so that prevention opportunities are increased. This links to the new requirements in the Homelessness Reduction Act, where there is a new duty on authorities to prevent homelessness, and a new duty to refer
- Review information sharing protocols
- Ensure people facing homelessness know where to go
- Ensure those who require family or friends to leave, approach for advice and information at the earliest opportunity
- Review and develop our personalised housing plans
- Fund outreach work, from government Rough Sleeping Initiative fund
- Review the structure of the team, to ensure it is adequately resourced to support the provision of an early intervention and focussed approach

Intervention - helping those in crisis with swift targeted support

We will:

- Develop a robust private landlord offer to enable the council to increase access to private rented accommodation as an effective homelessness intervention
- Improve the quality and supply of temporary accommodation, with an eye on cost effectiveness
- Ensure we publicise information on what to do if you see a rough sleeper / channel human interest effectively
- Carry out targeted outreach work
- Work to provide bed spaces for single homeless clients
- Explore how we can assist clients with no recourse to public funds through reconnection work

Recovery - rebuilding lives

We will:

- Provide information for new tenants to help ensure / support tenancy sustainability (including information on maximising benefits and income)
- Refer clients to suitable support services
- Refer clients to specialist service providers where extra support is required
- Work with Essex County Council to influence support provision in Harlow
- Review the “housing first” pilots to see what learning there is for Harlow
- Work with Steeets2Homes to make projects self-sufficient – legacy planning for the withdrawal of rough sleeping funding if and when it happens
- Explore opportunities for volunteering and the role of people with “lived experience” within the homelessness service offering in Harlow

Partnerships - collective force

We will:

- Review applications forms to eliminate duplication of work between partners and ensure helpful GDPR compliance
- Work to reduce stigma associated with homelessness
- Undertake joint training
- Ensure colleagues across all agencies are skilled to play a role in homelessness prevention
- Work to capture the voices of those with lived experience
- Review performance under ‘duty to refer’ and refresh our approach
- Develop a commitment to refer for agencies not captured by the “duty to refer”
- Relaunch the Harlow Homelessness Partnership



Our assumptions about resources

Specific Government Grants for Homelessness

New Burdens Funding

The government has recognised that the Homelessness Reduction Act places additional burdens on Local Authorities. In particular:

- Through the “prevention” and “relief” stages of the process, councils will be working with more people, such as single people and couples than we were required to under previous legislation
- With effect from October 2018, the “duty to refer” came into force, where it is expected that the number of people we will be dealing with will increase
- The requirement for a Personal Housing Plan for everyone who is homeless or threatened with homelessness is time consuming, particularly if it is to be meaningful in its recommendation and requirements, with updates made through the applicant’s journey
- Potentially we will be working with applicants for a longer period than under previous legislation before we issue a main homelessness duty decision

Flexible Homelessness Support Grant

Since 2017/18 the council have been allocated a Flexible Support Grant to assist in the prevention of homelessness, following the introduction of the Homeless Reduction Act. The Flexible Support Grant was a new funding model of the funding previously awarded to source and manage temporary accommodation for homeless individuals and their families. The aim of this grant was to provide Local Authorities with the flexibility to use the grant in their work to prevent and alleviate homelessness.

IT Funding

We have invested in the implementation of a new IT system that helps us to manage the new workload, process and journey of our applicants. The new system automatically uploads data to the Ministry for Housing, Communities and Local Government (MHCLG). We received a one-off payment to cover this cost in 2018/19.

Our Planned Expenditure

The council’s base budget is drawn from a mixture of Government Grants and council income. Resources are allocated to the Housing Options Service to cover the costs associated with our Allocation, Homelessness and Housing Options functions.

With the implementation of the Homelessness Reduction Act, our experience suggested that we required additional staff to deal with the volume of approaches being received and to deal with the early assessments of individual's needs.

We have already commenced the process of enlarging the team with the use of the additional grant funding received, however these grants are due to cease with effect from March 2020, at this stage we have no confirmation that further government grants will be allocated.

Expected income and expenditure

The base budget for the entire homelessness and rough sleeping prevention operation across Harlow is shown in Table 1.

Expenditure item	19/20	20/21	21/22	22/23	23/24
Staff within establishment	£257,276	£262,422	£267,670	£273,023	£278,483
Additional staffing resources	£146,121	£149,043	£0	£0	£0
Grant funding to partners	£186,000	£30,000	£30,000	£30,000	£30,000
IT systems	£10,150	£10,150	£10,150	£10,150	£10,150
Temporary Accommodation costs	£1,643,994	£1,726,193	£1,726,193	£1,726,193	£1,726,193
Number of Temporary Accommodation units	267-332	332-350	350	350	350

We will continue to review our expenditure on temporary accommodation and on securing access to private sector housing. We will identify and report on any significant changes to the budget. The additional staffing resources outlined in table 1, have been funded through the grant allocation, which the council have staggered over a 2 year period, ending in March 2021.

Table 2 shows the income we have to help run the current service:

Income source	19/20	20/21	21/22	22/23	24/25
Flexible homelessness support grant	£457,351	£0	£0	£0	£0
Homelessness Prevention Grant	£166,750	£124,750	£124,750	£124,750	£124,750
New burdens funding	£48,289	£0	£0	£0	£0
RSI Grant (bidding round)	£231,000	£231,000	£0	£0	£0

Consultation

This strategy has been developed through a process of joint working with partners, and then has been subject to consultation before finalising and adoption. This has included:

- Early discussions at the Harlow Homelessness Partnership
- Meetings with colleagues from the Ministry of Housing, Communities and Local Government
- Early discussions and shared learnings at the local Rough Sleeping Initiative meetings
- A dedicated, independently facilitated workshop for all partners in December 2018
- A workshop with front line colleagues who deal with homeless clients daily in December 2018
- Formal 12 week consultation using an online questionnaire for professionals - 25 March 2019 to 16 June 2019
- Formal 12 week consultation using an online tool for service users - 25 March 2019 to 16 June 2019
- A workshop with Members on 25 July 2019



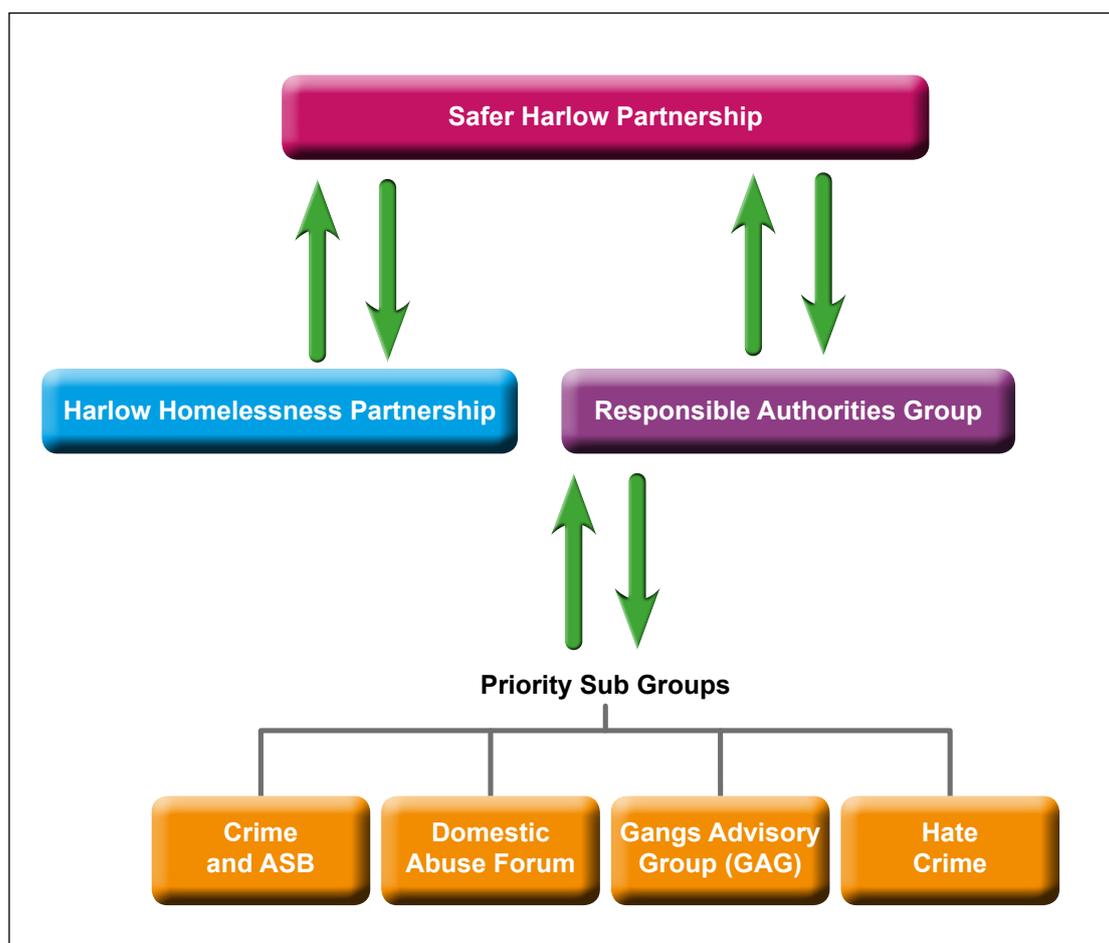
Delivery Plan and Governance

The most important part of this strategy is our delivery plan which sets out, task by task, how we intend to achieve the overall objectives of the strategy.

We recognise the need to ensure our priorities are effectively delivered, and that we monitor outcomes. During 2019 we reviewed the governance arrangements for the Homelessness and Rough Sleeping Strategy and have given responsibility for delivery to the Harlow Homelessness Partnership.

The Delivery Plan has been developed throughout the consultation process, and will be monitored by the Harlow Homelessness Partnership, in order to track progress. The Harlow Homelessness Partnership reports to the Safer Harlow Partnership, providing a robust governance framework.

Regular updates of the Delivery Plan will be available on the council's website.



Achievements

The council and its partners of the Harlow Homelessness Partnership achieved and delivered the actions from the previous Homelessness Strategy 2015 to 2020 as detailed below:

- Reviewed and updated the council's prevention activity/toolkit
- Updated the council's website to offer up to date housing advice and links to partner websites - computers are available in Contact Harlow for customers to access
- Essex County Council completed a review access to floating support in Harlow – Trailblazer offering handheld support for households that are at risk of homelessness following the introduction of the Homelessness Reduction Act
- West Housing Links group set up to improve joint working with Family Solutions and other support services, sharing best practice and developing links
- Feasibility study completed into the provision of a night shelter – outcome supported accommodation specific to those that are at risk of or rough sleeping - known as Bromley Cottages
- Increased use of the private rented sector to review financial incentives on offer - completed with a new revised scheme available in February 2020
- Explored prevention activity to target at a much younger age – Doorways Project is in place by Essex County Council
- Protocols developed with Princess Alexandra Hospital and Social Services
- Directory of Homelessness Services developed for all partners and agencies
- Joint working with partners Job Centre Plus – Multi Agency Centres (MACS) set up and continue
- Single homeless people (non-priority) financial support to assist securing accommodation in the private rented sector.
- Essex-wide with Social Services protocol to assist those aged 16/17 reviewed and implemented
- Temporary accommodation portfolio reviewed to improve quality and supply of accommodation
- Outreach workers recruited to support people sleeping on the streets
- Rough Sleeper Co-ordinator recruited
- Enhanced the Severe Weather Emergency Protocols to provide a flexible offer to those rough sleeping



Harlow Homelessness and Rough Sleeping Strategy Delivery Plan

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Prevention – Support to prevent homelessness happening					
1	Key Activity	Start	Complete	Lead	Update
1.1	Implement and publicise the Tenancy Strategy	Nov 19	Dec 19	Senior Housing Operations Manager	
1.2	Develop early referrals arrangements – at prevention stage – between named officers in each agency	Jan 20	May 20	Housing Options & Advice Manager	
1.3	Formally develop a “commitment to refer” which goes beyond the legal “duty to refer”. This will include agencies not covered by the legal duty, plus will encourage up-stream referrals	May 20	Oct 20	Housing Options & Advice Manager	
1.4	Review information sharing protocols to ensure they are supportive of the prevention of homelessness	Dec 20	April 21	Housing Options & Advice Manager	
1.5	Review current information on where to go when	Apr 20	Sept 20	Housing Options &	

	facing homelessness, including website and printed literally			Advice Manager	
1.6	Cary out periodic social media campaigns to signpost those facing homelessness and to encourage early approaches	Dec 19	On-going	Housing Options & Advice Manager	
1.7	Review Personal Housing Plans to ensure they are fit for purpose and reflect best practice	Jan 20	May 20	Housing Options & Advice Team Leader	Workshop at Homelessness Partnership meeting
1.8	Review the staff structure of the housing options team to ensure it is configured to maximise homelessness prevention	Apr 20	Sept 20	Senior Housing Operations Manager	
1.9	Develop social media campaign which channels human interest in preventing homelessness – to improve reporting and support (targeted around gambling, alcohol, drugs?)	Dec 19	Ongoing	Housing Options & Advice Manager	Workshop at Homelessness Partnership meeting

Intervention – helping those in crisis with swift targeted support					
2	Key activity	Start	Complete	Lead	Update
2.1	Develop a private sector landlord offering / package. This will include incentives and support: <ul style="list-style-type: none"> • Dedicated team • Landlord support • Tenancy sustainment • Stimulate supply • Build links with landlords • Landlord training 	Oct 19	April 20	Housing Options & Advice Manager	
2.2	Review temporary accommodation portfolio – focus on quality, supply and cost efficiency	Sept 20	April 21	Housing Options & Advice Manager	

2.3	Use RSI government funding to provide an outreach service / street work	Oct 19	Mar 20	Housing Options & Advice Manager / Streets2Homes	
2.4	Enhance and continue to implement Severe Weather Emergency Protocol	Oct 19	June 20	Housing Options & Advice Manager	
2.5	Explore what reconnection work can be done to target rough sleepers and those facing homelessness who have no recourse to public funds	Jan 20	Sept 20	Housing Options & Advice Manager / Streets2 Homes	
2.6	Continue to hold task and finish groups for rough sleepers and other complex clients, focussed on personalised plans	Oct 19	ongoing	Housing Options & Advice Manager / Streets2Homes	
2.7	Review the Housing Allocations Policy, with a focus on: <ul style="list-style-type: none"> Ensuring there is a robust local connections policy Give due priority / reasonable preference to homeless households Ensuring victims of domestic abuse are supported by the policy 	Nov 19	June 20	Housing Options & Advice Manager	

Recovery – Rebuilding Lives

3	Key activity	Start	Complete	Lead	Update
3.1	Develop an information pack for new tenants to support tenancy sustainment (focus on maximising benefits and income)	Jan 20	Aug 20	Senior Housing Operations Manager	
3.2	Review support services available locally – produce a directory and ensure clients are referred to appropriate agencies as they move into temporary accommodation	Oct 20	Feb 21	Housing Options & Advice Manager	

3.3	Work with Essex County Council to review and shape support provision in Harlow	Oct 19	April 20	Housing Options & Advice Manager	
3.4	Review learning from the housing first pilots, and consider application to Harlow	Oct 20	May 21	Housing Options & Advice Manager	
3.5	Develop plans to retain in-reach services at Bromley Cottages	Nov 19	Jan 20	Housing Options & Advice Manager / Streets2Homes	
3.6	Explore options for developing volunteering opportunities within the housing service and partner agencies, to learn from those with lived experience	April 21	Oct 21	Housing Options & Advice Manager	
3.7	Review the sanctuary scheme to ensure it is still fit for purpose	June 20	Nov 20	Housing Options & Advice Manager	
3.8	Consider whether supported lodgings have a role to play	June 20	Nov 20	Housing Options & Advice Manager	

Partnerships – Collective Force

4	Key activity	Start	Complete	Lead	Update
4.1	Re-launch the Harlow Homelessness Partnership, with new accountabilities, terms of reference and chair	Jan 20	Feb 20	Housing Options & Advice Manager	
4.2	Ensure all opportunities for funding are explored (government initiatives and other funding streams)	Oct 19	Ongoing	Housing Options & Advice Manager / Senior Housing Operations Manager	
4.3	Review application forms for access to homelessness services to eliminate duplication of work for agencies, effort for clients and compliance with GDPR	Feb 20	Sept 20	Housing Options & Advice Manager	

4.4	Develop social media campaigns that help eliminate stigma associated with homelessness (“this can happen to anyone”)	Jan 20	Ongoing	Housing Options & Advice Manager	Will workshop at Homelessness Partnership meeting
4.5	Develop a multi-agency training plan – ensuring colleagues in all agencies are skilled in tackling homelessness	May 20	July 20	Housing Options & Advice Manager	Will workshop at Homelessness Partnership meeting
4.6	Review activity under Duty to Refer and develop improvements and training as required. Ensure Duty to Refer is fully understood.	Mar 20	Sept 20	Housing Options & Advice Manager	
4.7	Monitor the impact of the Homelessness Reduction Act	Oct 20	Dec 20	Housing Options & Advice Manager	
4.8	Review work on bringing empty homes in Harlow back into use	Jun 20	Dec 20	Housing Options & Advice Manager	
4.9	Explore options for developing Council owned Temporary Accommodation unit/s as part of its Local Plan development.	Sept - 20	On-going	Head of Community Wellbeing	
4.10	Review how training and employment opportunities can be developed as part of the Personalised Housing Plan approach. Review best practice where authorities are providing a “skills café”	Mar 20	Nov 20	Housing Options & Advice Manager	

Harlow Homelessness & Rough Sleeping (Strategy) Service Users Survey Analysis Report July 2019



Introduction

The Council and its Partners are developing the Strategy for Homelessness and Rough Sleeping for the next five years (2019-2024). The Strategy is designed to address homelessness issues specific to Harlow and sets out how the Council and its Partners will tackle homelessness and rough sleeping.

To shape the future delivery of the homelessness service, the Council sought Service Users experiences, to enable the Strategy to meet the needs of the people that find themselves homeless or threatened with homelessness.

The Survey covered the following areas:

- Age groups
- Key Principles
- Housing Situation
- Housing Support
- Any other comments

This analysis provides a transparent account of Users views on the above areas.

Methodology

The Survey was hosted using Smart Survey. Smart Survey was commissioned following a benchmarking exercise to find a new system that was GDPR compliant.

In accordance with GDPR and Data Protection Act (DPA) 2018, a privacy statement was included in the Survey with information of where to find the Council policy on GDPR/DPA 2018.

A promotion campaign was undertaken to encourage Service Users to complete the Survey, including social media such as Facebook, Twitter and Your Harlow.

The Survey was issued on 25 March 2019 and closed at Midnight on the 16 June 2019.

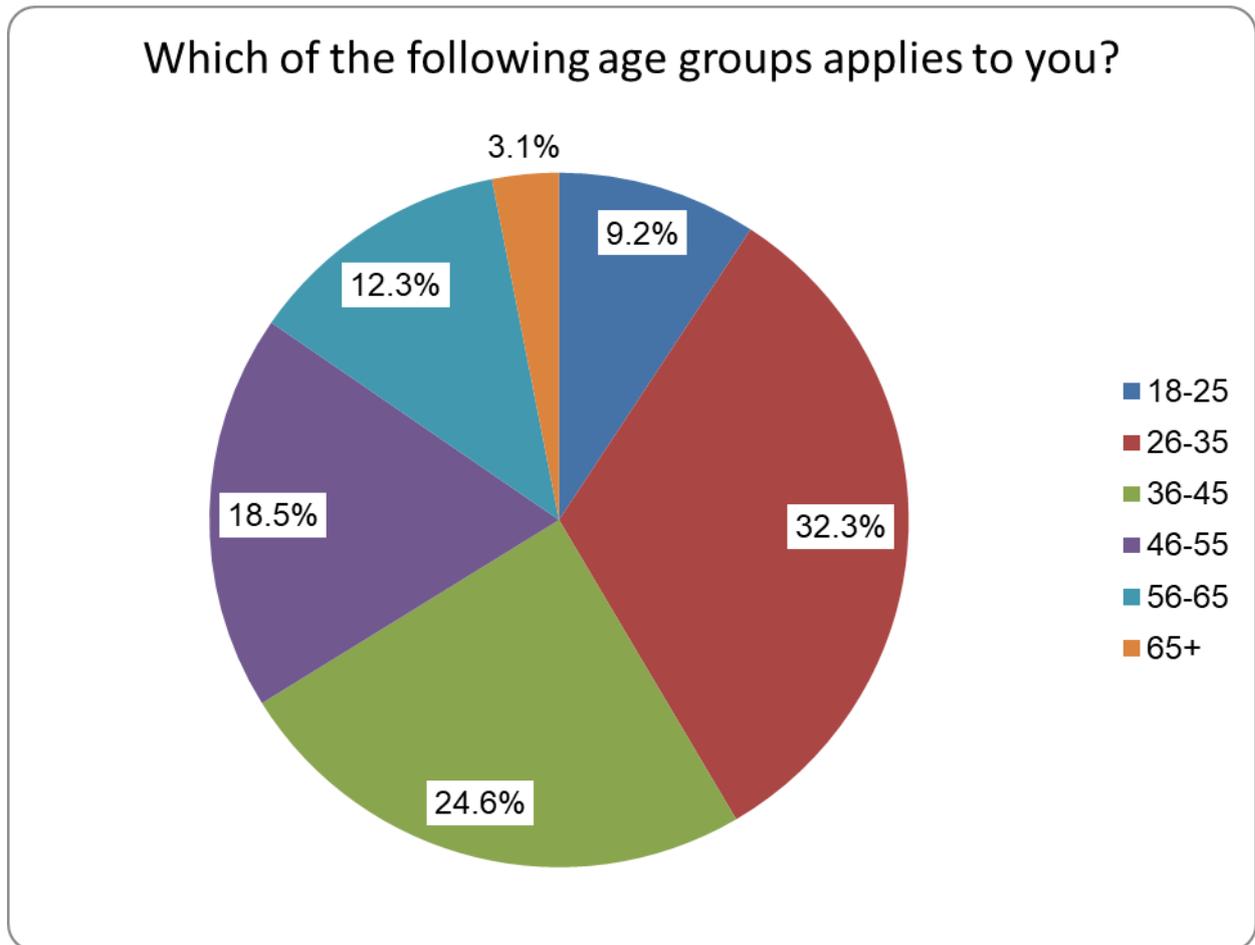
Findings

A total of 65 responses were received. Analysis of the responses are shown in the following charts and tables.

Age groups

A summary of the responses by age groups is shown in the chart below. The highest responses were from the age groups 26-35 (32.3%) and 36-45 (24.6%). There were also high responses from the age groups 46-55 (18.5%) and 56-65 (12.3%).

It was also noted that the lowest responses were for 18-25 (9.2%) and 65+ (3.1%)



Key Principles

Service Users were asked to indicate their agreement to the Council's 4 key principles, which will be used to inform the Homelessness and Rough Sleeping Strategy. The results are shown in the table below.

Key Principles	Yes	No	Response Total
Prevention - to stop homelessness and rough sleeping	63	2	65
Intervention - helping those in crisis with swift targeted support	60	5	65
Recovery - helping to rebuild lives	62	3	65
Partnerships - collective working to tackle homelessness in Harlow	60	5	65

This table below shows an example of the comments from the Service Users who responded 'No' to the Key Principles above.

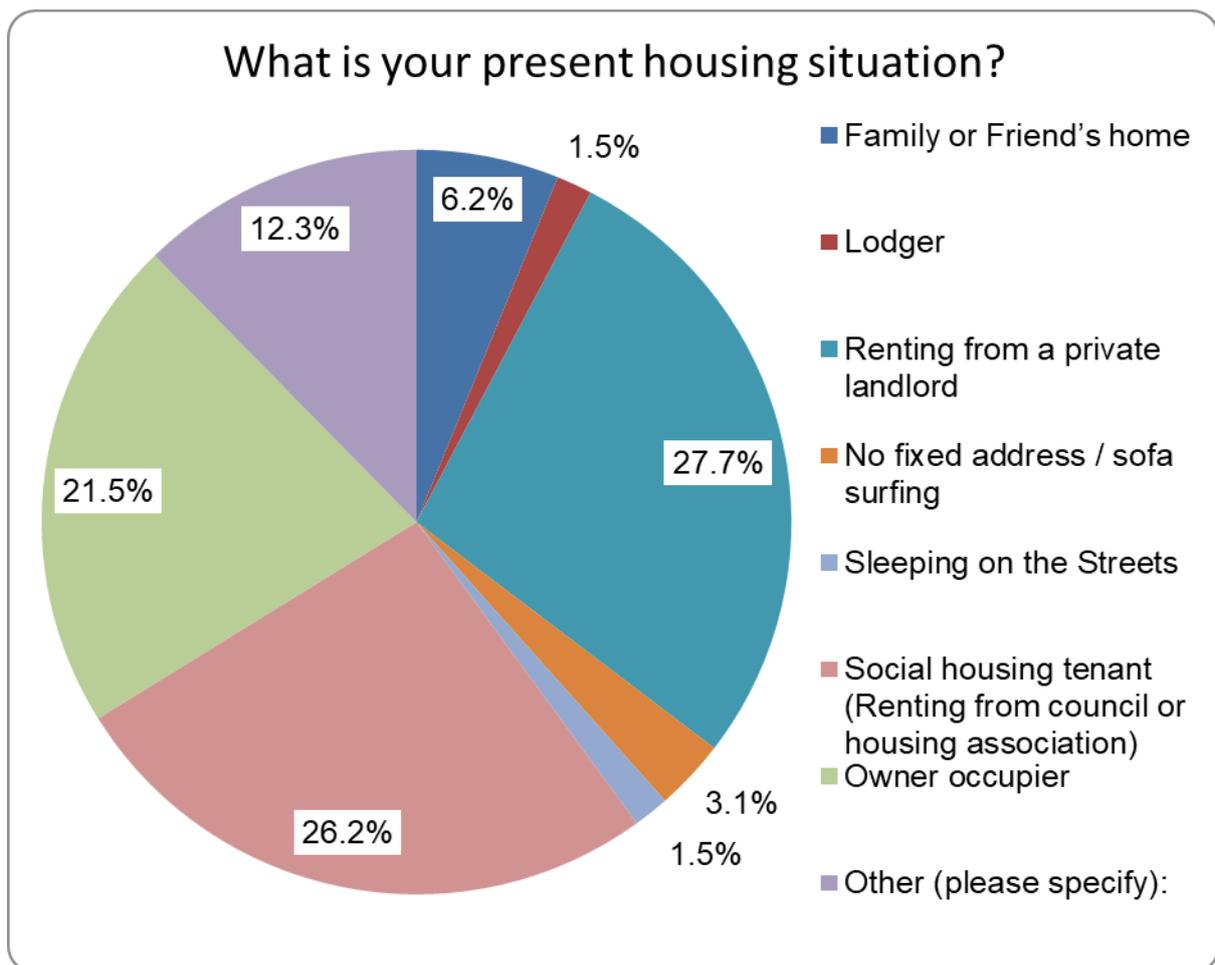
If you have responded No to any of the 4 key principles, please state why:
<i>"You don't give priority enough to band 3 home seekers which I find unfair why should others get first choice it's as if we are second class people wanting our own home through no fault of our own you just don't do enough for single people it's all families first which is unfair."</i>
<i>"I would like to add though that once in self-contained temp accommodation under no further threat of eviction why can't they go in band 3 to help. Create movement and help more 2 beds become available."</i>
<i>"I am a single person."</i>
<i>"I do not know if this section is saying this is what the council does or should Do, either way I know they don't do any of these."</i>
<i>"If the answer is what going on at terminus house then the town is going to hell in a hand cart."</i>

Housing Situation

Using a list of the options, Service Users were asked about their present housing situation. The top three responses were:

1. Renting from a private landlord (27.7%)
2. Social housing tenant (renting from Council or Housing Association) (26.2%)
3. Owner occupier (21.5%)

Further details are shown in the chart below:



The fourth highest response was 'Other (please specify)' (12.3%). These Service Users provided more detail and their responses are shown in the table below.

Other Please Specify
<i>"Temporary accommodation"</i>
<i>"Temporary accommodation due to being 'homeless full duty' while waiting permanent housing by Harlow Council"</i>
<i>"Harlow Council"</i>

"Homeless staying in a Licenced Temporary Accommodation."

"Sleeping in a van. keeps the rain off me head. But it's bad for my back injury arm injury and my knee injury."

"Living with parent"

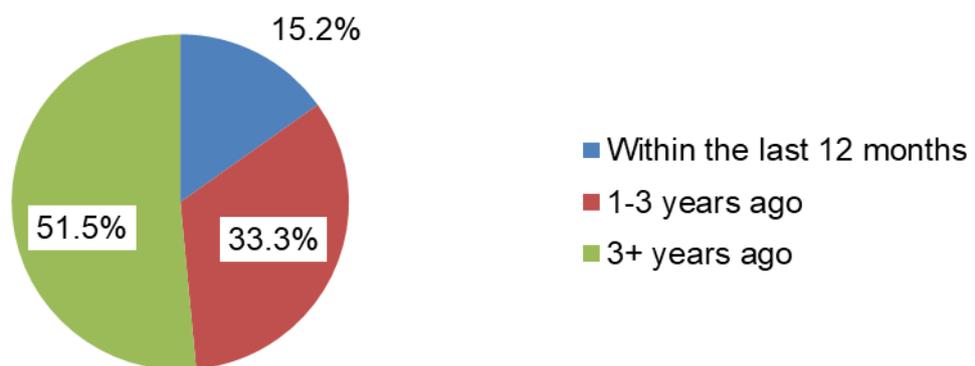
"In temporary accommodation through Harlow council"

"Temporary accommodation through rent guarantee company"

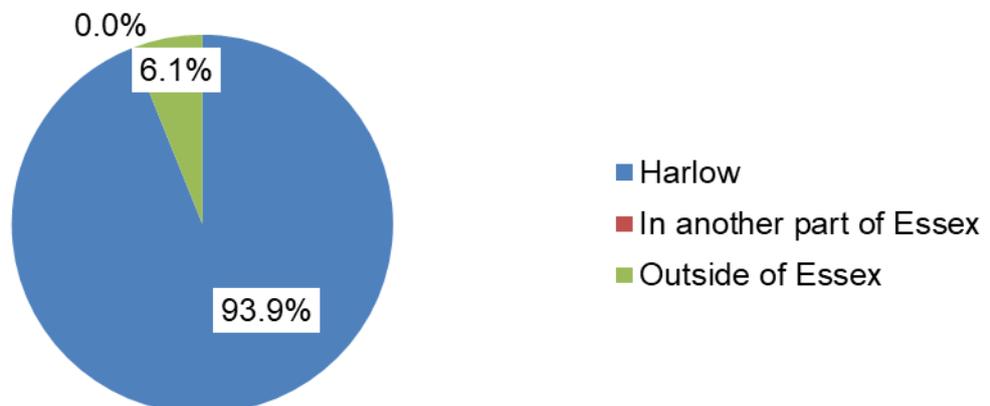
Service Users were asked "if they had ever experienced difficulties finding a settled home to live". Thirty three out of the 65 respondent said, 'yes', they had experienced difficulties finding a settled home to live. The remaining respondents (32) said 'no'.

The 33 respondents that answered 'yes' were asked to give more information about a) when, and b) where they experienced these difficulties. The results are shown in the following charts.

When did you experience these difficulties?



Where did you experience these difficulties?



Service Users were asked “*what was the main reason they found themselves in difficulty*”. The top responses were ‘*other*’ (30.3%); ‘*family/friends not able to provide accommodation*’ (27.3%) and ‘*loss of privately rented property*’ (18.2%)

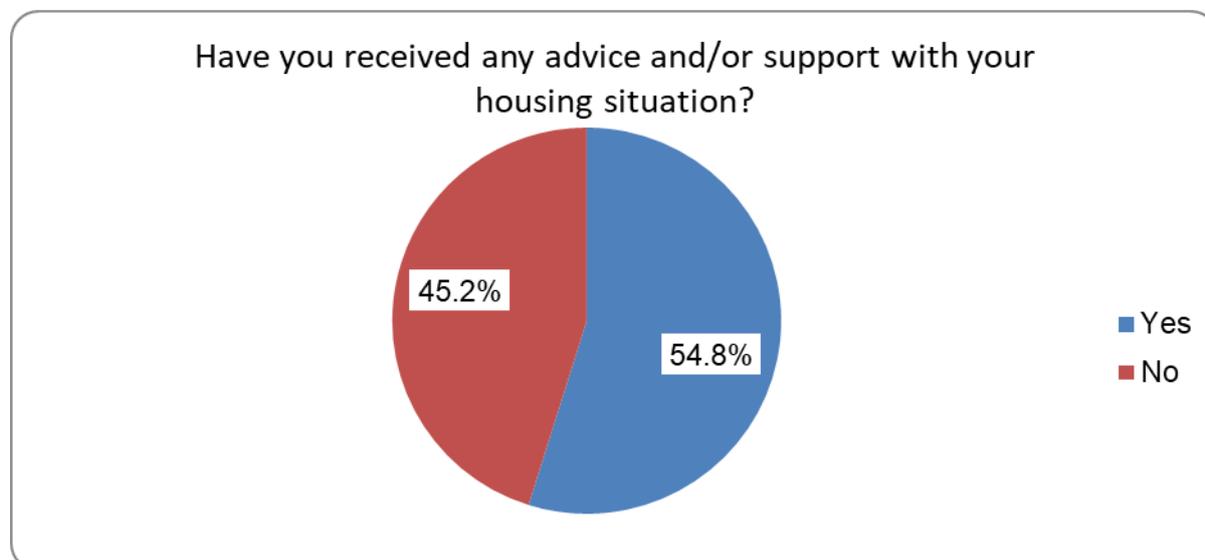
What was the main reason you found yourself in difficulty?	Count	Response %
Family / friends not able to provide accommodation	9	27.3%
Non-violent relationship breakdown	4	12.1%
Violence / harassment	3	9.1%
Loss of privately rented property	6	18.2%
Loss of social housing	1	3.0%
Other (please specify):	10	30.3%

The table below shows an example of the comments from the respondents who selected other.

Other Please Specify
<i>“Death of parents so have to rely on family who are overcrowded”</i>
<i>“Left home when I was 15/16 years of age & went to City of London.”</i>
<i>“Repossession of owned property”</i>
<i>“Loss of family home due to repossession/divorce”</i>
<i>“Drink and drug addict lost everything”</i>
<i>“I have been depressed. It’s so bad I can’t get my life together. People say there’s help but in the real world people don’t want to know. The depression has led to me being homeless.”</i>
<i>“Occasio house”</i>
<i>“Mainly due to Private rent costs. 1 bed flat with a 1 year old baby and a drug dealer who lives opposite.”</i>
<i>“And also the loss of private rented accommodation, meaning I had to stay with my then partner, then that relationship ended, leaving me homeless.”</i>

Housing Support

Fifty-five per cent of the respondents said 'yes' "they had received advice and/or support with their housing situation".



The 45.2% of the respondents that responded 'no' were asked to provide further details. The comments are shown in the table below.

Comments
<i>"As I'm single and not priority all I get from housing is keep bidding"</i>
<i>"Advised to go through the eviction route when private landlords sold property and since being confirmed 'homeless full duty' with the council, we've been in temporary accommodation since September 2017. Council have not been forthcoming in keeping in contact regarding our situation or advising how long we could wait for permanent housing."</i>
<i>"Too far back in time."</i>
<i>"I am currently encountering difficulty to which Harlow Council will not help as I am apparently suitably housed."</i>
<i>"No advice/support offered."</i>
<i>"The council didn't want to help but I eventually got a room with Nacro."</i>
<i>"I am a middle aged man with a crap job and no kids. There is no help for me."</i>
<i>"Just we had to live in Harlow for 5 years before going on the list and told go and rent somewhere council will not help."</i>
<i>"We were given a deposit, but had to move up north, four to five hours away."</i>
<i>"Still no help from the council was turned away every time I asked for help. I was homeless for 9 months before I found a room I could afford."</i>

"Harlow council told me to rent private and now I am struggling financially. Streets2homes helped me with a deposit scheme. Nacro took me in for a while as the refuge was closed down due to funding cuts."

"Resolved by courts."

Service Users were asked to indicate which of the organisations (if any) in the table, helped them with their housing situation. The top organisation was Harlow Council with 48.4% of responses. However, there were 8 respondents (26%) that were not helped by an agency.

Answer choice	Count	Response %
Harlow Council	15	48.4%
Streets2Homes	5	16.1%
Citizens Advice Bureau (CAB)	6	19.4%
Social Services	2	6.5%
NACRO (National Association for the Care and Resettlement of Offenders)	2	6.5%
Peabody (providers of support)	1	3.2%
I was not helped by an agency	8	25.8%
Other	6	19.4%

Just over 19% of the respondents stated 'other'. Their comments are in the table below.

Comments
<i>"Can't remember the name but a charity for homeless gave some advice about 2 years ago."</i>
<i>"Shelter"</i>
<i>"Nacro mental health, I was not an offender"</i>
<i>"Housing association"</i>
<i>"The council, streets2homes, CAB and social services were who I went to, the only ones to actually try and help were social services."</i>
<i>"The MP contacted the council and asked them to put me in suitable accommodation and when I got made homeless from temp the MP asked for them to give me more than 24 hours' notice."</i>

Sixteen out of 32 respondents that answered question 11, said 'yes' the difficulty was resolved; and a further 16 respondents said 'no' NB: The response rate is based on the 32 respondents.

Answer choice	Count	Response %
Yes	16	50.0%
No	16	50.0%

The respondents that said 'no' the difficulty was not resolved were asked to provide further details. Their comments are in the table below.

If the difficulty was not resolved please provide details:
<i>"But moved around a lot of which costs money and no significant time frame still waiting 24 months in..."</i>
<i>"I'm still awaiting on being given even a viewing of a potential home within Harlow"</i>
<i>"Still on the waiting list awaiting permanent housing"</i>
<i>"I went back home."</i>
<i>"This is still ongoing"</i>
<i>"We were moved into council accommodation not suitable for our needs on the basis we wouldn't wait long to transfer"</i>
<i>"Still under investigation."</i>
<i>"Still paying bills on credit cards and still getting into more debt because of it."</i>
<i>"Because of my injuries arm, back and knee I need a support with a crutch to walk with and climb so a shared house is out of the question."</i>
<i>"Had to borrow a large sum of money from family and place them as guarantors to rent a property privately, it took 3 years to repay and it broke down the relationship due to the financial stress and strain placed on my family as well as causing me anxiety and depression."</i>
<i>"It was resolved without the help from the council, they just turned me away."</i>
<i>"It took 4 months to sort out"</i>
<i>"Not enough housing available"</i>
<i>"Council refused to help, seems like if you're not a single parent or young single parent you are not helped."</i>
<i>"I was left homeless for 10 months with a child."</i>
<i>"I am still homeless, and the council are still not willing to offer me something suitable for me."</i>
<i>"I struggle every day financially. I make sure rent is paid as a priority, but it is so high I currently have £0.00 in my account until the 25th."</i>
<i>"No I'm still in temp five months behind on the register I have had to make complaints to get anything done I have to fight my case with the council this has caused me severe depression and I'm having counselling for it two years this has been going on I got told I would be housed in roughly 18 months."</i>

Any Other Comments

Service Users were asked “is there anything specific you would like to see in the Strategy about tackling rough sleeping that has not already been identified or about homelessness in general”. An example of their comments are listed in the table below.

Any Other Comments
<p><i>“If people are known to the housing register before their homeless status then maybe that would be something to take into consideration to be in temp a shorter time than those that are new to it through their homeless band. And rough sleepers should be given a care of address so they can receive a benefit maybe a post-box at council? And then they could use food bank easier ??”</i></p>
<p><i>“Having worked with people that are homeless, I have found the council's attitude very poor. The council needs to employ people that have empathy with those that are homeless, not act a bullies. Having been called a liar by a member of your staff, when recalling a visit with someone that is homeless, has DV, illness and family with mental health issues, I am not surprised that people are left in very bad situations by this council. Get your staff in order then this will give better support to those in this situation.”</i></p>
<p><i>“Yes more priority to single men and less to families as this is an unfair situation so single men do not get a look in when it comes to prioritising who get a home and who doesn't.”</i></p>
<p><i>“Some sort of priority given to those in an unfortunate situation, especially when not their fault, have family (dependants) and are working. More communication from Harlow Council, rather than people just feeling unknown on what is happening and where they are on the waiting list. More reasonably priced temporary accommodation rent, as for me it feels we are paying 'market price' as if we were privately renting.”</i></p>
<p><i>“You need to find homes for these people & maybe jobs as well - to help them back on the right road.”</i></p>
<p><i>“People whom are from Harlow should not be sleeping rough. Instead of housing people from outside of Harlow and different countries, Harlow people should always be a priority.”</i></p>
<p><i>“Please refer to previous statements plus I feel with new government funding for deposits these applicants should be placed in band 3 as they are not then under any threat of homelessness and not be given a priory band to join the list like previous schemes ...”</i></p>
<p><i>“Studios and one beds should be offered to childless people only and not allowed for people with children.”</i></p>
<p><i>“Get all Empty properties available for rent very very quickly. Refurbish & make available the Homes in the Former Occasio House, easily 40 homes could be utilised there.”</i></p>
<p><i>“Partnership working continues. Young single people homelessness.”</i></p>
<p><i>“If you look after us British people that have paid taxes and fought for this COUNTRY!! FIRST. And send the isis and other people like the POLISH & OTHERS LIKE THEM AWAY. Send them packing you wouldn't have this PROBLEM!!”</i></p>

“Homeless public drinking in the streets and begging for money in large groups. it needs to be stopped as it is getting impossible to walk through the town centre without someone coming up and asking for money claiming they need it for a bus home or to get to another town to see a sick family member.”

“I'd love to see our streets and towns without people sleeping in doorways and shop front doors. How can we help our own town when we're bringing people in from London, we barely have anything for people already and now there's people coming from other areas out of Harlow that are getting placed straight into housing when there's people who have lived here for many years and going without any support. Especially if there's children involved! Many single men and women are overlooked as not a priority.”

“Provide accurate information and support to everyone and to look into the councils housing policies so that those who have the financial means to purchase or rent luxury products like cars etc are not placed in band 2 housing needs when those who don't have the means to do so are having to privately rent at a premium because social housing is going to those who should be able to provide for themselves instead.”

“Stop discriminating against single men, just because I'm a man I should never have been told that I was capable of rough sleeping. A life is a life and there's a reason why middle aged men so often try to end their own life. I was approaching 50 years of age and for the first time in my life I didn't have a roof over my head, how the hell was I capable?”

“The analysis of the statistics is superficial. It focuses on applications and makes no attempt to determine if there is a deeper underlying need, such as those vulnerably housed. The rough sleeping statistics are 2 years old, despite there being far more recent data available. The analysis of applications seems to be attempting to interpret data to fit a narrative. It says that the application has been relatively constant, with a short term reserve recent month, and uses that to justify a 9 fold increase in processing time for applications over many years. It makes no mention of the resourcing applied to deal with applications. The analysis of reasons for applications its loss of private tenancy but makes no attempt to get to the cause of those loses. Other data is available for example on reasons such as benefits loss, reduction or delay, on the role of mental health, of substance misuse which would be required if there was a serious attempt at prevention. Comparisons with other areas in the East of England are misleading, and further comparative analysis against benchmark local authority areas, and socio-demographic and deprivation data would be more illuminating. In short, there needs to be a far greater level of understanding of the current picture, of trends, and of causes. The strategy needs to address how the 4 principles - which while laudable are at such a high level as to be 'motherhood and apple pie' (no one could disagree with them) - are to be addressed in practice, by working with others (other statutory agencies, health services, the voluntary sector, law enforcement, faith groups, etc), to prevent, deal with the consequences and reinforce, and how the council intends to allocate and prioritise resources.”

“Stop selling land/buildings to companies who are out just to make money. Use them to help the homeless in Harlow, not London's overflow!”

“In general terms, evidence and experience from other areas (London, Cambridge, Manchester etc.) shows that the street sleepers will gravitate towards areas where hostel provision is available. This inevitably leads to a higher than average incidence of street sleeping, which in turn results in a greater provision of support and ancillary services in the area. Whilst all areas should ensure prevention and provision services are in place, to a degree signposting and referral to those areas with existing service and support infrastructures may prove more productive in assisting the individual to stabilise their housing situation and associated physical and/or mental health/dependency issues in the longer term.”

“I believe Harlow council is doing a fantastic job in tackling rough sleeping and homelessness.

When my husband and I were experiencing homelessness the council placed us into temporary accommodation, through a private flat, very quickly and we were over the moon. We did struggle to support the accommodation financially as it was private and very expensive but appreciated the support more than Harlow Council could know."

"Need more places for single males to have access to their kids as shared accommodation is of no use also need to concentrate on complex needs and have the council more easy to access and be more sympathetic towards homeless individuals go to a quiet room not tell the reception your whole life choices."

"Winter night shelters open for more months during the autumn and spring. There are always volunteers to run these and the temperature is not always as seasonal as we think."

"Just because I'm middle aged with not a lot of money please don't ignore my situation. I know people with kids need putting in front of me but that don't help me. I am not living I am just existing. There are lot like me out there. There's nothing for us."

"I think it's very upsetting to see homeless this day and age, but I do also know that some people are not truly homeless who are begging in the streets which must be hard to manage."

"Looking into Housing First options and support around domestic abuse, improving links between health and housing and building more council housing to house people in need of secure affordable rented housing."

"Treat the homeless as people not numbers, put yourself in their position, offers educations, rehabilitations, jobs and personnel development growth alongside housing, this is the best way to enable stability."

"I was homeless in 2012 with my partner living in a tent for 7 months, Harlow council did nothing to help us."

"You need to start actually trying to help homeless people instead of pretending to."

"Stop bringing in or allowing in more people to Harlow and make it a policy that people who grew up in Harlow have a higher right to council properties than those who didn't. If they don't have a previous tie to Harlow they could move anywhere, whereas our families want to stay close to us. If the council moved faster turning around properties that would also help a lot. I heard yesterday of 2 properties that have been empty months and months waiting for the house to be declared ok to use again and being held up because workmen have not been on yet. Surely that is a number one priority."

"Rough sleepers in Harlow appear more and more, especially recently. They need to be removed from the doorways etc. Homeless should not be moved out of other regions into Harlow, they should be looked after in their own towns."

"Adults who find themselves homeless , and are working full time, and have grown up children like myself, will always find it difficult to resolve their situation... to come up with the deposit for private renting when you are on minimum wage and already have outgoings, is near on impossible, so the solution is sofa surfing, staying with friends & family... I was one of the lucky ones, I had family to support me and house me, and my 19 year old daughter, whilst I got myself back on my feet.. it's the adults that have no one to turn to, that end up on the streets. The council should be in a position to help these adults... private renting is a massive obstacle to overcome , even if you are working full time & find yourself without a permanent home . There should be more help in this area maybe, overcoming the deposit that is needed upfront."

"Making sure vulnerable and disabled people actually get the help they need and deserve instead of treating them like vermin. I often thought of taking my own life because the council FAILED ME EVERY SINGLE DAMN TIME!"

"Stop housing people from out of the area into places like terminus house.. other councils love re housing their gang nominals and problem families into Harlow."

"Better practices should be in place. Less prejudice and more affordable homes should be available. Maybe work with private landlords who will accept lower rent for some kind of incentive?"

"They need to make sure that the temporary accommodations that they are offered each person has a bed especially if they have health problems especially i.e. and someone who might have cancer, also make sure they can get to the properties, also if they have 20 year old children with learning difficulties, they should be housed with them and not left on the streets to defend for themselves."

"Anecdotally, I have observed that the reason, "unable to continue living with friends or relatives" is sometimes contrived and used for the sole purpose of obtaining housing. Many of these people are not truly homeless.

Although I can understand and sympathise with the reasons people do this - it's partly a legacy from Harlow's original '2G' promise of housing for locally-born future generations and can be the only way a young family can get housed - it distorts the homeless figures."

"Why does a person leaving prison get more help than a mother with two kids living in a refuge I think prioritise need looking at."

"I would like the staff of Harlow council to have training on how to be compassionate towards people who have become homeless. We was shown no compassion and was constantly lied to by a housing officer. We was told about things that would happen when our baby was born. Then when he was born, and we asked about these things all we got was I don't know. We was put into Templefields house and when I raised issues with the council with Templefields all I got was that we were there tenants and we had to take it up with them. So more training on how to be compassionate also training to improve staffs communication skills as there was a real lack of it."

"Streets to homes needs to have more funding. Also open up the empty buildings to get people off the streets."

Harlow Homelessness & Rough Sleeping (Strategy)

Partner Agencies

Survey Analysis Report July 2019



Introduction

The purpose of the Survey was to establish Partner Agencies views on the key aspects to be considered by the Council in shaping its Homelessness and Rough Sleeping Strategy. The Strategy will be designed to help tackle homelessness issues, specific to Harlow, and sets out how the Council and its Partners will tackle homelessness and rough sleeping over the next five years.

The survey covered the following areas:

- Organisation name
- Key principles
- Key challenges
- Any other comments

This analysis provides a transparent account of partner's views on the above areas.

Methodology

The Survey was undertaken using Smart Survey. Smart Survey was commissioned following a benchmarking exercise to find a new system that was GDPR compliant.

In accordance with GDPR and Data Protection Act (DPA) 2018, a privacy statement was included in the Survey with information of where to find the Council policy on GDPR/DPA 2018

Partner Agencies were invited by email to complete the Survey, which included a unique link.

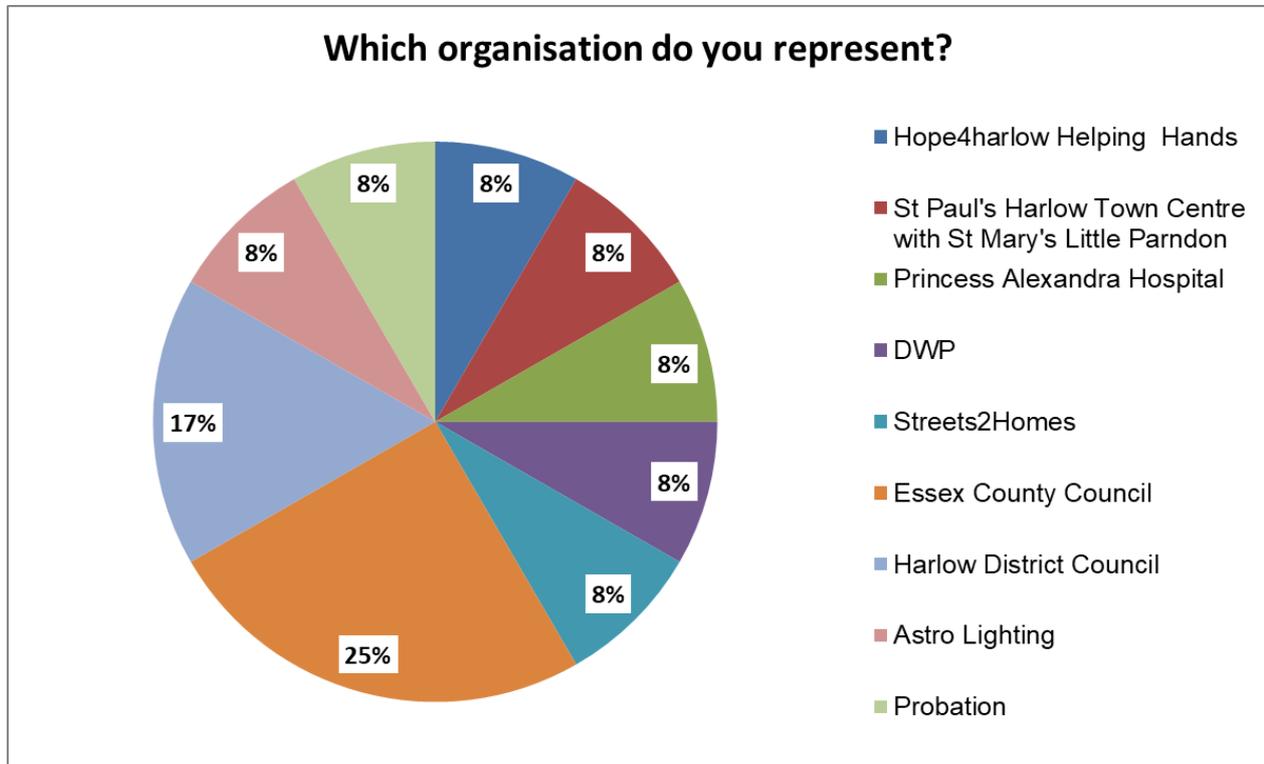
The Survey was issued on 25 March 2019 and closed at Midnight on the 16 June 2019.

Findings

A total of 12 (41%) responses out of 29 invitations were received. The analysis of the 12 responses is shown in the following charts and tables.

1. Organisation

A summary of the responses by organisation are shown in the chart below. The responses came from 9 different organisations. The organisations with the most responses were Essex County Council (25%) and Harlow District Council (17%).



2. Key Principles

Partner Agencies were asked to indicate whether they agreed or not with the Council's 4 key principles, which will inform the Homelessness and Rough Sleeping Strategy. The 12 respondents all agreed with the Council's 4 key principles.

The Council has identified the following 4 key principles that will inform the Homelessness and Rough Sleeping Strategy.	Yes	No	Response Total
Prevention - to stop homelessness and rough sleeping	12	0	12
Intervention - helping those in crisis with swift targeted support	12	0	12
Recovery - helping to rebuild lives	12	0	12
Partnerships - collective working to tackle homelessness in Harlow	12	0	12

3. Key Challenges

Partner Agencies were given a list of ‘key challenges’ identified by the Council and asked to select their top five challenges. The ‘key challenges’ were ranked in order of most responses. The top five ‘key challenges’ are shown in the table below.

Top Five 'Key Challenges'
Lack of housing and affordable housing
Widespread mental health/mental capacity issues and prevalence of clients with complex needs
Extensive permitted development sites, many of which are being bought up by London & neighbouring boroughs
Placements by other councils in Harlow, meaning less housing stock available for Harlow Council to use. Universal credit giving lack of flexibility, including reliance on digitalisation.
Landlord perceptions of the negative impact of letting homes to people on benefits.

Partner Agencies were given the opportunity to list any other ‘key challenges’ not listed. The comments provided are shown in the table below.

Other 'Key Challenges'
<i>“Drugs resulting in challenging behaviour; in so far as not covered above, generic government cuts mean that more are pushed towards the edge of financial sufficiency and thus more fall over the edge.”</i>
<i>“Many homeless fall between recognised boundaries. They can’t access help for mental health or substance abuse issues as they are not ‘critical enough’.”</i>
<i>“There is not enough recovery support.”</i>
<i>“The churches ‘Hope4harlow’ shows the value of provision during January / February. But the same need exists throughout the year.”</i>
<i>“Perhaps we can learn from the Finland model whereby it’s the only European country to reduce homelessness.”</i>
<i>“Those out of area do not receive enough support.”</i>
<i>“An increased need for accommodation to meet medical issues for a growing disabled and aging population (such as ground floor ramp entrances, bariatric safe accommodation, lifts large enough to accommodate the bed bound for hospital transport, etc.)”</i>
<i>“Substance misuse and alcohol”</i>

4. Any Other Comments

Partner Agencies were asked if there was anything specific, they would like to see in the Strategy about tackling Rough Sleeping that has not already been identified or about Homelessness in general. The following comments were provided by the Respondents.

Any Other Comments
<i>“Reopening Occasio House or similar would be a help for the young homeless”</i>
<i>“We need to tackle the issue of foreign nationals who often have no recourse to public funds. They still need to sleep, eat and live despite lack of eligibility.”</i>
<i>“We need to support those with chronic substance abuse issues or mental health concerns that are not so acute to warrant hospitalisation but are unable to fend for themselves.”</i>
<i>“Insufficient recovery courses are available to those in need.”</i>
<i>“The local churches have a huge role to play in resolving these issues but are not being harnessed fully and do not have funding to help release their talent and volunteer base.”</i>
<i>“Perhaps Harlow can embrace schemes such as ‘Hope into Action’?”</i>
<i>“St. Paul’s Helping Hands drop-in’ regularly helps 20-25 guests each week; and 150+ guests annually. That shows the latent need in the community. If we can resolve housing and longer term support for these individuals we could make serious inroads to resolving Harlow homelessness.”</i>
<i>“Discussion about a year round night shelter space for those not meeting criteria for help with housing with integral support services for mental health, drug and alcohol support.”</i>
<i>“Need for on-going support”</i>
<i>“Working in partnership with other districts, county, customers and the voluntary sector in developing solutions to homelessness and the causes are often bigger than just a district level.”</i>

Harlow Homelessness & Rough Sleeping (Strategy)

Feedback from Members Workshop



Introduction

In July 2019 the council facilitated a Members workshop, to present the findings of the homelessness review, and to discuss and agree the key priorities for action for the new Homelessness and Rough Sleeping Strategy. The Strategy will be designed to help tackle homelessness issues, specific to Harlow, and sets out how the Council and its Partners will tackle homelessness and rough sleeping over the next five years.

The workshop covered the following areas:

1. Presentation of data (published in our review document)
2. Identification of gaps in services
3. Priorities for change
4. Accommodation – call for innovative ideas

The workshop was independently facilitated and was attended by 13 members.

Outcomes of discussions

1. Gaps in services and provision

Members worked in groups to generate list of key gaps in services that the strategy should seek to address. Responses were fed back to the main workshop and were discussed, and agreed.

The gaps identified were:

- Ensuring we have enough temporary accommodation to meet need and avoid the use of B&B;
- Ongoing funding for tackling rough sleeping, after the RSI funding stream finishes – affecting severe weather provision, accommodation at Bromley Cottages and outreach work;
- Inability to compete with London boroughs in securing homes in the private rented sector;
- SWEP only covering winter months of the year, needs to be extended;
- Provision for young people and carers;
- Hostel accommodation for complex clients;
- County funded floating support;
- Knowledge about where to go for support on homelessness and other issues;
- Knowledge on where to go for support for families who need to ask family to leave;
- Ability to harness people's better nature and be kind to, and report rough sleepers so they can get help;
- Information for new tenants on welfare benefits and debt advice;
- Referrals from agencies to housing not coming in early enough;
- Offenders who have not only served their sentences in custody and the community but have little hope of rehabilitation without housing;
- Gaps in our own provision, caused by excessive out of borough placements, particularly Terminus House. Work with MHCLG and London Councils to reduce placements, especially where they are without support.

2. Priorities for change

Members were asked to identify key areas for action. There was a discussion about the key themes for the strategy which, as proposed, are:

- Prevention – to stop homelessness and rough sleeping;
- Intervention – helping those as crisis point with swift targeted support;
- Recovery – helping people to rebuild lives;
- Partnerships – collective force to tackle homelessness.

There was a consensus that these themes provided a robust framework for the strategy. Members flagged the following as priority actions with these headings:

- Work to reduce the stigma associated with homelessness;
- Involve those with lived experience;
- Take a holistic approach, help people access benefits, training and employment;
- Ensure those who require family or friends to leave, approach for advice and information at the earliest opportunity;
- Improve the offering to private sector landlords;
- Work to retain services for rough sleepers once RSI funding ceases; help Streets2Homes to deliver self-sufficient services.

3. Accommodation – call for innovative ideas

Members were asked to explore any innovative ideas for provision of accommodation for homeless households. The following are drawn from these discussions:

- Shipping containers - learning from other authorities eg Thurrock particularly useful for using plots of land not immediately suitable for housing. Investing to accumulate is one way to regenerate cash to other projects in this case resolving homelessness.
- With focus on climate emergency new styles of quick build, even 'container' homes for those that resolve to use public transport/cycles etc to resolve need for parking spaces linked to some new builds.
- Key worker homes for statutory service employees who are competing with London waiting salaries and cannot afford private rented. Social Services, NHS and Probation are paying additional costs for bank workers due to shortage.
- Supported lodgings type arrangements for homeless people.

Housing Options & Advice – Temporary Accommodation Usage Plan 2019/22

Task: Overarching objective – to review current providers of temporary accommodation and the types of accommodation provided to improve quality reducing the reliance on both external shared accommodation and permitted developments/office conversions that are not in a residential area. Increasing the Councils homeless prevention activities and improving a new offer to private landlords through the new revised Private Rented Sector Scheme available in February 2020.

Objective	Activity	Measures & outcomes	Resources	Lead	Progress	To Review	Deadline
85	Increase the number of Council Owned Units	Continue to procure general needs studio flats on agreed quota.	Staff	LW	Commenced	Quarterly	Ongoing
		Build and develop additional self- contained units within boundaries of existing shared units	Staff	WM	Commenced	Quarterly	Ongoing
		Carry out a feasibility study on innovative options for alternative TA such as, containers, mobile homes, spot purchases and flat pack properties or similar.	Financial	CS/LW	To commence May 2020	Quarterly	December 2020
		Continue to assess suitability of ad-hoc properties for use.	Staff	WM/LW	Commenced	Quarterly	Ongoing
		Develop and consider the opportunity for spot purchases on the open market	Increase in the number of units available and let	Financial	AM	Ongoing	Quarterly

88	Increase the vacancies of current units used as temporary accommodation both social and private	Review both current and former tenant accounts to analyse debts outstanding.	Household placed on housing reg/successful increases number of units available and let	Staff	CS	Ongoing	Quarterly	March 2022
		Analysis number of applicants in temporary accommodation that do not qualify to join the Housing Needs Register.	Household placed on housing reg/successful increases number of units available and let	Staff	LW	Ongoing	Quarterly	March 2022
		Evaluate and consider long term (non-secure) existing TA properties, to move tenants on through HNR with debts outstanding.	Increase the movement of the availability of TA units.	Staff	CS	Commenced	Quarterly	March 2022
		Examine outcomes and consider if policies / procedures need to be revised	Policies and procedures revised	Staff	LW/CS	Allocations policy revised March 2018. Homeless and Rough Sleeping Strategy Cabinet Oct 2019	Quarterly	March 2022
		Analysis 30% of current homeless cases active / accepted to ensure compliance with legislation and internal PI's.	Increase in the number of units available	Staff	LW	To Commence January 2020	Quarterly	Ongoing

Increase the number of homeless preventions to decrease demand	Continue to develop and offer a range of housing options that meet housing need locally.	Performance Indicator	Staff	LW		Quarterly	Ongoing
	Deliver the newly revised Private Rented Sector Scheme offering a financial incentive to landlords.	Increase in the number preventions	Financial/Staff	LW	Commenced – Delivery Plan agreed	Quarterly	February 2020
	Continue to fund Streets2Homes, to assist in preventions of non stat single homeless to prevent Council exercising priority need (lower threshold) changes in case law.	Increase in preventions those rough sleeping and decrease in single homeless in temp acc	Staff/Homelessness Grant	LW	Grant provided April 2019 Next payment April 2020	Annually	April 2020
Ensure current and newly procured accommodation (both Council and private) are of a good quality and aligned to the 'Suitability Order' 2012 and licensed to meet HMO regulations (Shared)	Inspect all new properties within the private sector prior to use with support from Environmental Health	Increase and improvement of quality of accommodation	Staff Time	LW	Monthly	Quarterly	March 2022
	Continue to liaise with Environmental Health to confirm licensing arrangements for private shared accommodation.	Increase and improvement of quality of accommodation	Staff Time	LW	Ongoing	Annually	March 2020
Eliminate the use of external private temporary accommodation that provides shared accommodation.	End the reliance of shared accommodation within the private rented sector.	Providing good quality self- contained accommodation	Staff time	LW	Commenced	Quarterly	March 2020

Rationalise the use of external private temporary accommodation – Office Conversions/Permitted Developments	End the reliance of temporary accommodation within this sector. Phase out over a 2 year period or sooner where possible.	Ensure suitability of accommodation, in terms of access to local facilities, support networks, schools and medical practitioners.	Staff Time/Financial	LW/CS	Current contract in review	Monthly	March 2022
Carry out a Temporary Accommodation Audit.	Audit data held on Orchard compared to data held with external providers.	Information held internally accurate provision available.	Staff Time	LW	To commence January 2020	Annually	January 2022

REPORT TO: CABINET

DATE: 17 OCTOBER 2019

TITLE: CONTRACT AWARD – NEXUS BUILDING MANAGEMENT

PORTFOLIO HOLDER: COUNCILLOR TONY DURCAN, PORTFOLIO HOLDER FOR ECONOMIC DEVELOPMENT

LEAD OFFICER: ANDREW BRAMIDGE, HEAD OF ENVIRONMENT AND PLANNING (01279) 446410

CONTRIBUTING OFFICERS: JULIE GALVIN, PRINCIPAL SOLICITOR (01279) 446045

WILL HALES, ESTATES AND FACILITIES MANAGER (01279) 446852

This is a Key Decision
It is on the Forward Plan as Decision Number I009896
Call-in Procedures may apply
This decision will affect Old Harlow Ward.

RECOMMENDED that subject to the submission of acceptable business cases and formal contract:

- A** Two maintenance contracts (for facilities and landscape management) are entered into with HTS (Property & Environment) Limited (HTS) for a period of five years with an option, at the sole discretion of the Council, to break the contract at the end of year one by giving no less than four months' notice subject to agreement of the terms and conditions and clarification on the final cost of the new services.
- B** Delegated authority is given to the Chief Executive, in consultation with the Portfolio Holder for Economic Development, to make the necessary legal and financial arrangements to award the contract.

REASON FOR DECISION

- A** To enter into a contract for Facilities Management (FM) services for the Nexus building for a period of five years with effect from December 2019 to December 2024 and for the landscape management across the Science Park from April 2020 until December 2024.

BACKGROUND

1. Practical completion of the Nexus building is now scheduled for the end of November 2019, following which the Council will take possession of the building. A FM contract will need to be in place at this point to provide a professional management service for the Council and its tenants.
2. There is a further requirement to provide a maintenance service to the landscaped areas across the Science Park such as grass cutting, hedge trimming and the care of trees, shrubs and other planting. This service will not commence until April 2020 since the landscape contractor who delivered the landscape works has a one year maintenance responsibility as part of their contract and this expires at the end of March 2020. It is proposed that, subject to a satisfactory business case submission, HTS take on this responsibility from this date.
3. Council Officers have (with the assistance of a specialist consultancy firm) prepared a detailed FM services specification which will form the basis of the FM services contract (attached as Appendix A to the report). That specification including amongst other items, cleansing, reactive maintenance, planned preventative maintenance, equipment servicing and statutory compliance, so as to ensure that the Nexus Building is managed and maintained on an ongoing basis as a high quality employment space.
4. The Council is able to award both the FM services contract and landscaping contract to HTS as it exercises control over the company similar to that which it exerts over its own departments. This control exempts the Council from the usual public procurement rules. As such, HTS have been exclusively invited to submit a Business Case for the FM services contract. A similar invite will be extended to HTS in relation to landscaping services, as the existing contractual arrangements approach expiry in early 2020.

ISSUES/PROPOSALS

5. HTS's business case submission for FM services will be reviewed by Officers to establish that:
 - a) Firstly, HTS are equipped to deliver the proposed services, and
 - b) Secondly, via detailed independent benchmarking, to ensure that their proposed pricing structure represents lawful and proper value for money.
6. In the event that the submitted tender does not provide value for money the Council may undertake a full tender process using a complaint framework and/or advertising the opportunity

7. Once Officers have satisfactorily completed a detailed evaluation of HTS' business case, it is intended that the contracts are awarded and subsequently managed by the Council's Property and Facilities Team.

IMPLICATIONS

Environment and Planning (Includes Sustainability)

None specific.

Author: Andrew Bramidge, Head of Environment and Planning

Finance (Includes ICT, and Property and Facilities)

The cost of the contracts will be managed through the Property and Facilities service and will be rechargeable to occupants of the Enterprise Zone through a Service Charge regime the model for which is currently being developed in readiness for implementation alongside the contract awards.

Author: Simon Freeman, Head of Finance and Deputy to the Chief Executive

Housing

As outlined in the report.

Author: Andrew Murray, Head of Housing

Community Wellbeing (Includes Equalities and Social Inclusion)

None specific.

Author: Jane Greer, Head of Community Wellbeing

Governance (Includes HR)

The use of the business case process meets procurement rules and Council Standing Orders. When awarded the contracts will include appropriate remedies and recourse for the Council when undertaking contract administration.

Author: Simon Hill, Head of Governance

Appendices

Appendix A – Facilities Management Services Specification

Background Papers

None.

Glossary of terms/abbreviations used

FM – Facilities Management

HTS – HTS (Property and Environment) Ltd

Facilities Management Services Specification

for:



Site Details

The Nexus Building
Harlow Enterprise Zone
Harlow

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Introduction

We are delighted to have been given the opportunity to provide a proposal for the provision of the annual facilities management service for the Nexus Building on the new Harlow Enterprise Zone Science Park.

The knowledge, understanding and experience obtained through over 30 years of service delivery within the commercial, residential and industrial sectors has allowed us to create a high quality, customer focussed delivery model and has also enabled us to develop 'best practice' initiatives within our maintenance regimes.

We understand that throughout the contract your requirements may change, and we are flexible and adaptable and can respond to your needs.

We want to spend time understanding the role that we can play within the organisation and the positive impact that we can have upon the delivery of the managed services for your clients.

Following our meetings, we have spent time reviewing the initial requirements to ensure that we have covered each aspect of the FM service and understand the technical and managerial requirements needed to meet the service levels expected within the Nexus building. These include, but are not limited to:

- Having the availability to attend and deliver all planned and scheduled maintenance tasks
- The capability to deal with the discharge of all statutory and mandatory tasks and the certification of the same.
- Having the availability to attend and respond to all requests for ad hoc work
- The provision of quality assurance audits of all planned and reactive tasks as per our ISO 9001, 14001 & 18001 quality standards
- To proactively manage and resolve any day to day issues and emergency repairs
- To complete a first-time fix and avoid further equipment failure after repairs
- To meet or exceed lead in times on the provision of materials and equipment
- Provide full and thorough maintenance regimes to avoid unnecessary equipment / systems downtime
- To provide and manage a full warranty repair service on all equipment supplied by HTS Ltd or their specialist supply partners
- Compliance with any staff dress code and the use and presentation of identification badges on all attendances
- The provision of a suite of monthly and annual performance reports on services such as:

Maintenance activities completed.

- tasks due coming month
- tasks completed preceding month
- tasks not completed preceding month
- tasks in progress

Helpdesk calls

Provide monthly summary schedule in arrears and overview

- Number of defects received
- Number of defects completed - within response time or - outside response time
- Number of defects in hand
- Number of defects outstanding, explanation and proposed completion date

Additional works

Provide monthly schedule of works and overview

- Number and description of orders received
- Number of projects commenced and proposed completion date
- Number of projects completed
 - Recurrent faults/items for concern
 - Permits for access required
 - Foreseeable disruptions to plant and the client's business operations
 - The status of any tasks requiring management approval
 - Programmed sub-contractor visits and shutdowns
 - Forward maintenance plans will be required to be issued on a yearly and month by month basis.
 - Budgetary information including a monthly and quarterly forecast of costs and consumable items for the planned preventative maintenance system clearly identifying budget total cost and expenditure against budget

As well as being able to provide a full suite of FM services including Grounds Maintenance and cleaning activities; HTS has an extensive blend of mechanical, electrical, air conditioning, plumbing, and gas engineers available within the area, each of whom is qualified, accredited and trained to national requirements, including Gas Safe & NICEIC standards.

Our quality systems are structured in accordance with ISO 9001:2008 to ensure a consistent quality service is provided. This, coupled with our health, safety and environmental management systems which are based on ISO:14001 & ISO:18001 respectively, will ensure compliance with all legislative and statutory obligations.

HTS are CHAS registered and in the process of enrolling with Constructionline.

Key to our success in developing our maintenance approach will be our commitment to review and assess key 'technical' elements of the contract.

This will provide the foundation for establishing a long-term forward maintenance programme where plant replacement items can be identified at an early stage and where maintenance regimes can be formulated to extend the lifecycle of equipment.

Schedule A Scope of works and delivery specifications

GROUNDS MAINTENANCE and LANDSCAPING

The grounds of the Nexus building on the Enterprise Zone have a variety of landscape maintenance classifications in a setting of a fragmented green space with hedges, trees, carparks, roads, footpaths and hard standing.

Tasks included in this specification include:

- Cutting of informal grass areas.
- Cutting of more formal grass areas.
- Strim grass areas around obstacles.
- Maintaining Beech hedging at correct height.
- Maintaining shrub beds including pruning.
- Maintaining Herbaceous and Perennial planting.

Seasonal Programmes and Frequencies

Grass Cutting

Grass cutting would be carried out from mid- March through to the end of September.

The maximum height of cut for grass cutting varies depending on what the area is used for:

Grass Cutting Standards

	Max Height	Max Height After Cut.	Target Frequency	Cuts per Annum
Verges	17mm	7mm	12 working days	
Strimming	17mm	5mm	14/17 working days	7/8
Miscellaneous grass areas	17mm	5mm	14/17 working days	7/8
Informal or Wild areas	30mm	7mm	Twice per annum	2
Bulb Areas	As surrounds 6 weeks after flowering.			

Note

These are estimated timescales to meet grass height standards and are illustrative only of what the outturn should 'look like'.

Hedge Cutting

Hedge cutting operations are restricted by the Wildlife and Countryside Act 1981 from March through to end of August.

Hedges are cut hard back broadly speaking once a year in the winter months when they will be topped and one or both sides faced back according to requirements.

Hedges facing onto footpaths causing an obstruction or problem with sightlines will be faced back in the summer months between June and September.

Shrub Pruning

Shrubs will be pruned a maximum of twice a year for: footpaths to allow free use; adjacent to car parks for vehicular access; to maintain free use of highways and signs and sightlines; to allow light to windows and access egress.

Weeds

Weed control on hard surfaces will be carried out 3 or 4 times a year. The work is carried out by pedestrian operated spraying equipment and where appropriate by quad bikes.

All chemical control will have appropriate COSHH assessments and be by competent certified personnel.

Weed control in beds will be treated annually by chemicals and by mechanical means.

Schedule of Works Enterprise Zone			
Description of Work	Frequency	Quantity	Unit
Grass Cutting			
Cut and drop grass to a maximum height of 12cm in open areas; per cut -ride-on triple rotary mower	12 days		m2
Cut and drop grass to a maximum height of 12cm to the Showground; per cut -ride-on triple rotary mower	10 days		m2
Cut and drop grass to a maximum height of 12cm to Local Nature Reserve Paths and Riverway; per cut -ride-on triple rotary mower	17 days		m2
Cut and drop grass to a maximum height of 12cm to small grass areas; per cut -pedestrian mower	12 days		m2
Cutting grass to banks less than 30 degrees; per cut	Annually		m2
Cutting grass to banks greater than 30 degrees; per cut	Annually		m2
Note: Bank adjacent to water garden can not be cut as near vertical.			
Weed Growth and Strimming around Obstacles			
Chemical application via low pressure specialised wand to maintain 1.00m diameter clear circles around obstacles;			
-benches	Annually		No.
-lamp posts	Annually		No.
-bins	Annually		No.
-miscellaneous	Annually		No.

Description of Work	Frequency	Quantity	Unit
Strimming around obstacles with petrol powered strimmer;			
-benches	Annually		No.
-lamp posts	Annually		No.
-bins	Annually		No.
-miscellaneous	Annually		No.
Apply hard surface weed spray to paths	Quarterly		m2
Litter Clearance			
Collection and disposal of litter			
-by hand	35 days		No.
Repair damaged litter bins	As required		No.
Replace damaged litter bins	As required		No.
Empty litter bins and dispose of rubbish			
- by hand	x3 per week		No.
Empty dog bins and dispose of waste			
-by hand	x3 per week		No.
Winter Shrub Bed Maintenance			
Trimming and pruning ground cover planting;	Annually		
-shrub beds pruned annually			m2
Remove bramble from shrub beds	Annually		m2
-bramble removed annually			
Chemical application via low pressure specialised wand to shrub beds	Annually		m2
Hedge Maintenance			
Winter			
Hedge cutting; field hedges cut once annually;			
-Trimming sides and top of hedge using mechanical tools to the perimeter	Annually		m2
Trimming sides and tops of hedge to internal hedges;	Annually		
-using mechanical equipment			m2
-by hand			m2

Description of Work	Frequency	Quantity	Unit
Summer			
Face back overgrown obstructions to hedges	Annually		m2
Tree management			
Inspection of dangerous trees	24 hours		
-inspect tree with and make safe if required			No.
Rectification of dangerous trees	5 days		
-permanent rectification required to eliminate danger			No.
Inspection of trees upon notification	20 days		
-inspect tree (not dangerous) reported requiring attention/maintenance and advise of any necessary works			No.
-following inspection, carry out required works	80 days		No.
Green waste			
Remove all waste and arisings from all activities carried out	Included		N/A
Maintenance of shrubs			
Shrubs.			
Code SS- Shrub bed pruning by species.	Over 5 visits.		
Hand weeding beds to borders and shrub beds;regular visits.	Annually		
Hard pruning and stooling shall only take place in the winter season.			hrs
Maintenance of Herbaceous borders			
Cutting of dead heads of roses. Cut back herbaceous beds annually after flowering.			
Apply fertiliser.			
Cutting down spent growth of herbaceous plant; clear arisings			hrs
Hoeing and hand weeding to maintain low weed growth.			
Lift and thin herbaceous plants.			
And/or			
Chemical application via low pressure specialised wand to shrub beds	Annually		ha
Hand digging with fork between shrubs; not exceeding 150mm deep; breaking down lumps; leaving surface smooth	Annually		m2
Hand raking to remove stones; breaking down lumps	Annually		m2
Edging to plant beds	Annually		

			LM
Description of Work	Frequency	Quantity	Unit
Shrub Planting			
Setting out; select planting from holding area; loading to wheelbarrow; planting as plan or required, distance from holding area maximum 50m, plants 2-3 litre containers;			
-single plant, not grouped	Adhoc		No.
-plants in groups of 3-5 nr	Adhoc		No.
-plants in groups 10 or above	Adhoc		No.
Forming planting holes; hand excavation; placing plants previously set out alongside and backfilling;			
-250x250x300mm deep	Adhoc		No.
-500x500x500mm deep	Adhoc		No.
Paths			
Mechanically sweep paths.			hrs
PC. Sum to purchase/lease a mechanical sweeper			No.
And/or			
Chemical application via low pressure specialised wand to paths	Quarterly		Included
Sweeping and cleaning pathways and surfaces;			
-sweep paths or surfaces	x15 annually		m2
Trim back edges of grass abutting pathways			Lm
Clear leaves and dispose;			
-by hand (areas difficult to access)	Autumn		tonne
-by mechanical sweeper	Autumn		tonne
Trees			
Carry out a condition survey of existing trees	Annually		
Tree Planting			
Excavating tree pits; depositing soil alongside pits; by hand	Adhoc		No.
Plant new tree; specification to be agreed	Adhoc		No.
Extra over for filling tree pits with imported topsoil; plus allowance for 20% settlement	Adhoc		No.
Backfilling and lightly compacting in layers	Adhoc		No.
Extra over for tree stakes; driving 500mm into firm ground	Adhoc		No.
Water new trees	Adhoc		
Stump grinding of trees: shrub roots	Adhoc		No.

Miscellaneous			
Provide watering in stress conditions	Adhoc		No.

Schedule B Scope of works and delivery specifications

BUILDING CLEANING and JANITORIAL SERVICES

Service Objectives

To undertake the building cleaning contract and maintain the high standards of hygiene required by the Council at the Nexus Building.

The delivery of the services will not interfere with the client's ability to make efficient and effective use of the communal and office areas and shall be undertaken in a manner which will promote a positive image to all stakeholders.

HTS are fully aware that the Nexus Building will be a very busy, multi-occupation, high profile building and that attention to the health and safety of all users is paramount.

Service Outcomes

- The service is provided in a safe, clean, tidy and nuisance free manner.
- We will ensure that all cleaning products are used and stored in accordance with the manufacturers' instructions and in compliance with health and safety regulations.
- Where practicable use only such cleaning products that are deemed to be environmentally friendly.
- Ensure that the service does not interfere with the operational activities of the occupants.
- Service provided meets the user's requirements.
- The cost of service is in line with private sector cleaning

NEXUS SPECIFICATION

Room Schedule

A. Ground Floor

HUB

Office 01

Office 02

Office 03

Male Toilets

Female Toilets

Accessible WC and Shower

Cleaners Room

Locker Room

Lobby

IT/Comms

Entrance Lobby

B. First Floor

Office 01

Office 02

Male Toilets

Female Toilets

Accessible WC and Shower

Cleaners Room

Locker Room

Lobby

C. Other areas – reception, communal corridors, lift lobbies, lifts, stairwells

Proposed Access times

7.00 am to 5.00 pm Monday to Friday

Scope of works

Ground Floor

- All waste bins emptied to a designated point
- All hard surface fixtures/furniture damp wiped and polished daily
- All accessible floors swept and washed clean & carpets vacuumed daily
- Telephones sanitised monthly

Toilets, Staff and Public and Showers

- All urinals and WC's to be thoroughly cleaned using germicidal strength detergent - daily
- All hand basins cleaned and dry buffed daily
- All mirrors cleaned and polished daily
- All floors swept and washed clean with germicidal detergent daily
- All partitions, doors and ceramic tile wall surfaces damp wiped and dry buffed weekly
- All toilet requisites replenished daily (any such consumables to be supplied by the Council)
- All waste bins emptied daily
- Door furniture cleaned and buffed weekly
- Showers to be run weekly for minimum 10 minutes, and cleaned weekly

Kitchens (ground, 1st floors) - assume these will be retro fitted if not on drawings

- Sink unit and work surfaces cleaned using germicidal detergent daily
- Floor swept and washed daily
- All waste bins emptied daily
- Cupboard, doors and door furniture cleaned and buffed weekly
- Medical room toilet as per cleaning regime for other toilets
- Electrical appliances (fridges and microwaves) to be cleaned inside and out

weekly

A. Offices, lobbies, stairs, corridor and lift areas

- Door furniture cleaned and buffed weekly, including glass view panels
- All accessible floors swept and washed clean and carpets vacuumed daily
- Counter and desks cleaned and polished weekly
- All waste bins emptied daily
- Telephones sanitised monthly
- Window ledges cleaned weekly

B. Public meeting rooms and mezzanine gallery space

- All accessible floors swept and washed clean and carpets vacuumed daily
- Fixtures and fittings cleaned and polished weekly
- All waste bins emptied daily
- Telephones sanitised monthly

C. Miscellaneous

- Clean all signs every 3 months
- Clean all vertical surfaces including fixtures and fittings every 3 months
- One off deep cleans and steam cleaning of the carpeted areas, as may be required from time to time (an hourly rate is required for this service).

Day Time Janitor required to:

- Clean all toilet and shower areas (ground & 1st floors including disabled)
- Clean all kitchen areas (Ground, 1st, floors)
- Refresh all kitchen and toilet areas as required to maintain a clean and hygienic environment
- Deal with day to day cleaning issues as they arise

The areas above may be closed off for short periods during the day to facilitate cleaning

Evening Cleaners required to:

- clean open plan office space and individual offices
- weekly clean fridges and microwaves (Friday)
- clean reception and public areas

TOILET FACILITIES

Ground floor

Male:

Toilets x3

Hand basins x1

Female:

Toilets x3

Hand basins x1

Accessible toilet and shower room:

Hand basin x1

Shower x1

Toilet x1

Cleaners room:

Hand basin / sink

First Floor

Male:

Toilets x3

Hand basins x1

Female:

Toilets x3

Hand basins x1

Accessible toilet and shower room:

Hand basin x1

Shower x1

Toilet x1

INTERNAL FINISHES SCHEDULE – EXAMPLE ONLY – HDC TO COMPLETE

Component	Description	Manufacturer & Reference
Walls	Vinyl Wall covering	Muraspec- Murek "Exeter" P2177 Fabric Backed Vinyl. Muraspec- Murek "Lambourn" 0557 Paper Backed Vinyl.
	Spray Applie	Crown "AquafleK" 119 spray applied wall finish to BOH areas
	Paint Finish	Matt Emulsion – Dulux ref: 70BB 83/020 (off White)
	Paint Finish – Feature Walls	Matt Emulsion – Dulux ref: 54RR 09/276 (Gr Floor), 50GG 56/076 (1 st Flr), 10YR 21/436 (2 nd Flr), 50BB 18/276 (3 rd Flr)
Skirtings (SW)	Paint Finish	Oil based paint – Satin Finish (White)
Architrave/ Door Frames (SW)	Paint Finish	Oil based paint – Satin Finish – Dulux ref: 790 5B02G (Anthracite)
Doors (Ply faced)	Paint Finish	Oil based paint – Satin Finish (White)
Doors/Skirtings / Architraves (HW)	Lacquer Finish	Clear lacquer finish - Matt
Floors	Carpet Tiles	Desso Esco "Escomenda" 500x500mm Dense loop Pile Carpet Tiles. 3822 (Gr Flr), 8832 (1 st Flr), 2118 (2 nd Flr), 8802 (3 rd Flr)

		Desso Esco "Escopenta" 500x500mm Cut Pile Carpet Tiles. 2923 (Chief Exec & Members Suite)
	Vinyl Flooring	"Polyflor XL" Standard 3mm Vinyl Sheet Flooring. (Colours - 9010 Gr & 2 nd , 9200 3 rd , & 8420 - 2000)
Blinds	Vertical Blind Fabric	Astralux Pale Grey "Orion", generally with "Obscura" Cream (1.5 lap) "black-out material to vertical blinds in meeting rooms
Walls	Paint Finish	Matt Emulsion - Dulux ref: 70BB 83/020 (off white) . Also 90BG 55/088 grey feature wall opposite window.
	Oak Paneling	Behind Rostrum, Sliding/Folding Walls & all doors
Floors	Carpet	Wilton Broadloom Carpet with Underlay. See dwg BCO(43)102
Curtains	Automated Blackout Curtains	The Vibe Collection - Contract Fabrics - Ref: Tango Colour: Duck egg
Walls	Paint Finish	Matt Emulsion - Dulux ref: 70BB 83/020
	Paint Finish Accent Colour	Dulux 90BG 55/088 accent colour to circular columns, Henry Moore Statue feature wall and end wall alongside the lift.
	Curved Wall	Armourcoat dragged face hand finished plaster, colour P30 R2584 CW W5507 (Red)
Floors	Ceramic Tiles	Shackerley (Holdings) Group Ltd., 600x600mm "Mirage" leopardi, green-honed reconstituted granite, Ceramic floor tiles, Ref: DG01 NL
	Timber Flooring	Kahrs 15mm thick 187mm wide boards in London oak, satin lacquered.
	Entrance Matting	Sentinel entrance matting 16C/0 in matwells Beige. Circular feature entrance to have Anthracite colour matting.
Blinds	Roller Blind or Panel Glide	Astralux Pearl/White "Natte" 2165 fabric
Walls	Paint Finish	Satin Emulsion - Dulux ref: 70BB 83/020

	Ceramic Tiling	Pilkington's Tiles Ltd., "Matrix" wall tiles, Pale Green (satin) main tile. Silk Aqua (gloss), Peppermint (gloss), Peacock Blue (gloss) accent colours.
Floors	Ceramic Floor Tiling	Solus Ceramics Ltd., Secura SCT 3085 200x200mm floor tiles with matching 100mm high sit on skirting
Vanity Units & Cubicles	Laminate Paneling	Amwell Laminates, 337 Toledo (doors, rear panels and Vanity unit tops), 234 Sierra (pilasters, cubicle partitions & vanity unit bases), 430 Nigata (shadow gaps)

Schedule C Building Services - Scope of works and delivery specifications

General

HTS will provide the services of a number of multi-disciplined engineers who will be responsible for the overall maintenance of all mechanical, electrical, plumbing and safety systems detailed in this document.

They will be suitably experienced and fully qualified in all aspects of building services maintenance.

All installed equipment and services will be maintained to the standards as set out in the HVCA standard maintenance guidelines, SFG20, as well as manufacturers requirements and any further requirements that Harlow District Council may have in the delivery of the services.

All statutory and mandatory servicing and certification will be undertaken to meet the requirements of existing and future legislation.

All statutory certification will be completed and retained by HTS, with copies being issued to the client upon completion of any planned or reactive activities.

Further work schedules and quotations for remedial works will be issued within 14 days of them being identified.

Where there is a requirement for initial building statutory risk assessments to be completed; it is expected that they will form part of the project health and safety file issued at building handover and will be used to fully cost any additional inspection works that fall outside of the normal remit.

This includes :-

- ✓ Water Hygiene Risk Assessment to comply with L8
- ✓ Fire Risk Assessment and Fire Plan including emergency access routes and fire alarm system protocols
- ✓ Disabled access provision including disabled refuge systems
- ✓ Operation and Maintenance manuals for all installed services
- ✓ Full signed off commissioning data for all building services
- ✓ NICEIC certification
- ✓ Lift Commissioning data and 12 month warranty plan from base build handover
- ✓ TM44 records for all Air Conditioning and Refrigeration systems
- ✓ Chlorination Certification
- ✓ Legionella sample results
- ✓ TVC sample results
- ✓ Internal and external drainage certification.
- ✓ Lighting LUX levels for all landlords and tenant occupied areas
- ✓ Emergency lighting annual testing certificate and as fitted drawing layouts for PPM programme
- ✓ Lightning Protection system certification
- ✓ Re-lamping confirmation – if beneficial use has been granted during construction
- ✓ Health and safety information regarding all area's of the building and any access limitations due to structural restrictions.
- ✓ Copies of all equipment and services warranties and 12 month servicing schedules if included in base build costs

Maintenance regime

All the equipment listed below will be maintained by the HTS engineers, operatives and contractors as part of their normal routine and all results will be logged on the maintenance report sheets.

It is anticipated that the engineers and operatives will visit the premises on a daily, weekly, monthly and quarterly basis, to carry out the routine maintenance procedures, depending on then frequencies required under SFG20 and any further instructions from manufacturers and industry best practice.

As part of the maintenance proposal HTS will create an annual maintenance planner which identifies the hours required to complete the maintenance tasks at each given frequency.

Resource availability

HTS has engineers and contractors living and working locally which ensures a prompt attendance by staff with a knowledge of your premises whilst minimising the environmental impact of unnecessary travelling.

We understand the requirement to provide a prompt response to calls received from our client's representative's and also understand the need to have a group of suitably skilled and technically qualified engineers strategically located to meet these demands.

Our service delivery team is made up from not only a strong mechanical and electrical maintenance resource but additionally from a very robust building fabric division as well as our capability to provide design, project management and installation services.

We are also able to provide a wide range of additional "hard and soft" FM support services if required both from within HTS and from our wider HTS supply chain partners.

Environmental conditions within the buildings we maintain

HTS commit to using our reasonable endeavours to maintain temperatures and environmental conditions in accordance with the CIBSE guidelines within the buildings we maintain.

Where we are appointed as maintenance contractor we do not accept, and have no liability for the design of installed plant, equipment or services, but will, using reasonable endeavours, attempt to achieve temperatures and environmental conditions appropriate and suitable for occupation of the premises throughout the year.

Where we believe, this is not possible due to the types or capacity of equipment installed we will notify the client in all instances.

This includes circumstances where the capacities of the installed plant, equipment and services have been compromised by occupation levels or heat loads created by operational or business equipment installed within the premises or areas of the premises.

To enable HTS to provide this information it will be necessary to review the original building design and installation information, normally to be found in building operation and maintenance manuals, 'as installed' drawings and other relevant information.

Where the client requires HTS to provide further design information, a design fee will be negotiated as these works will fall outside of the scope of the maintenance agreement detailed in this document.



HTS (Property & Environment) Limited
• Proudly serving Harlow •

Schedule B – Equipment to be maintained at the Nexus Building

No	Assets to be maintained	Frequency
1	Weekly Fire Alarm Test attendance by mobile engineer	W
1	Weekly internal lighting checks & Plantroom tour	W
1	Weekly main AC systems check and inspection	W
1	Monthly recording of all domestic tap and outlet temps	M
1	Monthly unvented HWS calorifier temp checks	M
1	Monthly cold water booster set tank temp checks	M
1	Monthly watering point temperature checks	M
1	Showers - monthly temp checks and quarterly descaling	M Q
1	Little Used Outlets - Monthly flushing and temp recording	M
1	Disabled Toilet Alarm systems	M
1	Disabled Refuge alarm systems	M
1	Basement CAT 5 Cold Water Booster Set - Quarterly PPM checks	M
1	Roof top CAT 5 Cold Water Booster Set - Quarterly PPM checks	M
1	Unvented Hot Water Calorifier Quarterly PPM checks	Q
1	Solar Thermal system Quarterly checks	Q
1	Monthly Emergency Lighting tests	M
1	Annual Emergency Lighting tests	A
1	Office Supply and extract Fans Quarterly PPM visits	Q
1	Toilet Supply and extract Fans Quarterly PPM visits	Q
1	Kitchen Supply and extract Fans Quarterly PPM visits	Q
1	Mechanical Plant checks Roof and Basement	A
1	External Lighting Checks	H
1	Toilets and Sanitaryware	H
1	Above Ground Drainage inspections	H
1	Roof and Gutter inspections	H
	Specialist Contractors	
	Fire Alarm Servicing	Q
	Reception Automatic doors	H
	Building Intruder Alarms and CCTV system	H
	Lift Maintenance	
	Legionella samples 5 per quarter 20 in total	Q
	TVC samples from CWS booster tanks and sentinel points 20 in total	Q
	VRF Air Conditioning systems to all areas of the building	4 monthly
	Lightning Protection system - Annual Test and Certification	A

Consumable materials and spares

All normal consumable materials for the correct servicing of the plant, equipment and services will be drawn from the client's stock or be supplied by HTS against a separate quotation and be subject to handling charges in accordance with any agreed contract rates.

All replacement capital plant items supplied extra to this agreement at the client's request would be subject to handling charges in accordance with any agreed contract rates.

Schedule D GENERAL SUPPORT

Staff levels and support

A contract manager will be assigned to this contract who will be assisted by an administration and support management team.

The contract manager will report directly to the operations director, and will receive support in the following areas;

- Administration – office staff will assist in the preparation of reports, labour planning, materials & equipment ordering.
- Invoicing – preparation of monthly invoice cost breakdowns and financial reports.
- Support management – health & safety audits, quality audits, performance monitoring, engineering design and project management.

Health & safety

A review of health & safety practice, risk assessments and COSHH requirements will be undertaken to ensure that both HTS and the client are in full compliance with their obligations under the health and safety at work act 1974.

Any shortfalls would be highlighted for discussion and an action plan put in place.

The agreement conditions set out within our proposal will be signed by both parties and this will form the basis of a quality plan giving all the information necessary for the correct and efficient operation of the contract.

Site log book

As maintenance tasks are carried out they will be recorded on the appropriate maintenance report sheets filed within the site log book.

The site log book will be stored on site to enable the client's representative to observe and acknowledge that the routine maintenance is taking place as per this agreement.

Provision will be made within the log book for all reports and certificates which may be issued from any specialist contractors working on our behalf.

All other information such as engineers' report sheets regarding 'call-outs' and any further work required or recommended will also be detailed within the appropriate section of the log book.

As standard, the site log book will also contain copies of all relevant health and safety literature, risk assessments, COSHH information and any other statutory documentation required.

It will be the duty of the HTS Engineer's to report to the client's representative or his appointee on EVERY visit to inform them of our presence within the buildings and to complete all such documentation as may be necessary.

Emergency call-out service

We can provide a 24-hour, 365 days per annum, emergency call-out service for the duration of the contract, which includes access and support from all the necessary specialist contractors included in our delivery model.

Following an emergency call-out the client will issue an official order number within 24 hours, to enable works to be invoiced in accordance with the rates set out within this document.

Emergency call out procedures

An Emergency Service is available AT ALL TIMES on 01279 44 6900

Call-out response times

Maximum - 4 hours to attend site

REPORT TO: CABINET

DATE: 17 OCTOBER 2019

TITLE: HTS (PROPERTY AND ENVIRONMENT) LTD –
CONTRACT AWARD FOR TWO YEAR
PROGRAMME FOR COMPLIANCE, GARAGE
AIDS AND ADAPTATIONS

PORTFOLIO HOLDER: COUNCILLOR MARK WILKINSON, PORTFOLIO
HOLDER FOR HOUSING

LEAD OFFICER: ANDREW MURRAY, HEAD OF HOUSING
(01279) 446676

CONTRIBUTING OFFICERS: WENDY MAKEPEACE, SENIOR HOUSING
OPERATIONS MANAGER (01279) 446342

BOB PURTON, PRINCIPAL BUILDING
SURVEYOR (01279) 446995

This is a Key Decision

It is on the Forward Plan as Decision Number I010621

Call-in Procedures may apply

This decision will affect no ward specifically.

RECOMMENDED that Cabinet:

A Awarded the following Business Cases to HTS (Property and Environment) Ltd (HTS) for completion over two years (2020-2021 and 2021-2022), for housing work-streams and aggregated contract values as set out below:

i) Disabled Aids and Adaptations (DAA's) - £1,800,000

ii) Compliance - £3,600,000

iii) Garages - £1,000,000

Total - £6,400,000

B Delegates authority to the Head of Housing, in consultation with Portfolio Holder for Housing, to complete all Business Case contractual formalities.

REASON FOR DECISION

A To provide increased certainty to the Council in implementing the Housing Revenue Account (HRA) Asset Management plan and offer continuous working

across the entire 24 month contract period leading to lower transaction costs and burden on officer time and resource as well as underpin best value principles.

- B** To ensure continuity of customer delivery of HTS' programme management to assist with the improvements to the Council's housing stock that ensures properties achieve its wider Housing Investment Programme (HIP) priorities and the Government's Decent Homes Standard.

BACKGROUND

1. On 1 February 2017, the Council established HTS Group and the subsidiary HTS (Property and Environment) Limited as a wholly owned Local Authority Trading Company.
2. In accordance with the agreed Services Agreement made between the Council and HTS, HTS is invited to submit Business Cases to undertake housing capital works programmes as part of the Council's HIP programme.
3. A new business case and methodology process is used, where, using a detailed programme of works prepared by the Council submit a series of Business Cases for the Council to evaluate for best value purposes, and, where appropriate, recommend for award.
4. HTS' housing capital works allocation is £5.8 million awarded annually following Cabinet approval in the February/March of each year. It is recognised that this governance timetable and formal award process does not allow for continuous working for HTS and their supply-chain partners, potentially undermining best value, inflating transaction costs, reducing scope to manage programme delivery and ultimately risk.
5. It is proposed, therefore, to provide more certainty to HTS regarding workforce planning to now award selected business cases, where appropriate, earlier than usual and for a 24 month contract period. This should allow for improved programme delivery, reduced number of requested carry overs year on year, lower transaction costs, and provide for more budget certainty, as well as more responsive service to the tenants.

ISSUES/PROPOSALS

Business Case 2020-22

6. The suggested Business Case procurement timetable for the Disabled Aids and Adaptations, Compliance and Garages indicates a submission date of 1 November 2019 for both the Quality Response Documents and Priced Schedules, duly completed in accordance with the requirements the Service Agreement Schedule 2 for capital works approval and governance.

7. To ensure compliance with the Service Agreement Schedule 2 methodology and Services Agreement contractual requirements, a robust internal evaluation process will continue to be undertaken by the Council to ensure that all aspects of the submission comply as well as external benchmarking which provides a stronger argument to support Best Value.
8. In accordance with the prescribed format, for Business Case evaluations, a Value for Money assessment of any associated or additional benefits to the Council is undertaken against a set of defined criteria, including but not limited to:
 - a) Price;
 - b) Evidence of price comparisons and benchmarking;
 - c) Quality of service to be measured against Key Performance Indicators (KPIs) (parameters, measurements and targets to be agreed on a work package basis);
 - d) Safety, Health and Environment method statement and risk assessment;
 - e) Delivery timescales (including contract programming implications);
 - f) Customer Support/Delivery Team/Resident Liaison Officer Service;
 - g) Details of defect liability period and provision for cover;
 - h) Supply chain management; and
 - i) Social Value Act 2012.
9. A list of properties and required works have been identified from the Council's Asset Management Plan, in line with the investment principles established in the HRA Business Plan approved in January 2019. Value of the works packages and allocations are shown below:
 - a) Aids and Adaptations (£900,000 per annum). This allocation forms part of the Council's ongoing commitment to suitably adapt properties for its tenants with disabilities. These works include minor and major adaptations such as wet rooms, stair lifts, ramped approaches and the potential for extensions to individual properties that provide enhanced functionality for the client;
 - b) Statutory Testing and Compliance (£1,800,000 per annum). This allocation forms part of the Council's Housing Investment Programme (HIP) regulatory activities and comprises of electrical testing of fixed wiring installations, remedial electrical repairs or a full property rewire; and

- c) Garages (£500,000 per annum). This allocation will deliver improved standards of the rented garage stock and provide some additional unallocated parking in areas of acute need. Works include new roofs, fascia and rainwater goods, and replacement garage doorsets with enhanced security features. Other garage terraces will be demolished and formed into marked hardstand spaces.

Governance

- 10. Procedures are in place that enables closer performance monitoring of HTS' governance arrangements and the delivery of the capital works Business Cases. HTS' performance shall be monitored using KPIs and Critical Success Factors stated within the contract. The suite of KPI's to be used include safety, productivity, financial management, quality at handover and are based upon benchmarked data from those of third party contractors previously engaged for the Council's HIP works.
- 11. HTS will provide reporting data, information and attend monthly progress meetings (including performance reports considered at the Programme and Project Management Group, Tenancy and Property Panel and Budget Review meetings). All individual programmes will be subject to a mid-year review which will assess the progress of works completion and delivery.

Next Steps

- 12. The Council wishes to ensure its statutory asset management responsibilities are met fully. Officers will prepare a proposal to market test and create a works framework to compliment the services provided by HTS to mitigate and assist with delivery of planned capital works as required.
- 13. Individual 'Project Orders' will be issued by the Council, against these budgets and where work has been identified. Each project order will be enforceable in its own right, allowing the Council and HTS to collaborate to manage report on and control programme delivery. Other programmes and sources of may be identified throughout the year for which these Business Cases would be an appropriate, efficient and cost effective method of delivering that work.
- 14. Any additional works identified by the Council that would result in the approved budget being exceeded shall be the subject of a separate report to the appropriate Portfolio Holder or the Cabinet, and subject to their subsequent approval prior to any commissioning of further works.

IMPLICATIONS

Environment and Planning (Includes Sustainability)

All works must ensure compliance with building regulations and where relevant secure planning consents. Advice should be sought from the Council's Planning and Building Control team.

Author: Andrew Bramidge, Head of Environment and Planning

Finance (Includes ICT, and Property and Facilities)

The costs associated with the contract award proposals will be met in full from the Housing Capital Programme.

Author: Simon Freeman, Head of Finance and Deputy to the Chief Executive

Housing

The award and delivery of a longer term agreement will:

- a) Assist/ensure the Council in delivering its commitments to maintain its properties to a lettable, compliant standard, and help meet its obligations to meet Decent Home targets.
- b) Provide opportunity for an improved tenant experience with the standard of their properties and more timely delivery of the works identified.
- c) Reduce lead-in times for the improvements required to a disabled tenant's property, achieve compliance in electrical safety and meet the expectations for parking provision in acute areas.

If the works packages are not approved, this will repeat the cyclical nature of governance and mobilisation for HTS, including the inability to take advantage of longer term relationships with their supply-chain, and offer savings at discounted unit rates.

Author: Andrew Murray, Head of Housing

Community Wellbeing (Includes Equalities and Social Inclusion)

None specific.

Author: Jane Greer, Head of Community Wellbeing

Governance (Includes HR)

The evaluation processes referred to in paragraph 6 satisfies the requirements to allow for an award of capital works to HTS under Schedule 2 of the Services Contract.

The performance monitoring processes described in paragraph 17 of the report comply with CSO's, and require appropriate overall contract administration by the Council.

HTS will be required to enter into a previously agreed form of JCT contract containing appropriate methods of enforcement.

Any data sharing under the contracts will be governed by additional sharing agreements following completion of appropriate data mapping and processing audits

Author: Simon Hill, Head of Governance

Appendices

None.

Background Papers

None.

Glossary of terms/abbreviations used

HIP – Housing Investment Programme

HTS – HTS (Property and Environment) Ltd

KPI – Key Performance Indicator

HOUSING STANDARDS BOARD (HSB)

Minutes

20 November 2018

7.00pm – 8.05pm

PRESENT:

Committee Members

Cllr Mark Wilkinson (MW) – Chair
 Cllr Bob Davis (BD) – (Vice-Chair)
 Cllr Simon Carter (SC)

Leaseholder Standards Panel:

Darrell Thomas (DT)

Officers:

Andrew Murray (AM)
 Wendy Makepeace (WM)
 James Fulcher (JF)
 David Prescott (DP)
 Zulfi Kiani (ZK)
 Nikki Blackburn (NB)

Tenant & Leaseholder Representatives:

Property Standards Panel:

Hugh Hoad (HH)
 Roy Jackson (RJ)

Tenancy Standards Panel:

Jane Steer (JS)

		Action
1.	<u>Apologies</u> Cara Stevens (CS), Jenny Pearce (JP), Binh Nguyen(BN).	Noted
2.	<u>Declaration of Interest</u> Cllr Bob Davis and Cllr Simon Carter both declared a personal interest as Council-appointed non-executive directors of HTS Group and HTS (Property and Environment) Ltd.	Noted
3.	<u>Minutes of last meeting (06.09.18) and Matters arising</u> The minutes were agreed with one amendment to note Cllr Simon Carter’s apologies. WAU/SEs – WM advised that a definite list and programme is not yet available. Should have an update for the January HSB.	Noted Noted
4.	Cabinet Work plan 2018/19 The work plan was noted.	Noted
5.	Briefing Notes Briefing notes on the HRA Revenue Account, Quarter 2 Finance Report 2018/19 and Capital Programmes, Quarter 2 Finance Report were noted.	Noted

	<p>An update was also given on fire safety within tower blocks.</p> <p>A number of questions were raised and answered respectively.</p>	Noted
6.	<p>Joint Performance and Finance Report</p> <p>The Joint Performance and Finance Report was noted.</p>	Noted
7.	<p>Housing Performance Reports</p> <p>The Performance Reports for Housing Management & HomeOwnership and the Modern Homes Works Programme were noted.</p> <p>A number of questions were raised and answered respectively.</p> <p><i>BVPI 66A:</i> It was noted that the percentage reduction for BVPI 66A was due to a Direct Debit date falling on the weekend, therefore payment taken later than usual.</p> <p>An issue with regards to Contractors carrying ID badges was raised and noted.</p>	<p>Noted</p> <p>Noted</p> <p>Noted</p>
8.	<p>Current Consultations</p> <p>None</p>	Noted
9.	<p>Landlord Survey</p> <p>An update was given on the Landlord Survey. The results of the survey will be used to produce the annual report and also assist with Service and Action Plans.</p> <p>The survey will be sent to approximately 40% of the total Housing stock.</p> <p>The HSB will need to agree the timeline as well as creating a Task and Finish group to explore issues.</p>	<p>Noted</p> <p>Noted</p> <p>Noted</p>
10.	<p>Annual Report</p> <p>The Annual Report was discussed and noted. The report will be published in the Spring 2019 edition of the Harlow Times as well as being available on the Council's website.</p> <p>A question regarding the major works costings to leaseholders was raised. It has been subsequently removed.</p>	<p>Noted</p> <p>Noted</p>

11.	Formal questions and answers None	Noted
12.	Any other Business None	Noted

The Date of the Next meeting 8 January 209

Background Papers

Minutes of the Environmental SIT meeting (4 July 2018, 5 September 2018, 3 October 2018) were attached the papers but were for information only.

HOUSING STANDARDS BOARD (HSB)

Minutes

19 March 2019

7.00pm – 8.10pm

PRESENT:

Committee Members

Cllr Mark Wilkinson (MW) – Chair
 Cllr Simon Carter (SC) (*left meeting at 7.40pm*)

Jane Steer (JS),

Leaseholder Standards Panel:

Darrell Thomas (DT)

Tenant & Leaseholder Representatives:

Property Standards Panel:

Hugh Hoad (HH)

Officers:

Andrew Murray (AM)
 Cara Stevens (CS),
 Zulfi Kiani-Mackintosh (ZKM)
 Jenny Pearce (JP),

Tenancy Standards Panel:

Binh Nguyen(BN)

		Action
1.	<p><u>Apologies</u></p> <p>Cllr Bob Davis (BD) – (Vice-Chair), Wendy Makepeace (WM), James Fulcher (JF).</p>	Noted
2.	<p><u>Declaration of Interest</u></p> <p>Cllr Simon Carter declared a pecuniary interest in matters related specifically to HTS (Property and Environment) Ltd by virtue of his remuneration as a Councillor Director. Having taken advice from the Monitoring Officer, will remain in the meeting but would need to be absent should financial matters relating to HTS (Property and Environment) Ltd be specifically debated.</p>	Noted
3.	<p><u>Minutes of last meeting (08.01.19) and Matters arising</u></p> <p>The minutes were agreed. There were no matters arising.</p>	Noted
4.	<p>Cabinet Work plan 2018/19</p> <p>The work plan was noted with no amendments. Any additions or amendments to be provided to Jenny Pearce.</p> <p>There is likely to be two Portfolio Holder reports regarding Contract Awards.</p> <p>Homelessness Strategy report was due to go to Cabinet in March 2019, however this was removed due to legal consultation which will</p>	<p>All</p> <p>Noted</p> <p>Noted</p>

	<p>take 12 weeks. There will be a members workshop on the Homelessness Reduction Act in later in the year.</p> <p>If there are any Housing “write offs” that are over £20,000 these go to Cabinet. Below this figure is to be dealt with internally. Figures to be produced quarterly showing the amounts and numbers written off.</p>	<p>ZKM</p> <p>CS</p>
5.	<p>Briefing Notes</p> <p>Briefing note: HRA Revenue Account Quarter 3 Finance Report 2018/19 was noted.</p> <p>Briefing Note: Capital Programmes Quarter 3 Finance Report 2018/19 was noted. There was a slight slippage in schemes which resulted in carryovers which was disappointing, however this has been due to the increase in complexity with HTS (Property and Environment) Ltd being unable to complete the spend.</p>	<p>Noted</p> <p>Noted</p>
6.	<p>Joint Performance and Finance Report</p> <p>The Joint Performance and Finance Report will be sent to HSB members when available.</p>	<p>JP <i>(completed)</i></p>
7.	<p>Housing Performance Reports</p> <p>The Performance Reports for Housing Management & HomeOwnership was noted.</p> <p>A verbal report was made on the Modern Homes Work Programme. A copy of the report to be sent with these minutes.</p>	<p>Noted</p> <p>JP</p>
8.	<p>Current Consultations</p> <p>There is one Local Homelessness Consultation which began on 25 March and will be for 12 weeks.</p>	<p>Noted</p>
9.	<p>Formal questions and answers</p> <p>None</p>	<p>Noted</p>
11.	<p>Any other Business</p> <p><u>Paperless Billing:</u> A proposal was put through by Cllr Carter for Housing to go paperless as soon as possible, with a plan being developed over the next six months, an update to HSB in July and a full plan to be agreed at the HSB in October.</p>	<p>Noted</p>

	<p>This to be a regular HSB Agenda item.</p> <p><u>Tenant Profiling:</u> A discussion was held regarding tenant profiling to establish the requirements of tenants (family size and makeup) and their possible future needs. Housing have the software to implement this, but there would be set up costs and it would be a long term project.</p> <p>A complaint was received regarding the standard of letters being sent from HTS (Property and Environment) Ltd. It was understood that any letters that went out to over 50 residents should be approved by the Editorial Panel, which these have not. To be investigated further.</p>	<p>JP</p> <p>Noted</p> <p>WM</p>
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The Date of the Next meeting: to be advised

Background Papers

Minutes of the Environmental SIT meeting (5 December 2018 and 30 January 2019) were attached the papers but were for information only.

**HARLOW LOCAL HIGHWAYS PANEL MINUTES – 5 SEPTEMBER
2019 AT 10AM
COUNCIL CHAMBER, HARLOW COUNCIL, CIVIC CENTRE,
HARLOW, CM20 1WG**

Chairman:	Councillor Clive Souter, ECC
Panel Members:	Councillor Mike Garnett, ECC Councillor Michael Hardware, ECC Councillor Tony Edwards, Harlow Council Councillor Danny Purton, Harlow Council
Officers:	Sonia Church, Highways Liaison Manager – ECC Rissa Long, Highways Liaison Officer – ECC David Sprunt, Principal Area Transportation Co-ordinator - ECC
Secretariat:	Adam Rees, Governance Support Officer – Harlow Council

Item		Owner
1.	Appointment of Chair: RESOLVED that Councillor Clive Souter was appointed as Chair for the meeting.	
2.	Declarations of interest: None.	
3.	Minutes of meeting held on 2 July 2019 to be agreed as correct record: Agreed	
4.	Matters Arising from Minutes of the previous meeting: None.	
5.	Public Questions (10 minutes): None.	
6.	Report on Funded Schemes: Rissa Long, Highways Liaison Officer said the works at Hamstel Road would be commencing on 28 October. In response to queries by Councillors, Rissa Long said that she would raise the issue of responsibility for the maintenance of roundabouts. She would also raise the repair of the roundabout on Second Avenue's junction with Third Avenue and Velizy Avenue.	
7.	Major Schemes Update: David Sprunt, Principal Transportation Area Co-ordinator, gave an update on various major schemes throughout Harlow, including works to M11 Junction 7a, the works on the A414 junction with Edinburgh Way, and the second Stort Crossing. A copy of the presentation is appended to the minutes.	



8.	Presentation on 20mph Schemes: It was agreed that the presentation would be considered at the next meeting.	
9.	Report on Schemes Awaiting Funding: Rissa Long said that removing the bus lane from Church Langley's junction with the A414 was no longer under the remit of the Panel. She would establish who would be progressing the scheme.	
10.	Report on Revenue Spend (electronically only): Sonia Church, Highways Liaison Manager, said that it was planned to allow local highways panels to use their capital funding to deal with maintenance issues. In response to a request by Councillor Hardware it was agreed that a speed survey would be carried out on Commonside Road between its junctions with Fern Hill Lane and Latton Green. The Panel discussed the process for district Councillors being notified of upcoming roadworks. It was explained that the county Councillors currently received notifications and they agreed to forward on notifications to the relevant district Councillors.	
11.	AOB: None	
12.	Date of next meeting: 14 January 2020	

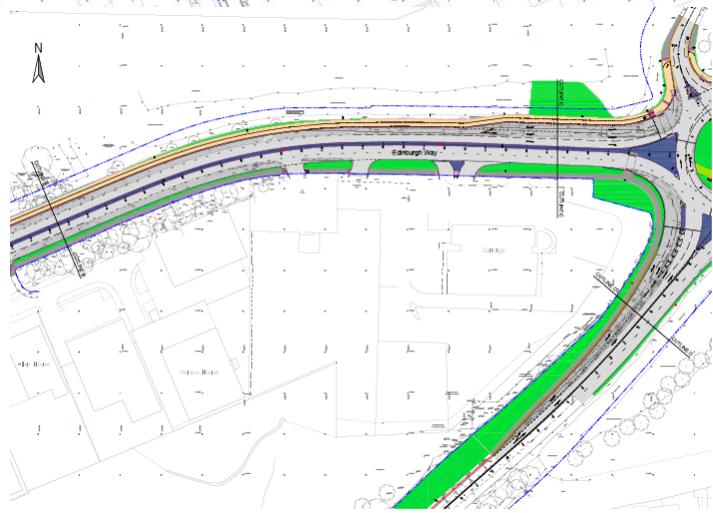


Major Schemes Update Harlow LHP

David Sprunt IEng MCIHT FIHE
Essex County Council

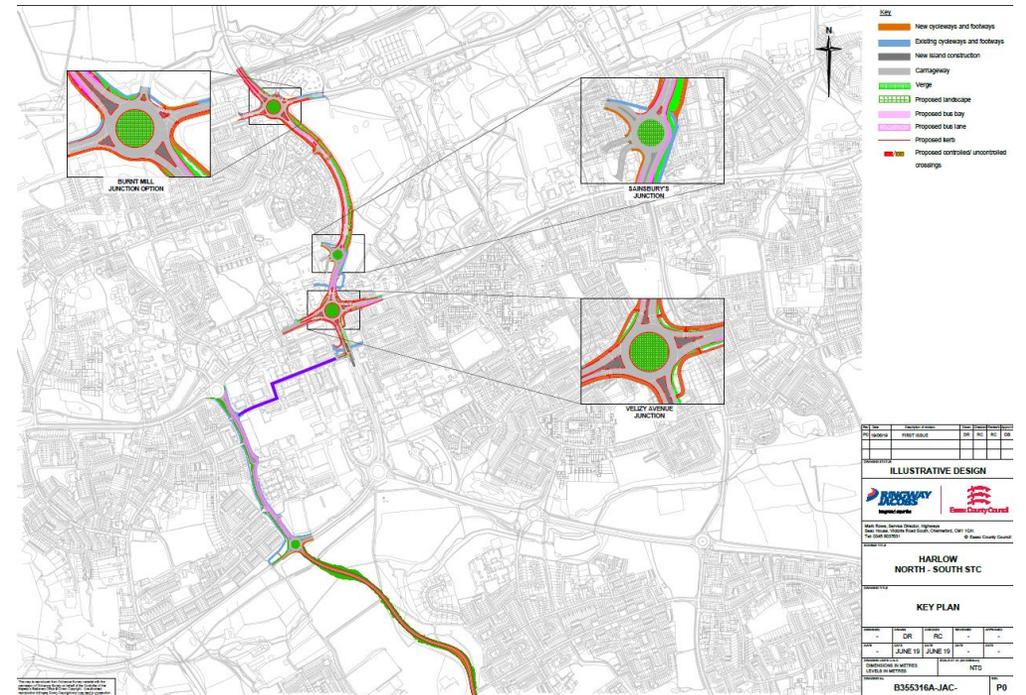
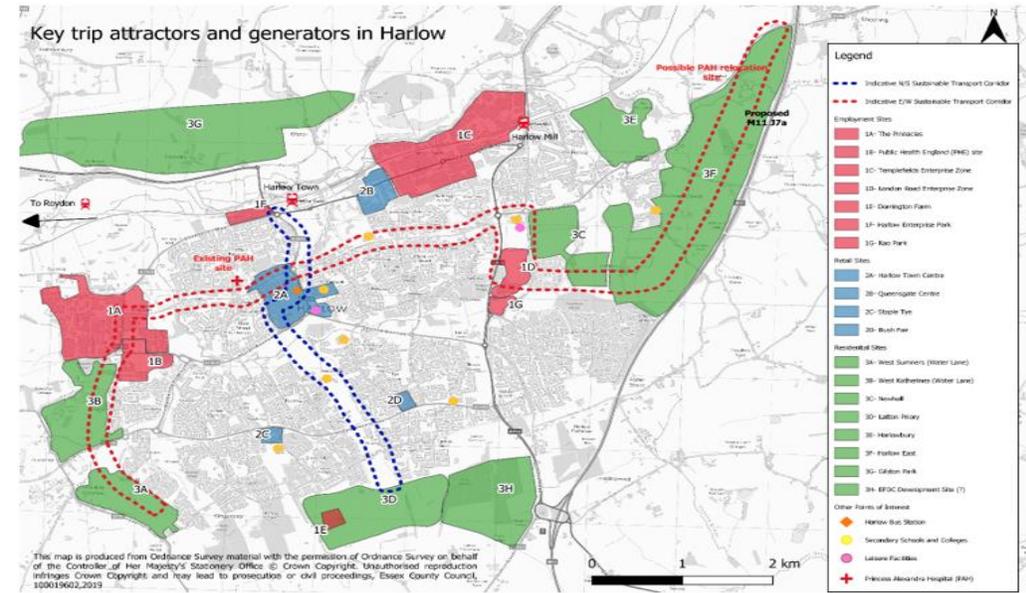
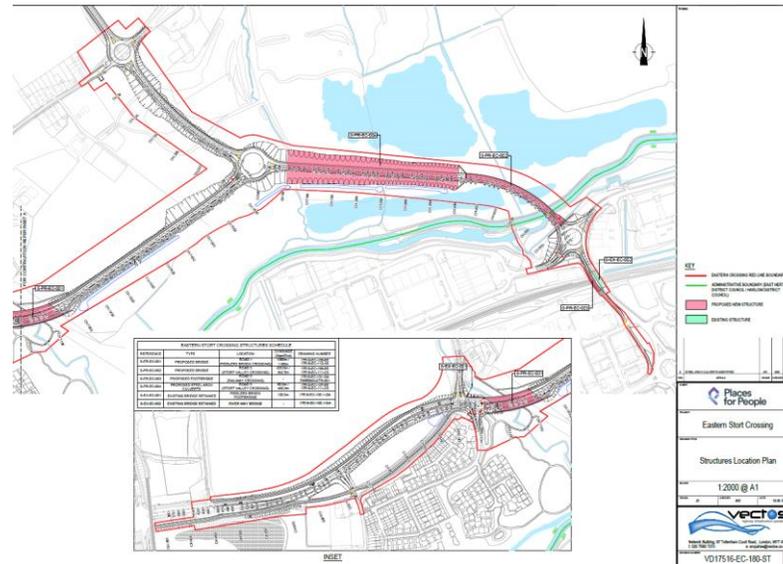
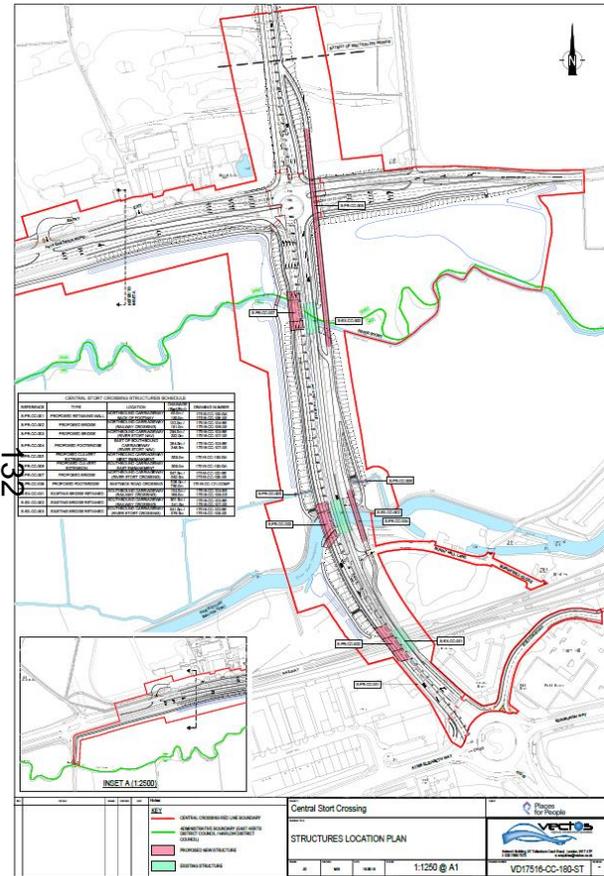
Edinburgh Way

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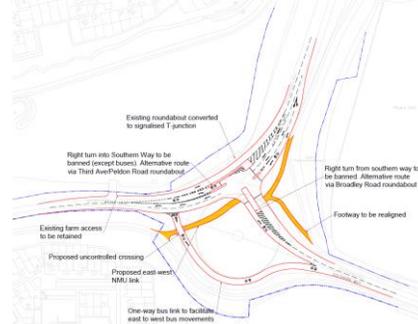
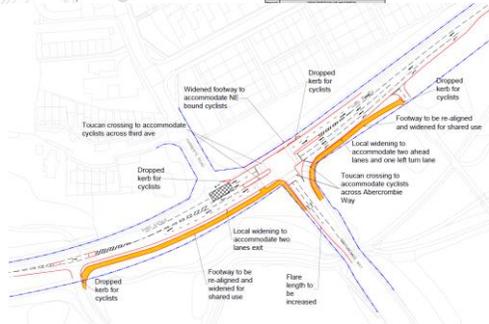
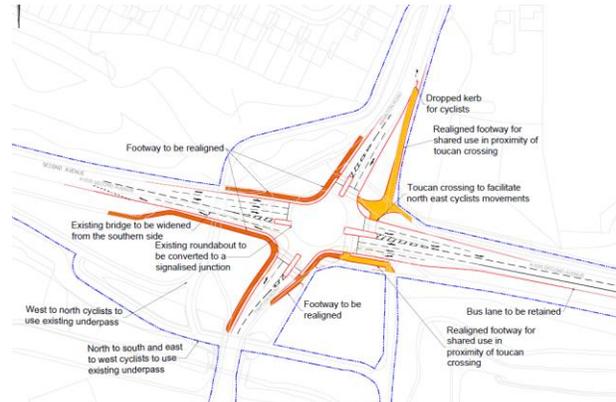
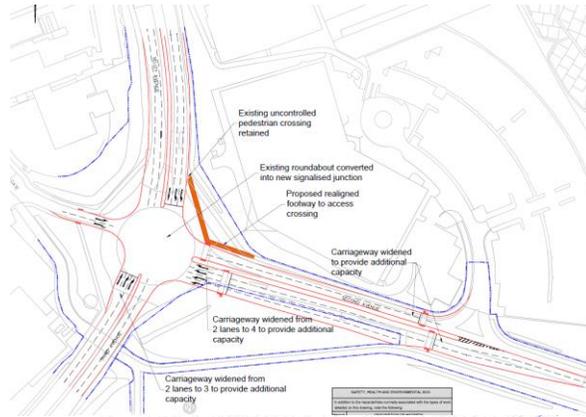
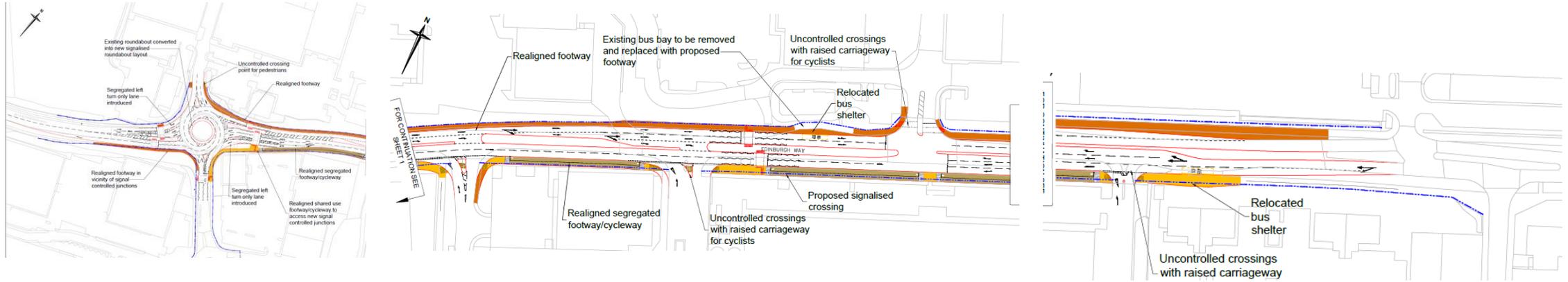


Programme:
Works – underway
Completion – April 2020

Sustainable Transport Corridors and HiF



Other pipeline schemes





Updates on major schemes do check out:

www.essexhighways.org/highway-schemes-and-developments/highway-schemes

HGGT Transport Strategy

Transport Strategy

- Fundamental guiding principals are **modal shift**, the **mobility hierarchy**, and ensuring sustainable journeys are **efficient and safe**.

- Mobility options hierarchy:
 - 1) Reduce the need to travel
 - 2) Walking and cycling
 - 3) Public transport
 - 4) Private vehicle use.

50% of all journeys across Harlow will be made by active and sustainable modes ...



... and this target rises to **60%** within the new communities

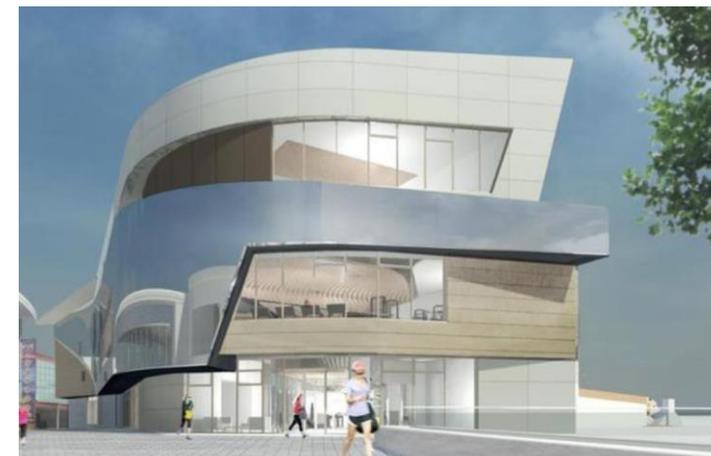


Transport Strategy



Improved place

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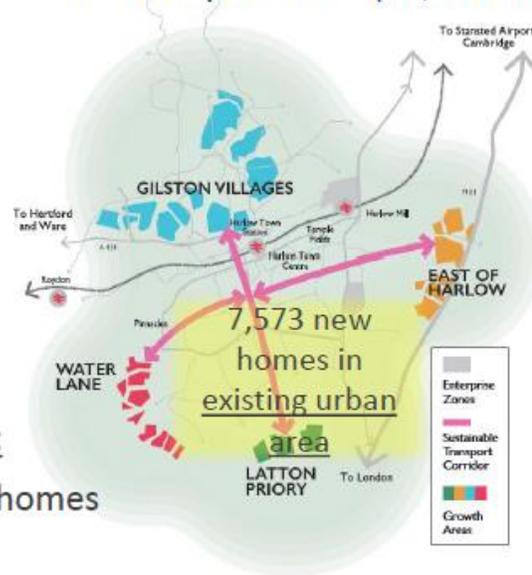
HGGT Growth (Local Plans)

Total

Circa. 16,000 new homes up to 2033, with a further 7,000 planned in the Gilston area beyond 2033.

Gilston:

7 villages, 3,000 built by 2033, a further 7,000 to follow post-2033 (10,000 homes in total)



Water Lane:

2,100 new homes

7,573 new homes in existing urban area

East Harlow:

3,350 new homes (2,600 within Harlow District, 2,600 within Epping Forest District)

Latton Priory: 1,050 new homes

HOUSING STANDARDS BOARD (HSB)

Minutes

2 July 2019

7.00pm – 8.35pm

PRESENT:

Committee Members

Cllr Mark Wilkinson (MW) – Chair
 Cllr Bob Davis (BD) – Vice Chair
 Cllr Simon Carter (SC)

Leaseholder Standards Panel:

Frank Feldman (FF)

Officers:

Andrew Murray (AM)
 Cara Stevens (CS)
 Wendy Makepeace (WM)
 James Fulcher (JF)
 Zulfi Kiani-Mackintosh (ZKM)
 Jenny Pearce (JP)

Tenant & Leaseholder Representatives:

Property Standards Panel:

Hugh Hoad (HH)
 Selena Ellis (SE)

Tenancy Standards Panel:

Jane Steer (JS)

		Action
1.	<u>Apologies</u> None	Noted
2.	<u>Declaration of Interest</u> Cllr Simon Carter and Cllr Bob Davis declared a pecuniary interest in matters related specifically to HTS (Property and Environment) Ltd by virtue of their remuneration as a Councillor Directors. Having taken advice from the Monitoring Officer, will remain in the meeting but would need to be absent should financial matters relating to HTS (Property and Environment) Ltd be specifically debated.	Noted
3.	<u>Minutes of last meeting (08.01.19) and Matters arising</u> The minutes were agreed. <i>Matters Arising:</i> Members workshop on the Homelessness Reduction Act has been arranged for 25 July 2019. “Write offs” for Housing below £20,000, are dealt with internally, going through a strict process. It was agreed that on a quarterly basis this will be provided to the Housing Standards Board. Appendix 1 attached provides information on the circumstances where debt should be considered for write offs and Appendix 2, a list of amounts, the dates the debt accrued and the reason for the debt.	Noted Noted Noted

4.	<p>Cabinet Work plan 2018/19</p> <p>The work plan was noted with the following amendments. Any additions or amendments to be provided to Jenny Pearce.</p> <p>The Homelessness and Rough Sleeper Strategy will be going to Cabinet in October 2019.</p>	<p>All</p> <p>Noted</p>
5.	<p>Briefing Notes</p> <p>Briefing note: HRA Revenue Account Quarter 3 Finance Report 2018/19</p> <p>The report was noted and the following was asked and answered:</p> <p>The income to the HRA for the administration of the garages in the General Fund of (-)£142,000 is made up of two elements – the income received from private rental and the recharge of the administration fee from Finance.</p> <p>Briefing Note: Capital Programmes Quarter 3 Finance Report 2018/19.</p> <p>The report was noted and the following was asked and answered:</p> <p>The value of the Right to Buy receipts retained was £3.491m.</p>	<p>Noted</p> <p>Noted</p> <p>Noted</p>
6.	<p>Joint Performance and Finance Report</p> <p>The Quarter 3 2018/19 Joint Performance and Finance Report was noted. Will forward the Quarter 4 2018/19 Joint Performance and Finance Report when available.</p>	<p>Noted</p> <p>JP</p>
7.	<p>Housing Performance Reports</p> <p>The Performance Reports for Housing Management & HomeOwnership was noted and it was requested that congratulations be recorded for the excellent collection rates.</p> <p>The target for 2019/20 for the rent collection as a proportion of rent owed is to remain at 98%.</p> <p>The outturn at 31 March 2019 for annual service charge collection for Home Ownership was 99.53%.</p> <p>The Modern Homes Works Programme report is replaced by the Capital Project Update.</p>	<p>Noted</p> <p>Noted</p> <p>Noted</p> <p>Noted</p>

	<p>The Council is still waiting for information from the Government in relation to fire doors. However communal front doors are safe to install and will ensure that flat blocks are kept compliant.</p> <p>SE Duct stands for 'South Eastern' Duct. The ducts were originally designed by South Eastern Gas Board have retained the name.</p> <p>Bin chambers are being checked by Housing Officers, to ensure that they are being used correctly. Protocols are now in place to assist those residents who need special access.</p>	<p>Noted</p> <p>Noted</p> <p>Noted</p>
8.	<p>Current Consultations</p> <p>There is a consultation on a proposal to replace the existing 2015 Rent Standard with a new Rent Standard with effect from 1 April 2020. The consultation ends on 30 July 2019 and a response can be made through survey monkey, email or post.</p>	<p>Noted</p>
9.	<p>Formal questions and answers</p> <p>Mr Hugh Hoad raised two questions which were responded to by the Chair:</p> <ol style="list-style-type: none"> 1. How are the new bin storage storage areas for flat blocks being paid and what happens to tenants who do not use them? 2. When is the review of the housing panels recommended by the Company who gave us the structure of the housing panels? <p>The new bin storage areas are part of the Council's Capital Investment programme, and have been identified through the fire risk assessments carried out. Should residents fly-tip then this will be investigated in line with the Council's policies and procedures.</p> <p>It was originally recommended that the Tenant and Leaseholder Engagement Strategy be reviewed approximately every three years. In addition, the frequency and format of the panels was raised at the property and Tenancy Panels in June 2018, alongside attendance of Leaseholders. It was advised at that time that the frequency and criteria would remain unchanged.</p>	<p>Noted</p> <p>Noted</p>
11.	<p>Any other Business</p> <p><u>Paperless Billing:</u> This is still in the early stages but the initial aim is to begin paperless</p>	<p>Noted</p>

	<p>billing in September with a working portal and to enable residents to view their accounts online. Next steps are to configure the content within the portal, decide on the method of reporting repairs, and to ensure that the portal is embedded within the Council's website.</p> <p><u>Tenant Profiling:</u></p> <p>The Council's Data Protection Officer (DPO) has advised that profiling can only be carried out anonymously without any direct form of marketing.</p> <p>A task and finish group to be set up to report regularly to this Board.</p> <p>A proposal to be brought to the next Housing Standards Board on what to profile and the reasons for carrying out profiling.</p> <p><u>Quality of Letters from HTS:</u> An investigation has been undertaken on the recent letters that had been sent by HTS. There was a break from protocol which meant that these letters were sent out without reference to the Editorial Panel.</p> <p><u>Other:</u></p> <p>It was also requested that all reports have a list of abbreviations and what they mean at the end of the report if used.</p>	<p></p> <p>Noted</p> <p>JF/CS</p> <p>JF/CS</p> <p>Noted</p> <p>JP</p>
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The Date of the Next meeting: 27 August 2019

Background Papers

Minutes of the Environmental SIT meeting (6 March 2019) were attached the papers but were for information only.