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# NOTICE OF MEETING

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## CABINET

**TUESDAY, 5 JANUARY 2021 AT 12.00 PM**

## VIRTUAL REMOTE MEETING

Telephone enquiries to Democratic Services - Tel 023 9283 4870

Email: [democratic@portsmouthcc.gov.uk](mailto:democratic@portsmouthcc.gov.uk)

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## Membership

Councillor Gerald Vernon-Jackson CBE (Chair)

Councillor Steve Pitt (Vice-Chair)

Councillor Chris Attwell

Councillor Dave Ashmore

Councillor Suzy Horton

Councillor Lee Hunt

Councillor Darren Sanders

Councillor Lynne Stagg

Councillor Matthew Winnington

Councillor Hugh Mason

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(NB This Agenda should be retained for future reference with the minutes of this meeting.)

Please note that the agenda, minutes and non-exempt reports are available to view online on the Portsmouth City Council website: [www.portsmouth.gov.uk](http://www.portsmouth.gov.uk)

**Deputations by members of the public may be made on any item where a decision is going to be taken. The request should be made in writing to the contact officer (above) by 12 noon two working days before the meeting, and must include the purpose of the deputation (for example, for or against the recommendations). Email requests are accepted.**

## AGENDA

1 **Apologies for Absence**

2 **Declarations of Interests**

3 **Response to the Housing & Social Care Scrutiny Panel Review into Experiences gathered after the decant of residents from tower blocks**  
(Pages 5 - 34)

### Purpose

To set out the response of officers to the Housing & Social Care Scrutiny Panel's recommendations arising from a review of the experiences gathered after the decant of residents from Leamington House and Horatia House tower

blocks.

## **RECOMMENDED**

- 1) That Cabinet thank the Panel for its work in undertaking the review
- 2) That Cabinet notes and supports the recommendations of the review, which are listed in section 4 of the report and the response of officers.

### **4 Home Energy Support Service (progress update from October) (Pages 35 - 68)**

#### Purpose

To respond to the recommendations of the Cabinet paper of 6 October 2020.

## **RECOMMENDED**

- 1) That the Cabinet agrees that the progress made in widening energy efficiency and renewable energy support is significant, and has the potential to make a positive difference to Portsmouth's climate emergency, when implemented in the way described within this paper.
- 2) That the Cabinet agrees that the initial installer engagement, and confirmation of securing significant grant funding, shows early promise that a sustainable low-carbon jobs and supply chain can be established and enhanced in the Portsmouth area over time.
- 3) That the Cabinet agrees that officers should continue to develop the business models detailed within the report; and that those services with a cost-neutral financial appraisal, and a clear benefit to the households' energy, be launched when practicable to do so.
- 4) That the Cabinet recognises that the domestic energy efficiency sector and funding landscape has shifted dramatically over a short period of time; and is expected to continue to do so. The Cabinet agrees that this lends itself to a graduated and modular approach to launching the services described in sections 5 to 9 of this paper; in order to minimise the risk associated with these uncertain market conditions.
- 5) That the Cabinet agrees that the high-level communication strategy, combined with tools such as the solar model, is appropriate to engage all households within the city with a clear, tailored message around energy efficiency and renewable energy.
- 6) That the Cabinet instructs officers to continue to explore potential external funding streams, given the changing policy landscape, to secure grants relevant to domestic energy efficiency and renewable generation.

- 7) **That the Cabinet instructs officers to continue to explore the council's ability to provide low-cost loans; for the purposes of households wishing to make energy efficiency or renewable energy upgrades to their homes.**

**5 Coronavirus Civic Awards (Pages 69 - 84)**

Purpose

To consider the proposal detailed in this report to award Coronavirus Civic Awards as part of the Annual General Meeting in 2021 to residents of the City who have contributed positively and significantly during the Coronavirus pandemic as per the Notice of Motion received at the July 2020 council meeting.

**RECOMMENDED that**

- 1) **The Cabinet agree that the Lord Mayor presents the outstanding Civic Awards from 2019/2020 at the February 2021 Council Meeting.**
- 2) **The Cabinet agree to replace the annual Civic Awards with Coronavirus Civic Awards for 2020/2021 only, and that these awards will be presented as part of the Annual General Meeting in 2021.**
- 3) **The Cabinet agrees that at least one of the Coronavirus Civic Awards will be awarded to a young person (up to the age of 19).**
- 4) **The Cabinet agrees the award criteria and process as detailed in this report.**

**6 City Vision (Pages 85 - 92)**

Purpose

- 1) To update Cabinet on the Imagine Portsmouth 2040 project to engage residents, businesses, organisations and communities in the creation of a new vision for the future of the city.
- 2) To seek Cabinet approval for the formal adoption of the new vision for the future of Portsmouth by the city council, enabling the vision to act as an over-arching guide to the council in setting its priorities and strategies, and establishing projects and programmes.

**RECOMMENDED that Cabinet formally adopt the new vision for Portsmouth in 2040.**

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<b>Title of meeting:</b>	Cabinet
<b>Date of meeting:</b>	05 January 2021
<b>Subject:</b>	Response to the Housing & Social Care Scrutiny Panel review of the experiences gathered after the decant of residents from tower blocks
<b>Report by:</b>	James Hill - Director for Housing, Neighbourhood and Building Services
<b>Wards affected:</b>	All
<b>Key decision:</b>	No
<b>Full Council decision:</b>	No

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## 1. Purpose of report

- 1.1. The purpose of this report is to set out the response of officers to the Housing & Social Care Scrutiny Panel's recommendations arising from a review of the experiences gathered after the decant of residents from Leamington House and Horatia House tower blocks.

## 2. Recommendations

- 2.1. That the Panel is thanked for its work in undertaking the review
- 2.2. That the Cabinet notes and supports the recommendations of the review, which are listed in section 4 of the report and the response of officers.

## 3. Background

- 3.1. The Housing & Social Care Scrutiny Panel reviewed the experiences gathered after the decant of residents from tower blocks.
- 3.2. The review was undertaken between July and November 2019 and included receiving evidence from
  - 3.2.1. Residents who lived in Leamington & Horatia
  - 3.2.2. Justin Turner - Watch Manager, Fire Safety Policies, Hampshire Fire & Rescue Service
  - 3.2.3. Jonathan Coulson - Housing Officer, Somerstown Area Housing Office
  - 3.2.4. John Wright - Estate Manager, Somerstown Area Housing Office
  - 3.2.5. Mark Fitch - Head of Local Authority Housing
  - 3.2.6. Jo Bennett - Head of Business Relationships, Growth & Support

- 3.2.7. Charlotte Smith - Assistant Director Community & Communication
- 3.2.8. Paul Fielding - Assistant Director, Housing, Neighbourhood & Building Services
- 3.2.9. James Hill - Director of Housing, Neighbourhood & Building Services

3.3. The scrutiny panel's full report can be viewed in Appendix 1

#### **4. Scrutiny Panel's Recommendations and Officer Response**

4.1. The scrutiny panel made four recommendations as follows:

- 4.1.1. Recommendation 1. To request the Leader and the Chief Executive to thank James Hill, Paul Fielding and all other Housing, Neighbourhood & Building Services officers involved in the decant.

Response. Agreed (on behalf of all officers involved in the project). A letter of thanks was provided to officers who worked on the project.

- 4.1.2. Recommendation 2. To ensure that the lessons learned are recorded and embedded so that they can be used in the event of similar projects in the future.

Response. Agreed - Officers have recorded the details of the project in an electronic folder, and several review documents were created as part of this scrutiny panel investigation. This will be used to support any future decants, and provide managers and officers with learning points for improvement.

- 4.1.3. Recommendation 3. To ensure that the voids process is sensitive to viewing of properties which have been vacated due to a tenant's death.

Response. Agreed - When a new customer views a property, the new customer isn't told about the previous customer's reason for ending their tenancy, unless they ask the Housing Officer. If they are then told, this is explained sensitively. Since the new way of working was rolled out in 2019 viewings in occupation are only carried out in these cases if the next of kin agrees, and the Housing Officer feels it is appropriate based on both the previous and new customers' circumstances. If there is any evidence of the previous customers death in the property the property is cleaned once void, prior to any viewing taking place.

- 4.1.4. Recommendation 4. To ensure that residents involved in any future decants are aware that there is one offer of alternative accommodation. Exceptions will be considered on a case by case basis if there are legitimate reasons and subject to sufficient housing stock.

Response. Agreed

#### **5. Integrated impact assessment**

- 5.1. No specific changes arise from this report. However an IIA would be produced for each specific scheme or policy change which would arise from this work.

**6. Legal implications**

6.1. This is contained within section 8 of the panel's report.

**7. Director of Finance's comments**

7.1. This is contained with section 9 of the panel's report.

.....  
Signed by: **James Hill**  
**Director for Housing, Neighbourhood and Building Services**

Appendix 1 - HOUSING AND SOCIAL CARE SCRUTINY PANEL - REVIEW OF THE EXPERIENCES GATHERED AFTER THE DECANT OF RESIDENTS FROM TOWER BLOCKS

**Background list of documents: Section 100D of the Local Government Act 1972**

The following documents disclose facts or matters, which have been relied upon to a material extent by the author in preparing this report:

Title of document	Location

The recommendation(s) set out above were approved/ approved as amended/ deferred/ rejected by ..... on .....

.....  
Signed by:

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# Portsmouth CITY COUNCIL

## HOUSING AND SOCIAL CARE SCRUTINY PANEL

### REVIEW OF THE EXPERIENCES GATHERED AFTER THE DECANT OF RESIDENTS FROM TOWER BLOCKS

Date published: 11 November 2020

Under the terms of the Council's Constitution, reports prepared by a Scrutiny Panel should be considered formally by the Cabinet or the relevant Cabinet Member within a period of eight weeks, as required by Rule 11(a) of the Policy & Review Procedure Rules.

## PREFACE

The discovery in June 2017 that Horatia House and Leamington House had the same type of cladding as Grenfell Tower made front page news in Portsmouth.

Although the cladding was removed PCC decided in 2018 the blocks were not structurally viable and that residents should be permanently moved. PCC had moved residents before but not on such a scale.

Moving home can be a stressful and disruptive experience, even more so when it is involuntary.

The decision to move 252 residents from Horatia House and Leamington House made headline news in Portsmouth in the summer of 2018.

We would like to thank everyone who has taken part in the review. Panel members have heard from a range of organisations and residents about the experience of the decant.

The Panel would like to thank Paul Fielding, Assistant Director of Housing, Neighbourhood Services for providing information and arranging meetings with residents and organisations, and all Housing officers involved in the decant.

The Panel would like to thank residents who participated in the review by sharing their experiences of the decant, an eventful time in their lives.

I would like to thank all the panel members who have taken part: Cal Corkery (Vice-Chair), Chris Attwell, Leo Madden, Hugh Mason and Steve Wemyss.

Councillor Luke Stubbs  
Chair, Housing and Social Care Scrutiny Panel.  
Date: 11 November 2020

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## **PURPOSE**

The purpose of this report is to present the Cabinet with the recommendations of the Housing and Social Care Scrutiny Panel's review of the experiences gathered after the decant of residents from tower blocks. Initially the cladding would be replaced but a structural survey showed that the blocks would have to be emptied.

## **BACKGROUND**

The Scrutiny Management Panel agreed on 28 January 2019 that the Housing & Social Care Panel should review the experiences gathered after the decant of residents from the Horatia House and Leamington House tower blocks. The review was started by the Housing and Social Care Scrutiny Panel which comprised:

Councillors Luke Stubbs (Chair)  
Cal Corkery (Vice-Chair)  
Chris Attwell  
Leo Madden  
Hugh Mason  
Steve Wemyss

Standing Deputies were: Councillors Hannah Hockaday, Benedict Swann, Neill Young. At the Full Council meeting on 19 May 2020 Councillor Jason Fazackarley was appointed to the panel in place of Councillor Hugh Mason; Councillor Ben Dowling was appointed as a Standing Deputy. At the Full Council meeting on 13 October 2020 Councillor Will Purvis was appointed to the panel in place of Councillor Chris Attwell.

At its meeting on 30 July 2019, the Housing and Social Care Scrutiny Panel (henceforth referred to in this report as "the panel") agreed the following objectives for the review:

1. To investigate the level of corporate knowledge the council holds from previous decants.
2. To ensure the correct plans are in place to respond to a situation requiring a rehousing emergency response of any scale.
3. To understand the legislation regulating the response (decanting vs permanent rehousing).
4. To evaluate the robustness of the council's plans to cope with a large scale issue.
5. To review the lessons learnt from past experiences.

The panel met formally on three occasions between 30 July 2019 and 11 November 2020. A list of meetings held by the panel and details of the written evidence received can be found in appendix one. The minutes of the panel's meetings and the documentation reviewed by the panel are published on the council's website.

The panel also met residents from Horatia House and Leamington House to learn about their experiences of the decant.

## **TIMELINE**

14 June 2017 - Grenfell Tower fire

22 June 2017 - tests find similar cladding in Portsmouth

22 June 2017 - Civil Contingency / Emergency Planning Team draw up plans in case of emergency evacuation and re-housing

23 June 2017 - removal of cladding starts

7 August 2017 - architects appointed for feasibility study

January 2018 - removal of cladding finishes

March 2018 - result of feasibility study

4 June 2018 - operational staff informed; local media briefed

5 June 2018 - residents informed

End of July 2018 - residents start to move out

Early April 2019 - majority of residents have moved

1 August 2019 - rehousing phase was completed for Horatia House

9 August 2019 - rehousing phase was completed for Leamington House thereby completing the rehousing of 245 tenant households from the blocks

## **OBJECTIVES**

**To investigate the level of corporate knowledge the council holds from previous decants.**

Decant is a legally derived term from the Land compensation Act 1973 and Planning & Compensation Act 1991 and is used to explain the process where residents are required to move from their homes. Decants can be temporary or permanent. They may be needed due to reasons such as major works, redevelopment or sale of housing stock. For example, there were decants from Leamington House and Solihull House for refurbishment and in emergency situations, and from Nickleby House due to flooding resulting in temporary housing for a few households.

The reason for the decant will influence the options available to the tenants and the council. There are times when the council needs to undertake major work to the property and it is not possible for tenants to remain in the property while it is being done. If this happens tenants are normally given the option to either leave on a permanent or temporary basis (returning to their original accommodation once the repairs have been completed). In most cases the tenant has a choice about a temporary or permanent move. However, there will be occasions, such as the potential of future rent arrears, where a permanent move is not agreed.

A permanent decant (also referred to as permanent rehousing) is where the council requires someone to leave their home permanently and does not allow them to return. This is usually only used where demolition and redevelopment will take place. The focus of the council's team is in assisting tenants to move permanently where necessary and there is a business need.

Small scale decants take place when stock is given to the council by Housing Associations and need refurbishing before a tenant can move in. This can take between one week and three months to complete.

The Housing team prepare for approximately four to five decants per year but it can vary. In 2018/2019 there was one temporary move, five permanent moves, one of which included a Home Loss Payment, and one returned tenant. Decants can happen in any part of the city, in both houses and flats, and are mainly due to major repairs which cannot be done while the property is occupied.

Therefore, the council has experience of decants. In 2017 a plan was in place for decanting tenants from Horatia House and Leamington House but it was not needed as it was decided at that point not to move people out as a result of a joint inspection by the council and the Hampshire Fire & Rescue Service in June 2017.

**To ensure the correct plans are in place to respond to a situation requiring a rehousing emergency response of any scale.**

After the Grenfell Tower tragedy on 14 June 2017 the government set up a testing process for identifying Aluminium Composite Material (ACM) cladding materials. Horatia House and Leamington House (both built in 1965) were identified as having this type of cladding so samples were sent for testing. The blocks are both 18 storeys high and each contain 136 flats comprising one, two and three-bedroom properties. Each block has eight flats on each storey (but none on the ground floor) with two escape stairwells in each block. When the decant started some flats were unoccupied (void).

On 22 June 2017 test results confirmed the cladding to be ACM of the same type found on Grenfell Tower so the council may have needed to prepare for an emergency evacuation of all households in the blocks.

The Civil Contingency / Emergency Planning Team prepared for and set up a response on the same day and gave assurance that Housing could provide emergency temporary accommodation. The Civil Contingency Team covers both Portsmouth City Council and Southampton City Council and part of a wider network linked with Hampshire and UK civil contingency planning.

The council and the Hampshire Fire & Rescue Service (HFRS) undertook joint inspections to determine if the residents could remain in the blocks. The inspection focussed on the fire safety measures and the impact of additional measures put in place, for example, a 24-hour fire watch.

The inspection helped inform the decision that residents could be assured of their safety and could remain in the blocks whilst the cladding was removed.

Whilst the activity around the inspections took place plans were made in the event that all residents had to be evacuated. The Civil Contingency / Emergency Planning Team mobilised the response and prepared rest centres which would provide a means of rehousing all households temporarily. Preparation was also made to deal with a scenario where residents would want to be rehoused despite assurances from the council and HFRS about the safety of the blocks. Any such requests could be dealt with via the Housing Service. No rehousing requests were received.

Cladding removal began on 23 June 2017 and was completed in January 2018. On 7 August 2017 ECD Architects were appointed to undertake a feasibility study to investigate options for recladding the blocks including structural surveys. ECD Architects incorporated the structural report conclusions into the final feasibility study report that was issued to the Council on 26 March 2018 and published on the Council website on 2 July 2018. These can be found at [www.portsmouth.gov.uk/ext/housing/leamington-house-and-horatia-house](http://www.portsmouth.gov.uk/ext/housing/leamington-house-and-horatia-house)

The conclusion of the feasibility reports was that extensive major structural works within the properties were deemed necessary, including strengthening of internal walls and floors throughout the buildings that can only be undertaken when both blocks are empty.

The following council teams were involved in planning the decant: Corporate Communications, Emergency planning, HNB Housing Options, HNB Local Authority Housing, HNB Planned Maintenance, HNB Business Growth, Relationships and Support.

A project team of officers were created, drawing staff from other areas, comprising:

- Engagement – gathered information from the tenants and worked to inform and calm the situation
- New Tenancy – Focussed on taking the initial information gathered and looking for suitable available properties within the PCC stock
- Rehousing – Focussed on removals, disturbance payments
- Area Housing Offices – signing up tenants into their new homes

No staff had been made redundant nor new staff recruited as a result of the decants. It would not have been appropriate to recruit new officers to support the project because experienced staff were required. Some staff had been transferred from other areas; as a result some other work may have slowed down, but nothing was stopped.

The stages of the decant were:

- Planning and mobilisation
- Inform tenants and staff
- Plan and undertake moves
- Making it business as usual
- Finishing the decant

During the decant the Director of Housing, Neighbourhoods and Building Services, and a support team, were based in the Civic Offices to co-ordinate an emergency response, if it was required. If any residents who had heard about the concrete defects wanted emergency temporary accommodation the civil contingency/emergency plan (rest centre) would have been invoked (rest centre). If any residents requested emergency temporary accommodation it would have been managed by the housing service. Neither scenario arose. Emergency Temporary accommodation at the rest centre would have been an immediate bed for the night. If people had wanted to move permanently then they would have been offered temporary accommodation for more than one night, probably in a B&B.

## Communication

A communications strategy was vital. Release of information was carefully planned to ensure tenants were the priority. Communications were prepared in advance, including:

- Frequently asked questions (including draft responses to possible questions on social media)
- Use of a dedicated webpage on the council's website
- Range of letters targeted to specific audiences
- Media briefing/media release

In addition, through the project a number of other communications have been provided including:

- Regular letters to tenants
- Drop in sessions, and meetings with Housing officers
- Update to councillors
- Reporting through Governance & Audit & Standards Committee
- Monthly update emails to councillors, MPs and fire service

The decision was made to inform tenants on Tuesday 5 June. Operational staff, including a range of front line teams (who would comprise the project team) with experience of working with tenants, were told on Monday 4 June. Key local media were briefed on 4 June, under strict embargo until 5 June, so that staff and tenants were informed by the council first. Information on the council's website went live on 5 June at 8 am and social media was monitored to respond to questions and comments. Officers were in the blocks delivering the news from 8 am on 5 June.

Letters (appendix 2) were created for tenants of the blocks, other similar blocks and surrounding areas. The FAQs included in the letter advised that one offer of accommodation would be made to each household. This was to minimise unfounded fears arising outside of the main blocks. The project team and managers were in both blocks to hand deliver the letters and have initial conversations with tenants. Teams were based from the common rooms to answer questions and provide feedback to the support team.

It was important that every tenant had the ability to have one-to-one conversations with a member of staff who listened to their concerns. By doing this support was able to be focussed on the most vulnerable residents. Interpreters were on hand during the first week and available for meetings. Officers met 182 tenants on first day and within the first week had met all tenants in Horatia House and all but 23 in Leamington House. They worked in the evenings and weekends to ensure that all tenants had been reached.

## New homes

Officers from across HNB co-ordinated knowledge about the current tenants, their needs, and property sizes within the blocks. Using this information, and knowledge about the rate of availability of different types of property, Housing Options were able to predict how long it would take to fully decant both properties although predictions depended on the number of suitable properties that became available. It was understood the decant would reduce the number of empty properties available on the waiting list.



An Initial Visit Checklist was used to gather initial information about tenants and their needs to ensure needs were prioritised, namely:

- families with children
- urgent medical need and residents requiring adapted properties

Information was collated into a single, controlled place which was used to track progress for the families and the overall project.

A high number of residents wanted to stay in Somerstown but understood there was a limited number of properties in that area. The tenants who moved out of the city (Paulsgrove and Leigh Park) received council support contacting schools.

No residents were placed in bed and breakfast accommodation or any other form of temporary accommodation as a result of the decant. Neither were any residents made homeless. Only seven or eight residents have moved again since the decant and five have taken advantage of the right to buy.

### **To understand the legislation regulating the response (decanting vs permanent rehousing).**

Legislation specifies what payment should be made to residents when they have to move out of their home.

Payments for disturbance and home loss will be paid in all circumstances in accordance with the Land Compensation Act provisions (section 38) 1973.  
<https://www.legislation.gov.uk/ukpga/1973/26/section/38>

The Housing Act 1985 (Part II S.26) outlines disturbance allowances  
<https://www.legislation.gov.uk/ukpga/1985/68/section/26>

Home Loss Payments (Prescribed Amounts) (England) Regulations 2018  
<http://www.legislation.gov.uk/uksi/2018/915/made>

#### Disturbance payments

Tenants who are asked to move are eligible to claim for disturbance payments. These payments are not fixed and should reflect “reasonable” costs incurred as a direct result of moving home. Tenants could qualify for the following items:

- Removals
- Disconnection/reconnection of domestic appliances/showers
- Telephone/Sky/cable/internet connection
- Flooring
- Replacement curtains/blinds
- School uniform - if tenants' children have to move school as a result of the move.

#### Home Loss Payment

If the tenant meets the criteria set out in the relevant legislation they are entitled to a statutory payment which is fixed according to the current legislation. This is a figure set by government and was £6,100 at the start of the process is currently £6,300 per tenant. The HRA has a budget of £94,500 pa for home loss and disturbance payments

### Security of tenancy

For the tenant there is continuation of secure tenancy and they cannot be provided with any form of tenancy demotion if it is a permanent decant. The tenant is moved to a new property with a new secure tenancy and retains the length of occupation (for any future right to buy).

If it is a temporary decant, the current tenancy stays in place and a licence is normally granted to occupy the temporary accommodation, clearly showing the intention is to return to the principal home.

### Leaseholders

The council holds limited information about leaseholders in council blocks. If they let out their flat, the council does not know the tenants' details. There are relatively few leaseholders in tower blocks, often because the service charge is fairly prohibitive. The council bought back the single leaseholder's flat at a market value but was not responsible for rehousing any sub-tenants, although as a responsible landlord they investigated if they had a duty to the tenants. However, the tenants moved out of the area so the flat was purchased with no occupants.

Normally the bill for works on Local Authority blocks would be charged to (and shared between) the leaseholders with a cap of £15,000. However, the cap does not apply if they are not living in the flat as their principal home.

Following a decant of residents from a council housing block of flats in Eastern Road, the tenant of a leaseholder was offered alternative accommodation due to their personal circumstances.

### Eviction

The sole eviction that had taken place during the decant had been due to rent arrears. The tenant had been made aware of the financial compensation available but had not engaged with Housing staff. The tenant concerned has been rehoused.

## **To evaluate the robustness of the council's plans to cope with a large scale issue.**

### Fire safety and security

Justin Turner, Watch Manager, Fire Safety Policies, Hampshire Fire & Rescue Service had been informed of the situation by his line manager at the end of the first week of June 2018. He was involved until the end of March 2019 and a colleague took over the role. He did not know how many officers knew earlier. He prepared his team for the briefing which took place on the following Monday.

He was in regular contact with Steve Groves, Head of Building Maintenance, at the council who was very insightful. Steve Groves ensured that the operational procedure was in place in case of any incidents.

The fire service had teams in both buildings on 5 June 2018. They left telephone numbers available for any queries and were only 30 seconds away if needed. They did not receive as much contact as expected. Most people were concerned with moving rather than safety.

The fact that there was no piped gas in these blocks meant that the likelihood of an explosion was slim. People visiting the blocks had their shopping bags routinely

checked and camping gas stoves were removed two or three times and stored off site until the tenants needed them.

Justin Turner would have preferred the floors to be emptied systematically but this was not possible. However, he was satisfied that if there was an incident, it would not have been different from a normal one. There were a number of small incidents business as usual.

There was no particular concern that the anti-social behaviour happening in other council blocks would spread. Having security on site was a deterrent. Security was already on site at both blocks and continued during the decant. The blocks were patrolled every two hours. Access to the buildings was controlled with tenants and visitors signing in. There were no squatters in the blocks. As soon as the flats were vacated, the locks had been changed and the electricity disconnected.

Personally and professionally he stated that all council blocks of flats should have sprinklers installed. There is an element of over engineering in some buildings which can cause problems. Their location is very important. It is better to have them in flats rather than in the stairways as these are already sterile areas. The student blocks in the city have sprinklers in the flats.

His role is to keep an eye on those sorts of aspects of high rises. He regularly walks around council buildings with housing officers carrying out a range of checks. The team understands the issues and repairs are carried out promptly. Council blocks are very safe even without sprinklers installed because of the way they were designed and monitored by the team.

## **Residents' views**

### **Residents' survey**

Housing officers carried out a survey of residents in October 2019 to find out their views on how well all aspects of the decant worked from informing residents to being rehoused. Twenty responses were received from the 252 residents who were decanted; 16 were received by the post and four online. Residents had three weeks to respond. The views of those who replied may not represent all residents. Housing staff checked the surveys to see if there were any individual comments that might need a response and these were sent to Area Offices to follow up.

Q1 - How satisfied were you with how the council told you the news that everybody was being found a new home?

Q2 - How satisfied were you with how the council kept you informed about finding a new home?

Q3 - How satisfied are you with the financial support you were given to move home?

Q4 - How satisfied were you with the moving process and setting up your new tenancy?

Q5 - How satisfied are you with your new home?

Q6 - Overall how satisfied were you with the way the council handled the whole process?

Areas most satisfied with:

- Q3 - with financial support given to move home - 55%
- Q5 - how satisfied with new home - 45%
- Q2 - how PCC kept informed about finding new home - 40%
- Q4 - with moving process and setting up new tenancy - 35%
- Q6 - overall with way PCC handled whole process - 35%
- Q1 - how PCC told news that everybody was being found new home - 25%

Areas least satisfied / most unsatisfied with:

- Q1 - how PCC told news that everybody was being found new home - 30%
- Q6 - overall with way PCC handled whole process - 20%
- Q4 - with moving process and setting up new tenancy - 15%
- Q5 - how satisfied with new home - 15%
- Q2 - how PCC kept informed about finding new home - 5%
- Q3 - with financial support given to move home - 0%

### **Meeting with residents**

The panel met three residents who had moved from Horatia House and Leamington House to hear about their experiences. The meeting was also attended by a member of the Residents Consortium who was not a tenant of the blocks but represents tenants. It should be noted that their views are their personal opinions and may not be representative of all residents who moved. Two of the residents were members of the Residents' Consortium and so represented views of other residents. To preserve anonymity the residents are referred to as:

- Resident A - former resident of Horatia House, member of Residents' Consortium
- Resident B - member of Residents' Consortium (not an ex-tenant of either block)
- Resident C - former resident of Horatia House
- Resident D - former resident of Leamington House

Residents felt pleased with the way the blocks were gradually emptied. There were fire and council officers there 24/7 which reassured them as any problems would have been dealt with quickly. Overall residents were happy they had moved out. Resident C "couldn't fault" the council when she moved; they "couldn't have done better." She would have been too frightened to stay in Leamington House while the cladding was there. Resident A, who lived on the 16<sup>th</sup> floor of Horatia House, thought he might have been moved first as he is disabled.

### Communication

Resident D and her husband found moving was stressful, particularly as they have health problems. Resident C "found out about the move when she saw people standing at the front of Leamington House and also from Facebook. It might have been better to have knocked on doors or written to residents. Perhaps some staff could have explained the situation more clearly."

Flats in Horatia House and Leamington House were quite large and it might have been the case that tenants may not have been expecting in the new accommodation to be of the same size.

The Assistant Director of Housing, Neighbourhood & Building Services advised that Housing officers did everything they could to speak to residents directly and persisted in trying to contact all of them. Officers found that social media also can spread news quicker than traditional methods of delivering communication. Officers did have a presence in the building on the ground floor to engage residents as they came in and out of the blocks and to deal with concerns from residents hearing news before we had a chance to knock on their doors. However, some residents ultimately did not want to engage with officers.

### New homes

The experience of the residents the panel met have with their new homes varied. Resident A is happy in his new flat, which is more suitable for him as it is on the ground floor and he is disabled. Both he and Resident C miss the views from their previous homes. Resident A felt the council acted in "a quick, orderly fashion" and "straightaway." He thought about a quarter of residents were unhappy but they might have got another property if they had insisted.

Resident D and her husband are now on the first floor of a block in Portsea. They wanted Somerstown or Buckland but were given a property in Portsea; they are OK, they are not unhappy.

Although Resident C was happy with the process of moving out of Horatia House she had no complaints until afterwards when she felt that the situation deteriorated. She was offered a flat with a very tiny kitchen but was told she would not be offered anything else. She was then offered another flat which was nicely decorated but the previous tenant had recently died and their furniture was still there. Although the council laid carpets the kitchen and bathroom were not in such good order. The location was not ideal as the flat was at the end of the road and the only view was a brick wall and a balcony. However, she then moved to a "lovely" flat in Portsea.

The Assistant Director of Housing, Neighbourhood & Building Services acknowledged there may have been the occasional problem in allocating properties in the past but in the last six to nine months the voids process had changed. Sometimes new tenants might want the previous tenant's furniture, for example, a wardrobe though personal effects should always be removed. If deceased tenants have no relatives Housing has a responsibility to keep furniture for a certain amount of time before disposing of it.

Seven of the tenants who were decanted have moved again, and another five have exercised their right to buy their new property so the majority of the 252 residents have remained in their first moves. The FAQs included in the letter sent to residents on 5 June advised that one offer of accommodation would be made to each household. Area Offices try to be accommodating as ideally they want people to be where they want to be. However, this can be a difficult balancing act and Housing officers acknowledge that some tenants were not happy.

Members of the panel said that they had received very few adverse comments from residents.

### Financial matters

Although Resident C's new flat in Portsea is lovely there was work to be done but she had to pay for everything which she felt was unfair; the council "didn't pay a

penny to help." Heating was included in the Horatia House rent but now she pays for it.

Resident A said his rent had increased from £90 to £154 per week in his new flat and was going up in April 2020. He thought high rents in residents' new properties could be a problem down the line. Resident A's rent increased as the property is a "new build" and "affordable housing" rather than "social housing." Housing officers always do a financial appraisal with tenants to help them make a decision about taking a property as it is not in anyone's interest to put tenants in a property they cannot afford. Some tenants who could not afford the property offered to them were offered somewhere else.

Question 3 in the residents' survey - How satisfied are you with the financial support you were given to move home? - had the highest satisfaction rate (55% very satisfied, 30% satisfied, no-one unsatisfied or very unsatisfied). The displacement sum was £6,100-£6,300 depending upon the time the resident moved.

### **To review the lessons learnt from past experiences.**

As noted by one of the panel members, the decant was "a difficult logistical exercise", and on the whole it proceeded smoothly. However, some aspects could be built on for future decants.

### **Lessons Learned**

During the review the panel heard how officers have reviewed the lessons learned from the decant process. They presented the following areas:

#### Confidentiality

- It was vital to maintain confidentiality whilst technical reports were being understood and then decisions made.
- One side effect of this was many of the front line staff who would be involved in delivering the news to residents were not involved in the confidential preparatory work.
- This did not impact on major decisions of the project, but had some negative impacts upon how efficiently the right staff were told about their role.
- What was positive was how quickly the team did pick up what was required from them.
- Whilst it is hard to get around the need for confidentiality in such a project, the need to inform the front line staff and managers at the right time needs to be taken into account for future.

#### Knowledge about tenants

- The information kept on file about our tenants is the right amount to manage a tenancy, but not enough needed to understand the requirements of a move.
- This is usually done by the Housing Needs, Advice & Support team at the point that a tenant requests a move. This is over the course of one or more meetings and goes into details about household number, age, schools, disabilities, vulnerabilities etc.

- The nature of this decant meant we were having to learn a lot about a large number of tenants in a short space of time, and at a time when they were not necessarily expecting to move.
- It would be inefficient and undesirable to keep such detailed information on residents all of the time, especially as it can change regularly and may clash with data protection legislation. However it does mean that we will be unaware of the full extent of the tenants needs for a new property in a similar case in the future.

#### Project management

- It is important that all of the issues within a project are considered, not just those which impact the tenant. Procurement and financial monitoring are vital as they are part of the project and it is important that these are considered at the earliest stages of project planning.

#### Communications through social media

- As with all communications, it is vital that we are writing them with the tenant in mind. Whilst the letters produced were very professional, well written and complete, some tenants felt that they needed less in a single hit.
- It will always be hard to strike the right balance between brevity and providing detailed information, and a different approach is likely to have not been popular with some tenants.
- We also need to ensure that we are using all of the various social media tools available, and that this will be a significant tool for tenants to use.

#### IT flexibility

- Not all staff had laptops to take to the blocks to enable systems to be accessed live. This has now changed, but the use of WiFi/4G access needs to be available the staff are going to be able to truly work in a wireless way.

#### Staff resourcing

- The scale of the rehousing required dedicated resources to work on the project full time. We used resources from within the directorate and covered the roles flexibility. As the rehousing phase progressed the resources were then released back to their substantive positions.
- This resource requirement needs to be planned and communicated at the earliest stages so that the right number of staff with the right skills are available of the length of the project.

#### Move the process at the right pace

- The timetable for completing the decant was based upon an expected rate that properties would become available and the availability of new build properties which we were fortunate to have coming available. The realities of the tenants, and especially some with a complex range of needs, meant that the timetable was ambitious and, whilst we achieved the 'target' of providing an offer of alternative accommodation for all households within the original timescales there were a few households that took longer to rehouse.

- By setting such a timetable it focussed the team on delivering the project and gave some the tenants, members and media some clarity on our aims and commitments.
- Having clarity about what will be offered as part of a void move is vital, as is ensuring that the contractor can deliver the relevant works within the needed timescale.

## **Conclusions**

Based on the evidence and views it received during the review process the panel has come to the following conclusions:

1. Noted that the decant was an unprecedented major logistical exercise which Housing, Neighbourhood & Building Services carried out smoothly with no residents becoming homeless or being placed in temporary accommodation.
2. Noted that Housing, Neighbourhood & Building Services successfully engaged with residents by making comprehensive efforts to engage with all residents. The panel noted a small number of residents received information by other means but with a large number of people this is very hard to prevent.
3. Noted that having on-site security, regular patrols and controlled access successfully prevented anti-social behaviour, an approach which the Hampshire Fire & Rescue Service had commended.

## **Recommendations**

The panel made the following recommendations:

1. To request the Leader and the Chief Executive to thank James Hill, Paul Fielding and all other Housing, Neighbourhood & Building Services officers involved in the decant.
2. To ensure that the lessons learned are recorded and embedded so that they can be used in the event of similar projects in the future.
3. To ensure that the voids process is sensitive to viewing of properties which have been vacated due to a tenant's death.
4. To ensure that residents involved in any future decants are aware that there is one offer of alternative accommodation. Exceptions will be considered on a case by case basis if there are legitimate reasons and subject to sufficient housing stock.

## **7. Integrated Impact Assessment**

An integrated impact assessment would be carried out when the Cabinet makes its decisions based on the recommendations set out in this report.



## **8. Legal comments**

As set out in the Report, the legislation governing the payment of home loss payments and disturbance allowances is set out in Part III of the Land Compensation Act 1973, Part II of the Housing Act 1985 and the Home Loss Payments (Prescribed Amounts) (England) Regulations 2018.

There are no direct legal implications arising from the recommendations in this report. Section 21 of the LGA 2000 empowers the overview and scrutiny committee (or any sub-committee thereof) to make reports and recommendations, either to the executive or to the authority, upon any aspect of council business or other matters affecting the authority's area or the area's inhabitants.

Part 3 - Scrutiny and Review Panels (Overview and Scrutiny) Procedure (in Section 11) of the Council's Constitution requires that once a final scrutiny review report has been agreed, the Cabinet or the relevant Cabinet Member will consider and respond to the report within 8 weeks.

## **9. Finance comments**

There are no direct financial implications as a result of the recommendations within this report.

## Budget and policy implications of the recommendations

The following table highlights the budgetary and policy implications of the recommendations being presented by the panel:

	<b>Recommendation</b>	<b>Action By</b>	<b>Budget &amp; Policy Framework</b>	<b>Resource Implications</b>
1	To request the Leader and the Chief Executive to thank James Hill, Paul Fielding and all other Housing, Neighbourhood & Building Services officers involved in the decant.	Cllr Luke Stubbs	Within existing framework	None
2	To ensure that the lessons learned are recorded and embedded so that they can be used in the event of similar projects in the future	Director of Housing, Neighbourhood & Building Services	Within existing framework	None
3	To ensure that the voids process is sensitive to viewing of properties which have been vacated due to a tenant's death	Director of Housing, Neighbourhood & Building Services	Within existing framework	None
4	To ensure that residents involved in any future decants are aware that there is one offer of alternative accommodation. Exceptions will be considered on a case by case basis if there are legitimate reasons and subject to sufficient housing stock.	Director of Housing, Neighbourhood & Building Services	Within existing framework	None

## Appendix 1

### A list of meetings held by the panel and details of the written evidence received

<b>Meeting Date</b>	<b>Witnesses</b>	<b>Documents Received</b>
30 July 2019	Jo Bennett Head of Business Relationships, Growth & Support  Paul Fielding Assistant Director, Housing, Neighbourhood & Building Services  James Hill, Director Housing, Neighbourhood & Building Services  Charlotte Smith Assistant Director Community & Communication	Letter sent to residents on 5 June 2018
20 September 2019	Paul Fielding Assistant Director, Housing, Neighbourhood & Building Services  Mark Fitch Head of Local Authority Housing  Jonathan Coulson Housing Officer, Somerstown Area Housing Office  Justin Turner Watch Manager, Fire Safety Policies, Hampshire Fire & Rescue Service  John Wright Estate Manager, Somerstown Area Housing Office	
28 January 2020	Residents: A - Horatia House, Residents' Consortium B - Residents' Consortium C - Horatia House D - Leamington House  Paul Fielding Assistant Director, Housing, Neighbourhood & Building Services	
11 November 2020	The panel signed off the report.	

## **Appendix 2 - Letter sent to residents on 5 June 2018**

Somerstown Housing Office  
Somerstown Central  
Tyseley Road  
Southsea  
PO5 4EZ  
023 9284 1311

### **IMPORTANT - PLEASE READ**

Tuesday, 5 June 2018

Dear resident

I am writing to explain about work we need to do to your building and the impact this will have on you. I appreciate that this will come as a shock but want to reassure you our staff will be available to support you over the coming weeks and months.

We will need to move you out of your home. I know many of you have lived in your properties for some time and the prospect of moving is likely to be unsettling, but we will be working with you to find you a suitable new home.

The purpose of this letter is to explain why we will be moving residents and what will happen now, and to explain the support we will provide as we want to do all we can to help you through the process.

As part of our work looking at options to replace cladding, we commissioned an assessment of the structure of both Leamington House and Horatia House. The blocks were built in the 1960s and the report on the buildings has concluded that the quality of the original construction isn't as strong as expected. This means we need to do further work, which won't be possible while residents are living in the blocks.

Our main priority is the safety of residents and we have worked with a range of experts and the fire service to make sure we are certain the building is safe for people to live in for the moment, while we start the process of moving people to new homes.

There is no immediate danger from day-to-day living in your building. The problem is the strength of the concrete creates a risk if there was an explosion inside a flat. This is very unlikely to happen because there is no mains gas in the buildings and residents shouldn't have anything like gas heaters as tenancy agreements don't allow them. We will be putting additional security measures in place to make sure items that could create a risk of explosion are not brought into flats.

As you know, your block has had security officers since we started removing cladding. This role was introduced so we had a 24-hour presence to act as a fire-watch, keeping residents safe. The security officers will now be present at entrances to the buildings to make sure people aren't bringing in anything that could be dangerous, and that the only people coming in are those who live in the block or are visiting residents.

Following the expert advice we have received, we want to keep residents safe by making sure things like gas bottles or cylinders are not in the building. Although medical oxygen tanks are fine as they don't contain flammable gas.

We will need to speak with residents from every flat to find out more about each household so we know what you need from a new home. Our staff will be visiting every flat to talk to you and explain more about how the process will work.

We have worked closely with colleagues in the fire service to make sure they are happy with the situation. They are satisfied with the measures being put in place and have confirmed that there is no change to their existing fire safety advice.

Fire service officers will be talking to residents with us over the next few days and together we would like to visit every home and shed in the blocks to help check there is nothing in the building that would be a concern. Our staff will talk to you about arranging this.

The fire service has also asked us to remind you personalised fire safety advice is available at [www.hantsfire.gov.uk/safeandsound](http://www.hantsfire.gov.uk/safeandsound) where you can complete an online home safety checker.

I appreciate this news will come as a shock and you will have a lot of questions. There are a number of ways you can find out more:

- talk to our staff, we'll be visiting every flat today and coming back over the next few days to speak to anyone who wasn't at home
- come to one of our drop-in sessions in your building's ground floor community room, we'll have staff there from 9am to 8pm Tuesday 5 June to Friday 8 June and will update you on times of future sessions as they're arranged
- visit our community information point in the housing office in the Somerstown Hub, which will be open
  - 8.30am to 8pm Tuesday 5 June to Friday 8 June
  - 9am to 4pm Saturday 9 June
  - 10am to 3pm Sunday 10 June
  - Normal working hours 8.30am to 5pm Mon-Thurs and 8.30am to 4pm Fri
- speak to your housing officer
- call our helpline on 023 9284 1311
- email [towerblocks@portsmouthcc.gov.uk](mailto:towerblocks@portsmouthcc.gov.uk)
- read the additional information included with this letter
- go to [portsmouth.gov.uk](http://portsmouth.gov.uk) and search 'tower blocks' for a fuller list of frequently asked questions on the situation
- we will also be displaying information on the notice boards in the community rooms

I know this will be a difficult situation and we are working to rehome everyone as soon as possible. We are very grateful for your understanding and co-operation and will be updating you with further information as soon as it is available.

Yours faithfully

**James Hill**  
**Director of Housing, Neighbourhood & Building Services**  
Portsmouth City Council

## Frequently Asked Questions

### General questions

**Q. What is happening with Leamington House and Horatia House?**

A. As part of work to look at options to replace cladding we commissioned an assessment of the structural safety of the blocks. Tests have shown we need to do work to strengthen the buildings because their concrete isn't as strong as expected. Because of this we are going to move residents to other accommodation.

**Q. What is wrong with the building?**

A. A structural report on the buildings has shown the concrete used in the original construction is not as strong as would be expected. There is no immediate danger to the buildings but concrete samples tested by leading experts show that if there were a severe explosion inside a flat it would cause more damage than would be expected.

**Q. What sort of explosion do you mean?**

A. The risk would come from an incident inside a flat involving the sort of explosion associated with pressurised gas, such as that found in gas bottles or cylinders. There is no mains gas supply in the building for heating or cooking which significantly reduces the risk of an explosion. There shouldn't be anything like gas heaters in flats as our tenancy agreements don't allow them, and we have put extra security measures in place to make sure things like gas bottles or cylinders are not in the building.

**Q. How likely is an explosion?**

A. As far as tower blocks are concerned, Leamington House and Horatia House have less risk of an explosion than most because there is no gas supply within the buildings. Our tenancy agreements don't allow things like gas heaters in flats, and because we visited every resident when we started removing cladding we have seen inside every property recently. We are also enhancing the current fire warden role to make the buildings even safer. As well as patrolling the buildings they will be a 24-hour security presence at entrances to make sure no one who shouldn't be in the blocks is allowed in and checking nothing dangerous is taken into the buildings like gas bottles or cylinders.

**Q. Is it safe for residents to stay in the buildings?**

A. Your safety is our priority and if it was not safe we would be emptying the buildings immediately. The structural reports on the buildings show that it is safe to stay in the building while we find alternative accommodation. These reports were done by industry experts.

**Q. Will everyone move at the same time?**

A. It isn't possible for us to move everyone at the same time and it will all be based on people's individual situations. Different people need different types and sizes of property and this has to be factored in for when people move.

**Q. Why aren't residents being evacuated immediately?**

A. Residents aren't being evacuated because it is safe for them to stay in the buildings while we find them alternative accommodation. This is partly because of the way the buildings are designed. Flats are separate compartments, designed to contain fires or other hazards. And the buildings do not have a gas supply. It is also because of the extra precautions we have in place like the 24-hour wardens in both buildings. We have worked with the fire service on this and they agree that with the measures in place the buildings are safe to live in.

**Q. How do we know it is safe to stay in the building?**

A. Resident safety is our priority and if it was not safe we would be emptying the buildings immediately. We have had structural reports from industry experts. Based on the information in these, there is no danger from normal day-to-day living in the blocks. In addition there is no gas supply and we've put extra security in place so it is safe to stay in the building while we find alternative accommodation. We have also spoken to the fire service who are satisfied with the measures we are taking.

**Q. Who has decided it is safe for residents to remain in the buildings?**

A. Letting residents stay in the building while we find alternative accommodation was a decision we took following discussions with a range of experts including the fire service, government and the Building Research Establishment (BRE), which is a world leading building science centre and the organisation the government recommends for testing. They are experts in this subject and we can be confident in the information and advice we have been given.

**Q. If it is safe why are you moving people out so quickly?**

A. We are moving people out because, while it is safe for people to stay in the blocks, it is important we move residents to eliminate the risk. Residents' safety is always our priority and we do not want to delay things and risk the situation getting worse. We are in a fortunate position at the moment with a number of new and refurbished properties becoming available we can use to rehome some residents. We need to act now as we wouldn't necessarily have this supply of homes available if we waited. We anticipate other homes will be found through the usual flow of residents moving and council properties becoming available.

**Q. Why have you introduced extra security in the buildings?**

A. Both blocks have had security in since we started removing cladding, this was introduced so we had a 24-hour presence to act as a fire-watch. We have now increased their role to include being present at entrances to the buildings to make sure people aren't bringing in anything dangerous and that the only people coming in are those who live in the block or are visiting residents.

**Q. What aren't people allowed to bring into the blocks?**

A. We don't want anything like gas bottles or cylinders brought into the buildings and the security staff will prevent this from happening.

**Q. Why do you need to look in people's flats and sheds?**

A. We just want to check there is nothing in the building that would be a concern. Officers from the fire service will be with us in the blocks in the first few days following this announcement and we thought it would help reassure people for us to jointly check everything is okay.

**Q. Does this affect fire safety in the two blocks?**

A. No. Fire safety advice from ourselves and the fire service remains the same but we would ask all residents to take extra care at all times. The fire service have also asked us to remind you that personalised fire safety advice is available at [www.hantsfire.gov.uk/safeandsound](http://www.hantsfire.gov.uk/safeandsound) where you can complete an online home safety checker.

**Q. Is the stay put policy correct?**

A. Yes. After the council and fire service inspected the building it was agreed the stay put policy is still the best advice for residents to follow. The safety measures, within the building design, to contain fires within a flat are still in place.

**Q. Why do I have to move out?**

A. Tests have shown we need to do work to strengthen the buildings because the concrete used in the original construction isn't as strong as expected. Because of this we are going to move residents to other accommodation.

**Q. Am I entitled to compensation?**

A. All tenants that are being moved will be entitled to a home loss payment of £6,100 per household. We will also help cover moving costs such as:

- Removals
- Reconnection of appliances
- Curtains
- Carpets
- Decorations
- Assistance for people who need additional support

**Q. How do I find out about getting moved to a new home?**

A. Just talk to our staff and they'll explain what will happen. We'll be making visits to every flat in the blocks, or come to one of our drop-in sessions in the buildings' community room, we'll have staff there from 9am to 8pm Tuesday 5 June to Friday 8 June and will update you on times of future sessions as they're arranged.

**Q. Where will I be moved to?**

A. You will have the opportunity to tell us the area you want to live in and we will try to find the type and size of home you need in that area. While we will do everything we can to home people in the area they want, it may not be possible, but your new home will be within the city boundaries unless you agree otherwise.

**Q. How long will it take to get a new home?**

A. We hope to have moved all residents to new homes by spring 2019.



**Q. Can I choose the type of home I move to?**

A. Generally residents will not get a choice in the type of home they move to and we will look to find them something the same as they are currently living in. There may be some exceptions if we do not have a like-for-like property available in which case we'll talk to residents about alternatives.

**Q. How many properties will be offered to me?**

A. Only one offer of accommodation will be made to each household. We understand that this may be difficult for people but it is necessary so we can empty the blocks quickly.

**Q. Can I turn down a home offered to me?**

A. No. Residents will only be made one offer. If you are not happy with the home you are offered please discuss the reasons with the rehousing team. If the offer is suitable and reasonable for you and your household to occupy, in these circumstances the property must be accepted.

**Q. Will I have to go on the council housing waiting list?**

A. No. Because of the special circumstances regarding Horatia House and Leamington House we are able to allocate residents of these blocks new homes outside of our usual policy.

**Q. What impact will this have on people already on the council housing waiting list?**

A. Unfortunately moving people out of Horatia House and Leamington House will have some impact on other people waiting for homes, but we are only anticipating using certain areas to rehome from these blocks so there will still be some homes available for those on the waiting list.

**Q. What if I don't want to move out?**

A. The work we will need to do can't be done with people living there so unfortunately you will have to move out, but we will do everything we can to try to find you a new home that you like.

**Q. How did you find out about this?**

A. As part of work to look at options to replace cladding we commissioned an assessment of the structural safety of the blocks.

**Q. Why were they built with weak concrete?**

A. The problem with the concrete goes back to the mix used when the two blocks were built in the 1960s. It is impossible for us to know now why it was not made as strong as it should have been. While the concrete isn't as strong as it should be there isn't a risk associated with normal day-to-day living in the buildings. The test results only suggest there would be a problem if there was a severe explosion inside a flat.

**Q Is this related to the previous cladding issues?**

A. This is not related to the cladding that was on the buildings. The only connection is that we found out about the need for strengthening work when we were planning what the cladding should be replaced with.

**Q. What will happen to the buildings?**

A. At the moment we don't know. We need to do some further investigation to find out exactly what work needs to be done. Our priority is to find new homes for the residents.

# Agenda Item 4



Portsmouth  
CITY COUNCIL

<b>Title of meeting:</b>	Full Cabinet
<b>Date of meeting:</b>	5 <sup>th</sup> January 2021
<b>Subject:</b>	Homes Energy Support Service - Update to the Report of October 2020
<b>Report by:</b>	James Hill, Director of Housing, Neighbourhoods and Building Services
<b>Wards affected:</b>	All
<b>Key decision:</b>	No
<b>Full Council decision:</b>	Yes/No

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1. **Requested by** Councillor Gerald Vernon-Jackson, Leader of the Council
  - 1.1 Following a request by the Leader of the Council and Cabinet Member for Environment and Climate Change, the PCC Energy Services team presented a report at Cabinet in October: *Home Energy Support Service* (Appendix C). This paper considered ways in which the current work of the team can be expanded to support a wider range of households in Portsmouth to have access to green energy and to reduce their energy use; in order to assist the move towards Portsmouth net zero carbon by 2030.
  - 1.2 The Cabinet approved the recommendations within the October report; and additionally requested that a further paper be brought back to Cabinet in January, in order to review the progress of the development of the services.
  - 1.3 This report provides a narrative, analysis and review of the activities undertaken over the past three months; in responding to the recommendations approved by Cabinet in October.
2. **Purpose**
  - 2.1 This report responds to the recommendations of the October Cabinet paper; specifically that the Cabinet:
    1. *Agreed that reducing domestic energy consumption, and the resultant carbon emissions, should be encouraged within Portsmouth by widening the advice and support on offer to incorporate every household in the city.*



2. *Approved the services detailed below, in sections 5 to 9 of this report, to be investigated and developed to strengthen the offer to non-fuel poor households.*
3. *Instructed officers to build a business case to create a comprehensive service offer and methodology for directing support which is appropriate and tailored to every household in the city. The business case will consider the level of resourcing available through the PCC energy services team, and consider options to increase capacity; including the exploration of strategic partnerships to provide the comprehensive service and offer.*
4. *Instructed officers to explore a programme for developing a local, highly-skilled workforce to deliver low-carbon, energy efficiency installations within the city.*
5. *Instructed officers to explore the potential of financing the capital cost of low-carbon technologies for private housing tenures, through the provision of grants and loans.*
6. *[Agreed that] a further report on progress be brought back to the Cabinet in January 2021.*

2.2 This report appraises the progress of these recommendations against four key themes of the Homes Energy Support Service (HESS):

- Advice, Support and Communications
- Household Audits and Data
- Product Installations and Creating Local Green Jobs
- Financing Energy Improvements

2.3 In addition to the updates outlines above, this report also seeks to appraise Cabinet of the recent and ongoing significant changes to the policy and funding landscape underpinning domestic energy efficiency; in order to give the context in which this work sits.

### **3. Recommendations**

- 3.1 That the Cabinet agrees that the progress made in widening energy efficiency and renewable energy support is significant, and has the potential to make a positive difference to Portsmouth's climate emergency, when implemented in the way described within this paper.
- 3.2 That the Cabinet agrees that the initial installer engagement, and confirmation of securing significant grant funding, shows early promise that a sustainable low-carbon jobs and supply chain can be established and enhanced in the Portsmouth area over time.
- 3.3 That the Cabinet agrees that officers should continue to develop the business models detailed within the report; and that those services with a cost-neutral financial appraisal, and a clear benefit to the households' energy, be launched when practicable to do so.

- 3.4 That the Cabinet recognises that the domestic energy efficiency sector and funding landscape has shifted dramatically over a short period of time; and is expected to continue to do so. The Cabinet agrees that this lends itself to a graduated and modular approach to launching the services described in sections 5 to 9 of this paper; in order to minimise the risk associated with these uncertain market conditions.
- 3.5 That the Cabinet agrees that the high-level communication strategy, combined with tools such as the solar model, is appropriate to engage all households within the city with a clear, tailored message around energy efficiency and renewable energy.
- 3.6 That the Cabinet instructs officers to continue to explore potential external funding streams, given the changing policy landscape, to secure grants relevant to domestic energy efficiency and renewable generation.
- 3.7 That the Cabinet instructs officers to continue to explore the council's ability to provide low-cost loans; for the purposes of households wishing to make energy efficiency or renewable energy upgrades to their homes.

#### **4. Background**

- 4.1 Responding to a request from the Leader of the Council and the Cabinet Member for Environment and Climate Change, officers presented a report to Cabinet in October 2020 (Appendix C), setting out a proposal for a Home Energy Support Service.
- 4.2 Domestic energy efficiency has the ability to make a significant, positive impact to the lives of those living in the homes improved. Energy efficiency gives households more disposable income, improves physical and mental health and wellbeing, increases childhood attainment levels, and allows elderly and disabled residents to remain in their homes for longer.
- 4.3 The report built upon the Home Energy and Water Strategy, approved by the March 2020 Cabinet, which had stated an aim to create an offer to help all households within the city to reduce their energy and water consumption; and the Council's declaration of a climate emergency in March 2019, committing to achieve net zero carbon in Portsmouth by 2030.
- 4.4 The report recognised that, although the Switched On Portsmouth service and other activities and work streams in which the energy services team is engaged, give a strong foundation for an all-household energy offer; significant changes to resources would need to be made in order to support this holistic offer.



- 4.5 In order to support the Home Energy Support Service, new business models are required to be developed; and market testing is to be undertaken. The initial phase of the Homes Energy Support Service is to be funded from existing cash limits; and thus must be cost-neutral to the Council.
- 4.6 Although pre-existing Switched On Portsmouth communications channels are available to be used by the Home Energy Support Service; they require significant enhancement and adaptation in order to support an all-household offer of support and advice.
- 4.7 In recent months, central government has launched a series of domestic energy efficiency grant-funded schemes. These schemes amount to the largest shake-up of the domestic energy services sector for many years, and information regarding the schemes continues to be released on an ongoing basis.
- 4.8 The October cabinet paper was written in the absence of much of the detail surrounding the government schemes; however, officers have worked to secure an initial £3.1 million of funding for private homes, with a bid of almost twice that size in application. This has worked to change some of the priorities laid out in the initial paper; most acutely the progress on determining the viability of a low-cost loan scheme.
- 4.9 This paper is aligned to a number of work streams and strategies that are ongoing within the council, or have been published recently. This includes the City Vision, Skills and Labour Market Strategy, and work around making social value.
- 4.10 The City Vision captures a number of goals, relevant to the HESS service, for the city. These include the increased use of renewable energy, the decrease in carbon emissions and improvement in air quality, and the development of skills within the local economy.
- 4.11 The Skills and Labour Market Strategy identifies the development of green growth, education and skills as a requirement within the strategy. HESS will feed into the development of such skills through creation of a sustainable supply chain and utilising local labour to undertake energy efficiency and renewable energy installations.
- 4.12 The services within HESS will be delivered, wherever possible, using a local supply chain; and working with businesses in the aim of promoting local employment and developing green skills. The energy services team will work with the social value working group; in order to ensure the activities and aims of both are aligned.

## **5. Overview of HESS Activities**

- 5.1 In order to provide an all-encompassing offer for all household within the city; a number of new services will be required to be developed, and some of the existing services offered under the existing Switched On Portsmouth schemes, will need to be revised to increase their scope.
- 5.2 To work up the business models for the individual services, a number of activities have been undertaken including installer and supplier engagement, software development, data analysis, development of marketing tools and website redevelopment and content build.
- 5.3 To update Cabinet, on the progress to date, of the services detailed within sections 5 to 9 of the October paper. This report has been kept in a similar format so that progress can be reviewed easily against each item.

## **6. HESS - Advice, Support and Communications**

- 6.1 The Switched On Portsmouth website ([www.switchedonportsmouth.co.uk](http://www.switchedonportsmouth.co.uk)) has undergone significant redesign and enhancement. These changes have already been made:
- The website was previously designed to take fuel poverty customers through to specific help. The underlying wire-frame of the website has been redesigned in order to take all customers through an appropriate journey to receive the help they require; whilst still keeping provision of fuel poverty services easily accessible.
  - New pages of content have been produced to give unbiased advice on energy efficiency and renewable energy technologies.
  - New pages have been designed to house the approved trader lists and Switched On Solar tool
  - Customer Relationship Management (CRM) software has been designed in order to track enquiries and installations
- 6.2 A Freephone advice service for use by any Portsmouth resident was launched in October in partnership with the Environment Centre, an environmental charity based in Southampton. This telephone service gives unbiased, tailored advice and support on matters of energy efficiency and renewable energy; and can direct residents to further support available through Switched On Portsmouth, where appropriate.
- 6.3 Switched On Solar (SOS) is a tool through which households in Portsmouth can assess the ability of their own home to support solar PV. Housed on the Switched

On Portsmouth website, SOS has been developed to commercial readiness in a partnership between the energy services team and a private sector supplier, AB Solar. SOS gives key functions:

- A household solar capacity estimate using Lidar and other data, informing the customer of capacity, capital cost, system performance, electricity and carbon savings, and other key information
- Allows households to use the tool in a passive manner, in their own time; but also allows for targeted communication to be made with the most solar-suitable homes (estimated to be approximately 32,000 homes in Portsmouth)
- A customer journey through the SOS tool through to household audits and a list of approved installers

6.4 A high-level communications strategy and plan is included within Appendix B. The strategy includes aligning digital and traditional marketing alongside the launch of the individual services. Work has been done in engagement with suppliers to understand how they can help to promote the service. Key communications methods include:

- Videos to be included in website and social media content advising customers as to key technologies and informing them of call to action
- Banners and billboards to be designed and carried by the approved installers to be displayed during, and immediately after, installations being undertaken; in order to encourage local, word of mouth engagement with the service
- Harnessing existing digital and traditional media channels over which the Council has control
- Targeted letter campaigns to encourage take-up of measures such as solar using SOS and EPC data

## 7. HESS - Household Audits

7.1 An important change in the funding landscape since the October Cabinet paper is the requirement under Green Homes Grant (GHG) Local Authority Delivery (LAD) Round 1B, that every home have a PAS 20:35 Retrofit Assessment; the industry best practice domestic energy survey. This means that should the Council be successful in the bid for Round 1B (see section 9.4); then over 500 homes would have funded whole-house energy assessments made to the end of September 2021.

7.2 The energy services team has trained two officers since the October Cabinet report to have the capability to undertake PAS 20:35 retrofit assessments. Work is ongoing to determine the business case for a wider offer of whole-house energy audits. This includes engagement with private sector partners who can more easily scale their resources according to need.





- 7.3 PAS 20:35 assessments, whilst industry best practice, will not be required in every situation; and it is envisaged that a much 'lighter-touch' audit will suffice in most instances. Work and training has been undertaken to train the Council's delivery partners to identify all energy efficiency measures at the time of conducting an audit or visiting a home for energy-related purposes.
- 7.4 A phone service, separate to the general Freephone number, has been set up to talk customers through the indicative results from the Switched On Solar model. This will give confidence to the customers prior to a survey being undertaken by a solar installer from the approved list.
- 7.5 Training will be undertaken in the new calendar year to bolster the number of officers within the energy services team that can carry out Energy Performance Certificates (EPCs). This will allow a more robust offer to be made to undertake EPCs for private clients.
- 7.6 Data analysis of private tenure properties is being undertaken by the energy services team and their partners, in order to understand the potential demand for energy efficiency and renewable energy retrofits within Portsmouth. This analysis will allow the Council to better understand the potential market and more precisely target homes which are the worst energy-performing dwellings in the city; as well as those applicable to particular grant funding schemes.

## **8. HESS - Product Installations & Creating Local Green Jobs**

- 8.1 The advice, support, model and audits detailed above will give the opportunity to direct residents to approved and qualified contractors based, and employing a workforce, in the local area. Grant funding and products under loan agreements will also be directed through this list of approved contractors. The contractors are to be arranged in three lots:
- Solar PV and storage
  - Insulation
  - Low carbon heating systems
- 8.2 Solar PV is the first of the services envisaged to be launched, through the Switched On Solar offer and brand, the engagement and work with these contractors is most advanced (although some work has been undertaken with insulation and heating installers as well).
- 8.3 Interviews have been held with solar PV installers working or based in the domestic sector within the South Hampshire area in order to establish a list of approved contractors. This work has helped to establish:



- Regulatory compliance requirements and insurance levels held as minimum requirements to be on boarded to the list
- Capacity of the contractors to deliver PV and battery installations given projected demands
- Labour force employed from local area and ability to scale up operations if required level of demand achieved

8.4 All of the installers engaged have indicated that they would seek to employ additional local labour forces, should demand be sufficient to do so. They also helped to firm up some of the assumptions within the business model.

8.5 The energy services team has drawn up a series of documents, including an information pack for installers, an installer charter to which they must sign and quarterly returns to identify numbers of jobs completed.

8.6 Although this work with the approved trader list has initially focussed on solar PV; other engagements have been made with local heating and insulation installers. This is to assist in the both the delivery of the funded schemes under GHG LAD, and to sit on the approved lists for households who wish to undertake the work themselves. The work in creating charters, templates and other documents, is easily repeatable for other technologies.

8.7 At the time of writing, the low-carbon heating and solid wall insulation supply chain are saturated due to the sudden and high demand brought about by the release of £3 billion of public money for energy efficiency measures.

8.8 It remains an ambition of the Council to create a sustainable supply chain and labour force within Portsmouth for the delivery of domestic energy efficiency measures. This will be further explored and a proposition developed in 2021; by working with private sector partners and educational establishments.

## 9. HESS - Financing Energy Improvements

9.1 Financing through grants is an area which has evolved dramatically in even the short period since the October Cabinet paper. The release of the first round of GHG LAD funding, was quickly followed by the initially unplanned 'Round 1B' which broadened the criteria for qualifying homes and technologies. LAD, combined with the main GHG voucher scheme, has meant that the market has been awash with funding for energy efficiency measures.

9.2 The Council successfully bid for £1.8 million in October 2020, through GHG LAD Round 1A to support the delivery of solid wall insulation, air source heat pumps and

heating controls; to be installed in private tenure properties. The grant will fund 100% of the measures in owner-occupier properties and 66% for private landlords. This programme of works will treat over 200 homes in Portsmouth, and was launched in December 2020.

- 9.3 The initial phase of GHG LAD was undersubscribed, and so the Department of Business Energy and Industrial Strategy (BEIS) opened up an unplanned phase under 'Round 1B'. This widened the qualifying household energy efficiency standard to incorporate D-rated EPCs and explicitly allowed solar PV as a qualifying measure for the first time.
- 9.4 The council have bid for around £4 million in additional funding under Round 1B of GHG LAD. A large proportion of this funding, if successful, will go to treat homes with solar PV; complimenting the funding won for other measures under Round 1A. If successful, this funding has the potential to install measures in more than 600 Portsmouth homes.
- 9.5 Since the October Cabinet paper, another addition to the available funding has been the launch of the GHG Voucher scheme. Although this scheme is run from central government; the energy services team have found a role in answering customer enquiries and helping residents apply for the scheme. The approved installer lists, when completed, will give a simple route through for customers to receive quality-assured installations.
- 9.6 The October Cabinet paper made reference to the funding gap for solar PV, which has potentially since been partially filled by LAD 1B funding. Due to the time-limited availability of the LAD 1B funding, a decision was made to commit resources within the energy services team to applying for this grant scheme. However, this funding is not yet secured; and even if it is, a number of households will not qualify for the grants because of income or property characteristics.
- 9.7 It is the intention of the Council to continue to explore other sources of finance, including low cost loans, secured against the home; with which to fund energy efficiency and renewable energy interventions.

## **10. Conclusions and Next Steps**

- 10.1 Upon approval of recommendations within this report; the energy services team will continue with the development of the services detailed in sections 5 to 9, above.

- 10.2 Those elements of the service which can be mobilised without an impact on existing budgets, and where confidence exists in the delivery mechanisms underpinning the work, will take priority.
- 10.3 A high level, non-exhaustive, timetable to the major steps is outlined below:
- October 2020: Freephone advice line launched
  - November 2020: New staff recruitment and training undertaken
  - December 2020: Launch of website amended for new customer base
  - January 2021: Launch of LAD GHG 1A funded measures
  - January 2021: Launch of Switched On Solar
  - January 2021: Launch of solar approved traders
  - January 2021: (potential if funding secured) Launch of GHG LAD 1B
  - February 2021: Launch of insulation and heating approved traders
  - March 2021: Launch of audit offer (if supported by business model)
- 10.4 It is proposed that the services be launched in the modular fashion in order to minimise the risk of the energy services team being overwhelmed by enquiries which they may not be able to resource in a timely and professional manner.
- 10.5 This graduated approach also mitigates the risk of expanding staff resources too quickly before the actual performance and uptake of a service is known.
- 10.6 A full plan will be detailed for each service prior to its launch to detail budget, marketing strategy, communications, impact and KPIs.

## **11. Integrated Impact Assessment (IIA)**

- 11.1 An IIA has been completed for this report and is appended in Appendix A. The IIA revealed no negative implications from the development of this scheme; but did identify positive implications in carbon emissions reductions, air quality improvement and through the provision of additional jobs in the economy of Portsmouth.

## **12. Legal implications**

- 12.1 The suggested options within the paper cause little difficulty save that PCC should be aware that in acting as a provider or introducer to independent third party suppliers that it should be made clear that: PCC are not an agent, receive no commission to introduce and that any contract is with the supplier and installers direct irrespective of an PCC or Central Grant or contribution.



- 12.2 It should be considered that if PCC are introducing customers to financial service providers that there are regulations applicable to that process - there may be Financial Service Authority issues to comply with (9.5).
- 12.3 In addition if PCC are to maintain (8.1) contractor lists those contractors will need to agree to the basis upon which they are retained by the customer and obtain there accreditation with PCC thereby minimalising the risk that in the event of contract default PCC are held liable either per contract or upon the basis that the supplier installer was negligent. It is to be recommended that there is clarity to the extent that PCC are a conduit for the process but not a direct contracting party.
- 12.4 It would be appropriate to model the basis upon which owner occupiers and tenanted property owners gain access to funds, what the contribution by way of grant is, and what is the contractual nexus for those people in terms of a supplier coupled with the suppliers having a clear basis of warranty and complaint redress process. The concern here is that schemes of this type tend to attract companies of dubious credibility - (cavity wall, wood worm treatment , insulation, solar panels etc etc).

**13. Director of Finance's comments**

- 13.1 The costs of continuing to develop the business case related to the Homes Energy Support Service (in line with recommendations 3.3 to 3.7) will be met from existing cash limited budgets.
- 13.2 Once the business case for the Homes Energy Support Service is fully developed additional funding may be required as a consequence to deliver the service. This will be delivered within existing approved resources or a request for more funding will be made.

.....  
Signed by: James Hill, Director of Housing, Neighbourhoods and Building Services,  
Portsmouth City Council

**Appendices:**

**Background list of documents: Section 100D of the Local Government Act 1972**

The following documents disclose facts or matters, which have been relied upon to a material extent by the author in preparing this report:

<b>Title of document</b>	<b>Location</b>
Integrated Impact Assessment	Appendix A

Marketing and Communication Strategy	Appendix B
Home Energy Support Service - Cabinet Report - October 2020	Appendix C

The recommendation(s) set out above were approved/ approved as amended/ deferred/ rejected by ..... on .....

.....  
Signed by:



# Integrated Impact Assessment (IIA)

Integrated impact assessment (IIA) form December 2019

[www.portsmouth.gov.uk](http://www.portsmouth.gov.uk)

The integrated impact assessment is a quick and easy screening process. It should:

- identify those policies, projects, services, functions or strategies that could impact positively or negatively on the following areas:
  - Communities and safety
  - Regeneration and culture
  - Environment and public space
  - Equality & - Diversity - This can be found in Section A5

**Directorate:**

Housing, Neighbourhood and Building Services

**Service, function:**

Energy Services

**Title of policy, service, function, project or strategy (new or old) :**

Home Energy Support Service

**Type of policy, service, function, project or strategy:**

- Existing
- New / proposed
- Changed

**What is the aim of your policy, service, function, project or strategy?**

To develop an offer of support, audit and delivery of energy efficiency and renewable energy; additional to the support given under fuel poverty mitigation schemes.

Has any consultation been undertaken for this proposal? What were the outcomes of the consultations? Has anything changed because of the consultation? Did this inform your proposal?

Consultation undertaken prior to publication of the Home Energy and Water Strategy suggested that this proposed support, for a wider audience than just the fuel poor, would be welcomed.

**A - Communities and safety**

**Yes**

**No**

Is your policy/proposal relevant to the following questions?

**A1-Crime** - Will it make our city safer?

In thinking about this question:

- How will it reduce crime, disorder, ASB and the fear of crime?
- How will it prevent the misuse of drugs, alcohol and other substances?
- How will it protect and support young people at risk of harm?
- How will it discourage re-offending?

If you want more information contact [Lisa.Wills@portsmouthcc.gov.uk](mailto:Lisa.Wills@portsmouthcc.gov.uk) or go to:

<https://www.portsmouth.gov.uk/ext/documents-external/cou-spp-plan-2018-20.pdf>

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?

How will you measure/check the impact of your proposal?

**A - Communities and safety**

**Yes**

**No**

Is your policy/proposal relevant to the following questions?

**A2-Housing** - Will it provide good quality homes?

In thinking about this question:

- How will it increase good quality affordable housing, including social housing?
- How will it reduce the number of poor quality homes and accommodation?
- How will it produce well-insulated and sustainable buildings?
- How will it provide a mix of housing for different groups and needs?

If you want more information contact [Daniel.Young@portsmouthcc.gov.uk](mailto:Daniel.Young@portsmouthcc.gov.uk) or go to:

<https://www.portsmouth.gov.uk/ext/documents-external/psh-providing-affordable-housing-in-portsmouth-april-19.pdf>

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?

This proposal will support retrofitting of existing housing stock. This will make the homes easier to heat and power; reducing running costs and maintenance overheads for households. It will NOT create NEW homes.



How are you going to measure/check the impact of your proposal?

The numbers and types of interventions made

**A - Communities and safety**

**Yes**

**No**

Is your policy/proposal relevant to the following questions?

**A3-Health** - Will this help promote healthy, safe and independent living?



In thinking about this question:

- How will it improve physical and mental health?
- How will it improve quality of life?
- How will it encourage healthy lifestyle choices?
- How will it create healthy places? (Including workplaces)

If you want more information contact [Dominique.Letouze@portsmouthcc.gov.uk](mailto:Dominique.Letouze@portsmouthcc.gov.uk) or go to:

<https://www.portsmouth.gov.uk/ext/documents-external/cons-114.86-health-and-wellbeing-strategy-proof-2.pdf>

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?

The improvements in homes will make them healthy places to live. Fewer issues related to cold homes will be seen; damp and mould and respiratory issues. Warmer homes allow vulnerable people to live in them for longer.

How are you going to measure/check the impact of your proposal?

Numbers and type of measures delivered

**A - Communities and safety**

**Yes**

**No**

Is your policy/proposal relevant to the following questions?

**A4-Income deprivation and poverty**-Will it consider income deprivation and reduce poverty?



In thinking about this question:

- How will it support those vulnerable to falling into poverty; e.g., single working age adults and lone parent households?
- How will it consider low-income communities, households and individuals?
- How will it support those unable to work?
- How will it support those with no educational qualifications?

If you want more information contact [Mark.Sage@portsmouthcc.gov.uk](mailto:Mark.Sage@portsmouthcc.gov.uk) or go to:

<https://www.portsmouth.gov.uk/ext/documents-external/cou-homelessness-strategy-2018-to-2023.pdf>  
<https://www.portsmouth.gov.uk/ext/health-and-care/health/joint-strategic-needs-assessment>

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?

Although principally aimed at the non-fuel poor market; household circumstances have a propensity to change and the work done in the able to pay market will also identify those applicable for additional help under the fuel poor schemes. The paper contains a proposal to encourage additional low carbon skills and employment to be developed within Portsmouth.

How are you going to measure/check the impact of your proposal?

The numbers of measures delivered and the resultant number of local jobs created in the supply chain

**A - Communities and safety**

**Yes**

**No**

Is your policy/proposal relevant to the following questions?

**A5-Equality & diversity** - Will it have any positive/negative impacts on the protected characteristics?



In thinking about this question:

- How will it impact on the protected characteristics-Positive or negative impact (Protected characteristics under the Equality Act 2010, Age, disability, race/ethnicity, Sexual orientation, gender reassignment, sex, religion or belief, pregnancy and maternity, marriage and civil partnership,socio-economic)
- What mitigation has been put in place to lessen any impacts or barriers removed?
- How will it help promote equality for a specific protected characteristic?

If you want more information contact [gina.perryman@portsmouthcc.gov.uk](mailto:gina.perryman@portsmouthcc.gov.uk) or go to:

<https://www.portsmouth.gov.uk/ext/documents-external/cmu-equality-strategy-2019-22-final.pdf>

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?

A number of the services identified within the paper, particularly LAD and ECO funding, have economic and health qualification criteria; which will obligate that most of the improvements happen within low-income properties.

How are you going to measure/check the impact of your proposal?

The numbers and value of interventions made under the schemes with income and health qualification criteria.

## B - Environment and climate change

Yes

No

Is your policy/proposal relevant to the following questions?

**B1-Carbon emissions** - Will it reduce carbon emissions?



In thinking about this question:

- How will it reduce greenhouse gas emissions?
- How will it provide renewable sources of energy?
- How will it reduce the need for motorised vehicle travel?
- How will it encourage and support residents to reduce carbon emissions?

If you want more information contact [Tristan.thorn@portsmouthcc.gov.uk](mailto:Tristan.thorn@portsmouthcc.gov.uk) or go to:

<https://www.portsmouth.gov.uk/ext/documents-external/cmu-sustainability-strategy.pdf>

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?

This proposal will reduce scope 1 & 2 carbon emissions within the city. It will encourage the uptake of low and zero carbon technologies at a higher rate than would otherwise be achieved. The paper contains a proposed route for increasing the uptake of renewable energy in the city.

How are you going to measure/check the impact of your proposal?

The numbers of measures delivered and the carbon emissions offset appropriate for the technology.

## B - Environment and climate change

Yes

No

Is your policy/proposal relevant to the following questions?

**B2-Energy use** - Will it reduce energy use?



In thinking about this question:

- How will it reduce water consumption?
- How will it reduce electricity consumption?
- How will it reduce gas consumption?
- How will it reduce the production of waste?

If you want more information contact [Triston.thorn@portsmouthcc.gov.uk](mailto:Triston.thorn@portsmouthcc.gov.uk) or go to:

<https://www.portsmouth.gov.uk/ext/documents-external/pln-portsmouth-plan-post-adoption.pdf>

<https://democracy.portsmouth.gov.uk/documents/s24685/Home%20Energy%20Appendix%201%20-%20Energy%20and%20water%20at%20home%20-%20Strategy%202019-25.pdf>

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?

The proposal will reduce electricity and gas use within private homes.

How are you going to measure/check the impact of your proposal?

The numbers of measures delivered and the electricity and gas savings appropriate for the technology.

**B - Environment and climate change**

**Yes**

**No**

Is your policy/proposal relevant to the following questions?

**B3 - Climate change mitigation and flooding**-Will it proactively mitigate against a changing climate and flooding?



In thinking about this question:

- How will it minimise flood risk from both coastal and surface flooding in the future?
- How will it protect properties and buildings from flooding?
- How will it make local people aware of the risk from flooding?
- How will it mitigate for future changes in temperature and extreme weather events?

If you want more information contact [Tristan.thorn@portsmouthcc.gov.uk](mailto:Tristan.thorn@portsmouthcc.gov.uk) or go to:

<https://www.portsmouth.gov.uk/ext/documents-external/env-surface-water-management-plan-2019.pdf>

<https://www.portsmouth.gov.uk/ext/documents-external/cou-flood-risk-management-plan.pdf>

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?

The services set out within this paper will help to mitigate climate change, by reducing the consumption of electricity and gas; and the embedded carbon within these energy sources.

How are you going to measure/check the impact of your proposal?

By the numbers and types of low-carbon technology interventions in Portsmouth homes

**B - Environment and climate change**

**Yes**

**No**

Is your policy/proposal relevant to the following questions?

**B4-Natural environment**-Will it ensure public spaces are greener, more sustainable and well-maintained?



In thinking about this question:

- How will it encourage biodiversity and protect habitats?
- How will it preserve natural sites?
- How will it conserve and enhance natural species?

If you want more information contact [Daniel.Young@portsmouthcc.gov.uk](mailto:Daniel.Young@portsmouthcc.gov.uk) or go to:

<https://www.portsmouth.gov.uk/ext/documents-external/pln-solent-recreation-mitigation-strategy-dec-17.pdf>

<https://www.portsmouth.gov.uk/ext/documents-external/pln-portsmouth-plan-post-adoption.pdf>

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?

N/A

How are you going to measure/check the impact of your proposal?

N/A

**B - Environment and climate change**

**Yes**

**No**

Is your policy/proposal relevant to the following questions?

**B5-Air quality - Will it improve air quality?**



In thinking about this question:

- How will it reduce motor vehicle traffic congestion?
- How will it reduce emissions of key pollutants?
- How will it discourage the idling of motor vehicles?
- How will it reduce reliance on private car use?

If you want more information contact [Hayley.Trower@portsmouthcc.gov.uk](mailto:Hayley.Trower@portsmouthcc.gov.uk) or go to:

<https://www.portsmouth.gov.uk/ext/documents-external/env-aq-air-quality-plan-outline-business-case.pdf>

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?

Insulation and low-carbon heating will lead to reduction in the amount of gas being burned in domestic settings and thus reduce NOx emissions. Where homes are made warmer, mould is less likely to grow in properties, improving indoor air quality.

How are you going to measure/check the impact of your proposal?  
The number and type of measures installed.

**B - Environment and climate change**

**Yes**

**No**

Is your policy/proposal relevant to the following questions?

**B6-Transport - Will it improve road safety and transport for the whole community?**



In thinking about this question:

- How will it prioritise pedestrians, cyclists and public transport users over users of private vehicles?
- How will it allocate street space to ensure children and older people can walk and cycle safely in the area?
- How will it increase the proportion of journeys made using sustainable and active transport?
- How will it reduce the risk of traffic collisions, and near misses, with pedestrians and cyclists?

If you want more information contact [Pam.Turton@portsmouthcc.gov.uk](mailto:Pam.Turton@portsmouthcc.gov.uk) or go to:

<https://www.portsmouth.gov.uk/ext/travel/local-transport-plan-3>

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?

N/A

How are you going to measure/check the impact of your proposal?  
N/A

## B - Environment and climate change

Yes

No

Is your policy/proposal relevant to the following questions?

**B7-Waste management** - Will it increase recycling and reduce the production of waste?



In thinking about this question:

- How will it reduce household waste and consumption?
- How will it increase recycling?
- How will it reduce industrial and construction waste?

If you want more information contact [Steven.Russell@portsmouthcc.gov.uk](mailto:Steven.Russell@portsmouthcc.gov.uk) or go to:

<https://documents.hants.gov.uk/mineralsandwaste/HampshireMineralsWastePlanADOPTED.pdf>

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?

N/A

How are you going to measure/check the impact of your proposal?

N/A

**C - Regeneration of our city**

Yes

No

Is your policy/proposal relevant to the following questions?

**C1-Culture and heritage** - Will it promote, protect and enhance our culture and heritage?



In thinking about this question:

- How will it protect areas of cultural value?
- How will it protect listed buildings?
- How will it encourage events and attractions?
- How will it make Portsmouth a city people want to live in?

If you want more information contact [Claire.Looney@portsmouthcc.gov.uk](mailto:Claire.Looney@portsmouthcc.gov.uk) or go to:

<https://www.portsmouth.gov.uk/ext/documents-external/pln-portsmouth-plan-post-adoption.pdf>

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?

N/A

How are you going to measure/check the impact of your proposal?

N/A

**C - Regeneration of our city**

Yes

No

Is your policy/proposal relevant to the following questions?

**C2-Employment and opportunities** - Will it promote the development of a skilled workforce?



In thinking about this question:

- How will it improve qualifications and skills for local people?
- How will it reduce unemployment?
- How will it create high quality jobs?
- How will it improve earnings?

If you want more information contact [Mark.Pembleton@portsmouthcc.gov.uk](mailto:Mark.Pembleton@portsmouthcc.gov.uk) or go to:

<https://www.portsmouth.gov.uk/ext/documents-external/cou-regeneration-strategy.pdf>

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?

The paper tables proposals to develop a local workforce of labour with green and low carbon skills. Generating demand for low-carbon technologies and installers in the local market, will have the effect of creating new jobs to resource the demand.

How are you going to measure/check the impact of your proposal?

Numbers of measures installed, contractor feedback and numbers of local workforce trained

Is your policy/proposal relevant to the following questions?

**C3 - Economy** - Will it encourage businesses to invest in the city, support sustainable growth and regeneration?



In thinking about this question:

- How will it encourage the development of key industries?
- How will it improve the local economy?
- How will it create valuable employment opportunities for local people?
- How will it promote employment and growth in the city?

If you want more information contact [Mark.Pembleton@portsmouthcc.gov.uk](mailto:Mark.Pembleton@portsmouthcc.gov.uk) or go to:

<https://www.portsmouth.gov.uk/ext/documents-external/cou-regeneration-strategy.pdf>

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?

The paper includes details of grant funding which the service is being designed to take advantage of. This will encourage the inward investment of at least £3 million of inward funding in the first 6 months.

How are you going to measure/check the impact of your proposal?  
Numbers of measures delivered, grant funding secured and contractor surveys for investment in skills

**Q8 - Who was involved in the Integrated impact assessment?**

Andrew Waggott - Energy Services Team Manager

**This IIA has been approved by:** James Hill

**Contact number:** 023 9283 4729

**Date:** 23/12/2020



**APPENDIX B - MARKETING AND COMMUNICATIONS STRATEGY**

Date	10/12/2020
Service	Homes Energy Support Service - Update to the Report of October 2020
Lead officers	Andrew Waggott, Kyle Mattison
Aim/Purpose	<p><b>Background:</b></p> <p>The Home Energy Support Service (HESS) builds upon the important work which has been undertaken since the publication of the Energy and Water at Home Strategy. HESS will strengthen the council's domestic energy offer to non-fuel poor households; widening the service to a broader audience, comprising 88% of the Portsmouth population.</p> <p>This strategy aims to give a high-level overview of the activities associated with the launch and ongoing promotion of the schemes identified in the HESS cabinet paper. This is intended to be a live document, to be amended incrementally as services are launched.</p> <p><b>Strategic Objectives</b></p> <p>To achieve this we have established the following strategic objectives:</p> <ul style="list-style-type: none"> <li>• Ensure our residents are informed, active and engaged consumers who take action to reduce energy costs and wastage.</li> <li>• Ensure all homes in Portsmouth meet a minimum Energy Performance Certificate rating of D by 2025 where practicable.</li> <li>• Lead the way in using new housing developments and refurbishments to reach the highest possible levels of energy and water efficiency, and reduce carbon emissions.</li> <li>• Develop clean energy generation that contributes to reducing fuel poverty, reducing carbon dioxide and other harmful emissions.</li> <li>• Reduce carbon emissions and improve air quality.</li> <li>• Maximise household incomes to ensure every resident exceeds a minimum reasonable standard of living.</li> <li>• Clearly communicate a comprehensive offer of assistance for residents.</li> </ul> <p>This strategy will contribute to the council's action plan to achieve net zero carbon emissions in Portsmouth by 2030.</p> <p><b>Marketing and Communications</b></p>

	<p>The council will be active in promoting schemes and advice described within the HESS paper to all residents within the city. The council will build on its base of current marketing and communications activity. This includes:</p> <ul style="list-style-type: none"> <li>• Building on the content and advice provided on the Switched On Portsmouth website. Additional 'able-to-pay' information will be provided to assist every household and resident in Portsmouth.</li> <li>• Multiple targeted social media campaigns promoting website and schemes.</li> <li>• A number of press releases and website articles promoting the opening of new schemes, including the Switched On Solar tool.</li> <li>• Targeted letter drops at Portsmouth homes known to be eligible for energy efficiency schemes.</li> <li>• Inclusion in a number of PCC owned distribution channels including email communications, print publications (House Talk and Flagship), internal Civic Offices screen adverts, etc.</li> <li>• Video content around solar PV, solid wall insulation and air source heat pumps will be created, alongside a Switched On Portsmouth catch-all explainer video and Switched On Solar explainer video.</li> </ul>
<p>SMART Objectives</p>	<p>All objectives to be achieved before the end of the 2021 heating season (January 2022):</p> <ul style="list-style-type: none"> <li>• Generate 12,000 page views on the new Switched On Solar Tool webpage.</li> <li>• To achieve 240 enquiries relating to Solar PV installation, energy efficiency measures help through the Switched On Solar enquiry form.</li> <li>• Targeted letter drops to 32,000 households sign-posting to Switched On Solar.</li> <li>• Achieve 5,000 link clicks through targeted promotion on social media channels.</li> <li>• Feature in 2 Portsmouth City Council Flagship editions</li> <li>• Consistently feature in other PCC marketing channels, both online and offline, including email communications and print publications.</li> </ul>
<p>Audiences and Tools</p>	<ul style="list-style-type: none"> <li>• <b>Audience</b> Every household in the city can benefit from Switched On Portsmouth; those with suitable roofs (approximately 32,000) can benefit from the solar tool.</li> <li>• <b>Area covered:</b> Portsmouth. Many schemes also eligible in Gosport &amp; Havant</li> <li>• <b>Demographic of residents:</b> Every household and resident in Portsmouth: from single parents, through to vulnerable elderly residents or young people/school children. The schemes and content hosted on the Switched On Portsmouth website will have a broader eligibility criteria (previously only fuel-poor were</li> </ul>

	<p>eligible), meaning different demographics can be targeted. With the addition of advisory content, including blogs and useful videos. The communications campaign will continue to target different demographic types through a variety of marketing channels. Specific online and offline promotion will target different demographics dependent on which scheme or initiative is appropriate.</p> <p>Championing digital channels whilst pandemic restrictions are in place will be key. Use of digital media and videos will be key in order place messaging in front of users.</p> <ul style="list-style-type: none"> <li>• <b>Tools:</b> website, social media (including new LinkedIn page), blog, email communications, print publications, letter drops</li> </ul>
<p>Risks/Potential Issues</p>	<ul style="list-style-type: none"> <li>• Internal and external staff resource to deal with number of enquiries coming through may be stretched.</li> <li>• Offer becomes muddled with too many messages being centralised.</li> </ul>
<p>Action Plan</p>	<p><b>Internal:</b></p> <ol style="list-style-type: none"> <li>1. Maintain Switched On Portsmouth website and add additional 'able-to-pay' content.</li> <li>2. Video content, including 3 explainer videos around green energy technology, 1 video explaining the Switched On Portsmouth offer along with beneficiary interview. Final video to showcase Switched On Solar tool.</li> <li>3. Further targeted social media promotion including paid adverts.</li> <li>4. Articles in Flagship magazine and other captive media, mainly focused on Switched On Solar tool.</li> <li>5. Utilise in-house bulletins as well as email communications.</li> <li>6. PCC internet and intranet campaign banner.</li> <li>7. Further targeted letter drop marketing.</li> <li>8. Meet with internal teams who are in regular contact with residents in order to disseminate messages of schemes.</li> <li>9. Link up with schools to offer materials for classroom learning.</li> </ol> <p><b>External:</b></p> <ol style="list-style-type: none"> <li>1. Press releases when Switched On Solar and other services are made live.</li> <li>2. External events with partner organisations showcasing schemes.</li> </ol> <p><b>Further potential action:</b></p> <ol style="list-style-type: none"> <li>1. Additional social media promotion (dependent on further funding).</li> </ol>

Budget and Spend	<ul style="list-style-type: none"><li>• To utilise an appropriate budget across marketing channels to supplement activity where needed.</li></ul>
Results from evaluation	TBC

<b>Title of meeting:</b>	Cabinet
<b>Subject:</b>	Homes Energy Support Service
<b>Date of meeting:</b>	6 <sup>th</sup> October 2020
<b>Report by:</b>	James Hill, Director of Housing, Neighbourhoods and Building Services
<b>Report author:</b>	Andrew Waggott, Energy Services Team Manager, Neighbourhoods and Building Services
<b>Wards affected:</b>	All

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- 1. Requested by** Councillor Gerald Vernon-Jackson, Leader of the Council
  - 1.1 The Leader of the Council and Cabinet Member for Environment and Climate Change asked the PCC Energy Services team to consider ways in which the current work of the team can be expanded to support a wider range of households in Portsmouth to have access to green energy and to reduce their energy use so that Portsmouth can move towards being Carbon Neutral in 2030.
    - 1.2 The PCC Energy Services team currently predominately focus on supporting:
      - The energy management and needs of the Local Authority Housing stock and PCC corporate assets
      - Delivery of a number of fuel poverty mitigation schemes across all housing tenures
      - Delivery capital schemes related to energy efficiency and renewable generation
      - PCC's energy and carbon compliance
      - Supporting energy efficiency in Gosport Borough Council
      - Providing support to a range of other local authority and public partners
    - 1.3 The report considers how the offer could be expanded without compromising the primary role and focus on the team
- 2. Purpose**
  - 2.1 To set out the details of a service by which every household in the city will be able to access appropriate support with home energy efficiency and renewable technology. The service will encourage a greater uptake of energy efficiency

measures in Portsmouth; lowering emissions and energy bills, as well as promoting the creation of low-carbon skills and employment in the area.

### **3. Recommendations**

- 3.1 That the Cabinet agrees that reducing domestic energy consumption, and the resultant carbon emissions, should be encouraged within Portsmouth by widening the advice and support on offer to incorporate every household in the city.
- 3.2 That the Cabinet approves the services detailed below, in sections 5 to 9 of this report, to be investigated and developed to strengthen the offer to non-fuel poor households.
- 3.3 That the Cabinet instructs officers to build a business case to create a comprehensive service offer and methodology for directing support which is appropriate and tailored to every household in the city. The business case will consider the level of resourcing available through the PCC energy services team, and consider options to increase capacity; including the exploration of strategic partnerships to provide the comprehensive service and offer.
- 3.4 That the Cabinet instructs officers to explore a programme for developing a local, highly-skilled workforce to deliver low-carbon, energy efficiency installations within the city.
- 3.5 That the Cabinet instructs officers to explore the potential of financing the capital cost of low-carbon technologies for private housing tenures, through the provision of grants and loans.
- 3.6 That a further report on progress be brought back to the Cabinet in January 2021.

### **4. Background**

- 4.1 Portsmouth City Council (the 'Council') published its Home Energy and Water Strategy at the 10th March Cabinet 2020 (<https://democracy.portsmouth.gov.uk/documents/s26302/Energy%20and%20Water%20at%20Home%20Strategy%20report%20with%20appendices.pdf>). This stated an aim to create an offer to help to all households within the city reduce their energy and water consumption.
- 4.2 The Council declared a climate emergency in March 2019; committing to achieve net zero carbon for Portsmouth by 2030. Emissions from domestic sources contribute approximately 15% of all emissions; if the city is to achieve net zero carbon, reducing emissions here will be of significance.

- 4.3 In recent years the Council has worked successfully to create a number of offers around fuel poverty mitigation; housed under the Switched On Portsmouth scheme. These schemes help many hundreds, of often quite vulnerable, households each year. The level of help and support can be seen in the 2019-20 Impact Report for the Switched On service: [https://switchedonportsmouth.co.uk/wp-content/uploads/2020/07/10.466-Switched-On-Impact-Report\\_WebReady.pdf](https://switchedonportsmouth.co.uk/wp-content/uploads/2020/07/10.466-Switched-On-Impact-Report_WebReady.pdf)
- 4.4 Work over recent years has laid a foundation on which a wider offer encompassing all households can be built. Switched On Portsmouth has a website ([www.switchedonportsmouth.co.uk](http://www.switchedonportsmouth.co.uk)), telephony and social media accounts through which new offers can be promoted.

## 5. Homes Energy Support Services (HESS)

- 5.1 In order to provide an all-encompassing offer for all household within the city; a number of new services will be required to be developed, and some of the existing services offered under the existing Switched On Portsmouth schemes, will need to be revised to increase their scope.
- 5.2 The following sections of the report are designed to give high-level details of the key ways in which it is proposed that the services will expand in scope and scale. The initial proposal focusses on three core elements (figure 1)



Further work will be undertaken following the approval of this paper to re-engage with those who fed into the *Home Energy and Water Strategy* consultation, as well

as other partners, to identify market demand and areas for improvement of existing offers.

## **6. HESS - Advice, Support and Communications**

- 6.1 The [www.switchedonportsmouth.co.uk](http://www.switchedonportsmouth.co.uk) will be redesigned to give a clear customer journey into pages giving owner occupiers and private landlords the ability to source unbiased advice about the applicability of energy efficiency and generation technologies for their homes; as well as financial support and a list of approved traders.
- 6.2 A telephone service will be designed, and staff training given, to provide bespoke advice for residents wishing to speak to a council officer with enquiries which cannot be dealt with through the advice pages on the website.
- 6.3 A solar tool will be developed in order to allow households to identify the potential for their homes to have solar photovoltaic (PV) panels installed. The tool will give residents a bespoke report, detailing the solar capacity of their roofs, any over-shading, the potential cost and carbon savings, and the likely capital cost. Recent research shows that there are around 22,000 homes in Portsmouth that could be cost effectively fitted with solar photovoltaic panels.
- 6.4 A full communications plan will be developed to sit along the all-encompassing offer. This will include for press, social media promotion, online marketing and other collateral.

## **7. HESS - Household Audits**

- 7.1 An important aspect of any all-encompassing energy offer is the ability to identify the appropriate measures for a specific property. The urgency of the climate declaration means that, where possible, multiple energy efficiency measures should be installed at the same time. Experience indicates that the installer supply chain is not well equipped for identifying multiple opportunities when visiting a property; tending to identify only the intervention that they wish to install.
- 7.2 A whole house audit has been designed to capture all relevant information regarding the property fabric, heating system and ability to host renewable energy. A non-intrusive technical survey will be undertaken and recommendations made; including funded and non-funded property improvements. Auditors will be recruited from the local area, with the focus on training those who are unemployed to undertake the role. The Cabinet's ambition is to be able to offer an energy audit with no upfront cost to as many homes in the city as possible. The business case will explore a model and options to meet that ambition.



- 7.3 The audits will seek to develop 'deep' retrofits; where multiple technologies are installed in a single intervention, in order to bring the property as close to net zero carbon as possible.
- 7.4 In addition to the whole house audits; Energy Performance Certificates (EPCs) can also be provided. EPCs are required by law at the point of rental or sale of a domestic property. This service can be offered additionally to the full audit.
- 7.5 Minimum Energy Efficiency Standards (MEES) require a privately rented property to have an EPC with a rating of 'E' or higher. In order to assist private landlords; the Council will provide an EPC+ service. This will entail a more detailed report on the energy efficiency of a property to give affordable options for improvements, three contractor quotes (from the local approved list) and submit an exemption if required.

## **8. HESS - Product Installations & Creating Local Green Jobs**

- 8.1 The advice, support, model and audits detailed above will give the opportunity to direct residents to approved and qualified contractors based, and employing a workforce, in the local area. Grant funding and products under loan agreements will also be directed through this list of approved contractors. The contractors are to be arranged in three lots:
- Solar PV and storage
  - Insulation
  - Low carbon heating systems
- 8.2 As well as helping to support local businesses by directing private households their way to source installations of green technologies; the council will also explore routes in which to assist in training the next generation of installers to gain the skills required.
- 8.3 In order to achieve net zero carbon emissions within its social housing stock, the Council must greatly increase the numbers of interventions made in these dwellings; to install more insulation, solar PV and move away from gas heating. It is proposed that the work in the social housing portfolio be used as a way of launching an offer for the private domestic market.
- 8.4 It is proposed that the critical mass of projects designed to deep-retrofit social and private tenures be used to establish a long-term programme for training individuals new to the low-carbon buildings sector, by working in partnership with local education providers. It is estimated that as many as 250 new jobs could be added to the local supply chain through this programme by 2030.

8.5 The creation of low-carbon jobs into the local supply chain will better help the local installer lists, identified in 8.1 be populated; and the scope of the services included widened, with local contractors. In turn, local residents wishing to use local installers, will be directed to these lists; in order to keep the wealth generated within the local community.

## 9. HESS - Financing Energy Improvements

- 9.1 One of the key barriers to the uptake of low and zero carbon technologies within homes is the high capital cost of many of the measures. The Council has a number of ways, technology dependent, on overcoming this barrier; through the administration and promotion of grants and loans to fund retrofitting measures.
- 9.2 The Local Authority Delivery (LAD) scheme is a government administrated fund into which the council has bid for £1.8 million to support the delivery of solid wall insulation and heating controls. The measures will be identified in private landlord and owner-occupier properties through data analysis and targeted mail; audits will be undertaken to identify the applicability of the measures. Installations will be undertaken by the list of local approved installers. The grant will fund 100% of the measures in owner-occupier properties and 66% for private landlords.
- 9.3 The Green Homes Grant (GHG) scheme is a £1.5 billion grant funded budget, primarily aimed at private housing, to fund installations of insulation and low carbon heating. Although not directly responsible for its administration, the Council will promote the scheme, audit homes and encourage engagement with local approved installers. The grant will fund vouchers of up to £5,000 or £10,000, dependent on household income.
- 9.4 Energy Company Obligation (ECO) Flexibility is a government-mandated scheme whereby the council has the ability to provide supporting evidence to standard ECO applications for households that qualify under a range of vulnerability and income criteria. This encourage the installations of insulation and heating systems which are not covered by the GHG scheme; as it will typically enable funding to be released for 100% of the measure. ECO Flex is a service already provided by the Council, but will be expanded and further promoted under a revised launch and campaign to engage local installers to find applicable households.
- 9.5 Unlike the energy efficiency improvements outlined above, there is currently no government administered funding for solar or storage technologies; which is likely to make it a harder 'sell' to the public at large, despite its higher perceived value and high carbon-saving potential. Given this dearth of assistance, the Council will explore the ability to source low-cost finance for households to overcome the high capital costs of the installation. This includes the potential of offering low interest

loans, secured against the value of the home on which it is installed. Such loans could to be paid off from the lower energy bills that follow from the installation of insulation, batteries or solar panels; or the possibility of paying back the loan when the house is sold. Both of these routes would ensure that there is no up front payment from the residents.

## **10. Next Steps**

- 10.1 Upon approval of this paper by Cabinet, officers will undertake work to market test, design services, work up business models and develop back office functionality and staff resourcing in order to be able to accommodate this all-encompassing energy support service.
- 10.2 A detailed programme of work will be developed following the approval of this report, however some indicative timescales are given below:
- October - November 2020: advice, support and communication development; solar tool development; approved trader lists development; staff recruitment; and LAD and GHG launch
  - December 2020 - January 2021: household audit and EPC+ launch; financing options investigated; and ECO Flexibility scheme relaunched
  - January - March 2021: pilot deep-retrofits launched and partnerships with local educational establishments investigated

## **11. Integrated Impact Assessment (IIA)**

- 11.1 An IIA has been completed for this report and is appended in Appendix A. The IIA revealed no negative implications from the development of this scheme; but did identify positive implications in carbon emissions reductions, air quality improvement and through the provision of additional jobs in the economy of Portsmouth.

## **12. City Solicitor's Comments**

- 12.1 The suggested options within the paper cause little difficulty save that PCC should be aware that in acting as a provider or introducer to independent third party suppliers that it should be made clear that: PCC are not an agent, receive no commission to introduce and that any contract is with the supplier and installers direct irrespective of an PCC or Central Grant or contribution.
- 12.2 It should be considered that if PCC are introducing customers to financial service providers that there are regulations applicable to that process - there may be Financial Service Authority issues to comply with (9.5).

- 12.3 In addition if PCC are to maintain (8.1) contractor lists those contractors will need to agree to the basis upon which they are retained by the customer and obtain there accreditation with PCC thereby minimalising the risk that in the event of contract default PCC are held liable either per contract or upon the basis that the supplier installer was negligent. It is to be recommended that there is clarity to the extent that PCC are a conduit for the process but not a direct contracting party.
- 12.4 It would be appropriate to model the basis upon which owner occupiers and tenanted property owners gain access to funds, what the contribution by way of grant is, and what is the contractual nexus for those people in terms of a supplier coupled with the suppliers having a clear basis of warranty and complaint redress process. The concern here is that schemes of this type tend to attract companies of dubious credibility - (cavity wall, wood worm treatment , insulation, solar panels etc etc).

### **13. Director of Finance's Comments**

- 13.1 The costs of developing the business case related to the Homes Energy Support Service (in line with recommendations 3.2 to 3.5) will be met from existing cash limited budgets.
- 13.2 Once the business case for the Homes Energy Support Service is developed additional funding may be required as a consequence to deliver the service. This will be delivered within existing approved resources or a request for more funding will be made.

Signed by James Hill, Director of Housing, Neighbourhoods and Building Services,  
Portsmouth City Council

### **Background list of documents: Section 100D of the Local Government Act 1972**

The following documents disclose facts or matters, which have been relied upon to a material extent by the author in preparing this report:

<b>Title of document</b>	<b>Location</b>
Integrated Impact Assessment	Appendix A

# Agenda Item 5



**Title of meeting:** Cabinet Meeting

**Date of meeting:** Tuesday 5<sup>th</sup> January 2021

**Subject:** Coronavirus Civic Awards

**Report by:** Director Culture, Leisure & Regulatory Services

**Wards affected:** All

**Key decision:** No

**Full Council decision:** No

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## 1. Purpose of report

- 1.1 To consider the proposal detailed in this report to award Coronavirus Civic Awards as part of the Annual General Meeting in 2021 to residents of the City who have contributed positively and significantly during the Coronavirus pandemic as per the Notice of Motion received at the July 2020 council meeting.

## 2. Recommendations

- 2.1 **The Cabinet agree that the Lord Mayor presents the outstanding Civic Awards from 2019/2020 at the February 2021 Council Meeting.**
- 2.2 **The Cabinet agree to replace the annual Civic Awards with Coronavirus Civic Awards for 2020/2021 only, and that these awards will be presented as part of the Annual General Meeting in 2021.**
- 2.3 **The Cabinet agrees that at least one of the Coronavirus Civic Awards will be awarded to a young person (up to the age of 19).**
- 2.4 **The Cabinet agrees the award criteria and process as detailed in this report.**

## 3. Background

- 3.1 The annual Civic Awards were originally agreed by Cabinet in 2003 to recognise outstanding service to, or association with the City of Portsmouth or achievement by the recipient. Annual Civic Awards are selected by a panel comprising Group Leaders, the Lord Mayor, Deputy Lord Mayor and a representative from the business community and voluntary sector. There is no set number of awards but a

maximum of 10 is considered appropriate to be able to sufficiently recognise each person/organisation during the Annual General Meeting.

- 3.2 To ensure Coronavirus Civic Award recipients are given sufficient time during the Annual General Meeting to be adequately recognised it is suggested that the only Civic Awards to be presented 2020/2021 period are related to contribution during the pandemic.
- 3.3 Coronavirus Civic Awards can be awarded based on the original criteria for annual Civic Awards with the addition of specific criteria around the nominee's contribution to the city during the Coronavirus pandemic.
- 3.4 Criteria applied to annual civic awards:
- The length of time the nominee has been giving service or benefiting the community.
  - Details of how the individual, community organisation or business has made a significant contribution to the local community and/or City of Portsmouth.
  - Details of the ways the nominee is seen as a role model in their field or worthy of respect for their achievements.
  - How many people have benefited either directly or indirectly as a result of the nominee's contribution?
  - Details of how the service given has made a difference in practical terms and/or what has been achieved as a result of it?
- 3.5 Suggested additional criteria to be applied taken from the Government's criteria for a national coronavirus award:
- The nominee must have a close link to Portsmouth - living and/or working in the city for example.
  - The nominee must have done something in addition to their day job.
  - Details of how the nominee has been (at least one to be met):
    - supporting the most vulnerable members of society and those who have caught Coronavirus.
    - providing critical care to Coronavirus patients.
    - developing innovations to support the vulnerable and those with Coronavirus.
    - going to extraordinary lengths to keep critical services going.
    - volunteering in the community or for service organisations in support of those affected by Coronavirus.
- 3.6 Youth Civic Awards have previously been awarded through the Youth Parliament. As this not longer exists it is suggested that at least one of the Coronavirus Civic Awards is allocated to a young person. In the original criteria set in 2003 this applied to someone up to the age of 19 at the time of the Annual General Meeting. Whilst this has been relaxed in recent years for the annual Civic Awards, it is suggested this criteria is reinstated for the Coronavirus Civic Awards.
- 3.7 Suggested criteria is:
- Nominee is up to the age of 19 at the time of the Annual General Meeting.



- Show continued commitment to helping the young people of Portsmouth.
- Be a positive role model for other young people.
- Be an ambassador for the city by showing real passion for Portsmouth and its citizens.
- Be an active member in their community.
- Live, work or be in education within the city boundaries.
- Demonstrate how they have (at least one to be met):
  - gone to extraordinary lengths to support the most vulnerable members of society and those who have caught Coronavirus.
  - provided care to Coronavirus patients.
  - developed innovations to support the vulnerable and those with Coronavirus.
  - volunteered in the community or for organisations in support of those affected by Coronavirus.

- 3.8 Whilst it is not suggested that the awarding of the Coronavirus Civic Awards must be in categories. To assist in representing the wider community awards should be as evenly spread between individuals, groups (voluntary/local organisation) and businesses as possible.
- 3.9 The annual Civic Awards are selected by a panel comprising Group Leaders, the Lord Mayor, Deputy Lord Mayor and a representative from the business community and voluntary sector. It is suggested, to ensure the awards are as independently selected as possible, perhaps a representative from Public Health and faith leader(s) are also included.
- 3.10 It is suggested that nominations are made by the public and PCC staff rather than Members as is usually the case for annual Civic Awards.
- 3.11 Media and Communications would need to be support devising a marketing plan using social media and local media. It is suggested focusing on one or two media partners (The News and Radio Solent for example) as well as minimising the time period for which nominations can be made would assist in managing the number of nominations which is expected to be very high.
- 3.12 Administrative support would need to be in place to manage the nominations process; the Lord Mayor's Office and Business Support team could provide this.
- 3.13 The panel could consider all nominations received, however, this is expected to be high. Should the panel be unable to consider all applications it is suggested that the Lord Mayor and Lord Mayor's Office and Business Support Manager could undertake a first sift of the nominations with perhaps 100 nominations being discussed by the panel.
- 3.14 All nominees should receive a certificate and letter from the Lord Mayor in recognition of the nominee's contribution to the city during the pandemic which the Lord Mayor's Office and Business Support team can administer.

- 3.15 It is suggested that the Lord Mayor and Lady Mayoress could host a series of tea parties in the Banqueting Room or garden parties in the grounds of the Portsmouth Museum to which all nominees are invited later on in 2021, when restrictions are lifted, to thank them for their contribution.
- 3.16 The existing physical civic award medal could be used for the Coronavirus Civic Award and awarded to the recipients. The Lord Mayor's Office can order these.
- 3.17 It is acknowledged that there is an interest and desire for Portsmouth City Council to recognise staff members who have provided extraordinary service during the pandemic. A process to award these will be considered separately at a later date.

**4. Reasons for recommendations**

- 4.1 Portsmouth needs to recognise the significant positive contribution made by local residents in support of other local residents, businesses or groups during the Coronavirus pandemic.
- 4.2 The recommendations enable all nominees to be recognised in some way.

**5. Integrated impact assessment**

An Integrated Impact Assessment is attached.

**6. Legal implications**

- 6.1 There are no legal implications arising from the recommendations in this report.

**7. Director of Finance's comments**

- 7.1 The cost of providing the Coronavirus Civic Awards referred to in para 2.2 will be met from existing revenue budget provision.

.....  
Signed by:

**Appendices:**

Appendix 1: Integrated Impact Assessment

**Background list of documents: Section 100D of the Local Government Act 1972**



The following documents disclose facts or matters, which have been relied upon to a material extent by the author in preparing this report:

Title of document	Location

The recommendation(s) set out above were approved/ approved as amended/ deferred/ rejected by ..... on .....

.....  
Signed by:

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# Integrated Impact Assessment (IIA)

Integrated impact assessment (IIA) form December 2019

[www.portsmouth.gov.uk](http://www.portsmouth.gov.uk)

The integrated impact assessment is a quick and easy screening process. It should:

- identify those policies, projects, services, functions or strategies that could impact positively or negatively on the following areas:
  - Communities and safety
  - Regeneration and culture
  - Environment and public space
  - Equality & - Diversity - This can be found in Section A5

**Directorate:**

Culture, Leisure & Regulatory Services

**Service, function:**

Events

**Title of policy, service, function, project or strategy (new or old) :**

Coronavirus Civic Awards

**Type of policy, service, function, project or strategy:**

- Existing
- New / proposed
- Changed

**What is the aim of your policy, service, function, project or strategy?**

To recognise the contribution made by people in the city during the Coronavirus pandemic.

Has any consultation been undertaken for this proposal? What were the outcomes of the consultations? Has anything changed because of the consultation? Did this inform your proposal?

No specific consultation has been undertaken for this proposal however the request has arisen as a result of a Notice of Motion received at the July 2020 Council Meeting.

**A - Communities and safety**

**Yes**

**No**

Is your policy/proposal relevant to the following questions?

**A1-Crime** - Will it make our city safer?

In thinking about this question:

- How will it reduce crime, disorder, ASB and the fear of crime?
- How will it prevent the misuse of drugs, alcohol and other substances?
- How will it protect and support young people at risk of harm?
- How will it discourage re-offending?

If you want more information contact [Lisa.Wills@portsmouthcc.gov.uk](mailto:Lisa.Wills@portsmouthcc.gov.uk) or go to:

<https://www.portsmouth.gov.uk/ext/documents-external/cou-spp-plan-2018-20.pdf>

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?

How will you measure/check the impact of your proposal?

**A - Communities and safety**

**Yes**

**No**

Is your policy/proposal relevant to the following questions?

**A2-Housing** - Will it provide good quality homes?

In thinking about this question:

- How will it increase good quality affordable housing, including social housing?
- How will it reduce the number of poor quality homes and accommodation?
- How will it produce well-insulated and sustainable buildings?
- How will it provide a mix of housing for different groups and needs?

If you want more information contact [Daniel.Young@portsmouthcc.gov.uk](mailto:Daniel.Young@portsmouthcc.gov.uk) or go to:

<https://www.portsmouth.gov.uk/ext/documents-external/psh-providing-affordable-housing-in-portsmouth-april-19.pdf>

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?

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How are you going to measure/check the impact of your proposal?

**A - Communities and safety**

**Yes**

**No**

Is your policy/proposal relevant to the following questions?

**A3-Health** - Will this help promote healthy, safe and independent living?

In thinking about this question:

- How will it improve physical and mental health?
- How will it improve quality of life?
- How will it encourage healthy lifestyle choices?
- How will it create healthy places? (Including workplaces)

If you want more information contact [Dominique.Letouze@portsmouthcc.gov.uk](mailto:Dominique.Letouze@portsmouthcc.gov.uk) or go to:

<https://www.portsmouth.gov.uk/ext/documents-external/cons-114.86-health-and-wellbeing-strategy-proof-2.pdf>

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?

How are you going to measure/check the impact of your proposal?

**A - Communities and safety**

**Yes**

**No**

Is your policy/proposal relevant to the following questions?

**A4-Income deprivation and poverty**-Will it consider income deprivation and reduce poverty?

In thinking about this question:

- How will it support those vulnerable to falling into poverty; e.g., single working age adults and lone parent households?
- How will it consider low-income communities, households and individuals?
- How will it support those unable to work?
- How will it support those with no educational qualifications?

If you want more information contact [Mark.Sage@portsmouthcc.gov.uk](mailto:Mark.Sage@portsmouthcc.gov.uk) or go to:

<https://www.portsmouth.gov.uk/ext/documents-external/cou-homelessness-strategy-2018-to-2023.pdf>  
<https://www.portsmouth.gov.uk/ext/health-and-care/health/joint-strategic-needs-assessment>

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?

How are you going to measure/check the impact of your proposal?

**A - Communities and safety**

**Yes**

**No**

Is your policy/proposal relevant to the following questions?

**A5-Equality & diversity** - Will it have any positive/negative impacts on the protected characteristics?

In thinking about this question:

- How will it impact on the protected characteristics-Positive or negative impact (Protected characteristics under the Equality Act 2010, Age, disability, race/ethnicity, Sexual orientation, gender reassignment, sex, religion or belief, pregnancy and maternity, marriage and civil partnership,socio-economic)
- What mitigation has been put in place to lessen any impacts or barriers removed?
- How will it help promote equality for a specific protected characteristic?

If you want more information contact [gina.perryman@portsmouthcc.gov.uk](mailto:gina.perryman@portsmouthcc.gov.uk) or go to:

<https://www.portsmouth.gov.uk/ext/documents-external/cmu-equality-strategy-2019-22-final.pdf>

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?

How are you going to measure/check the impact of your proposal?

**B - Environment and climate change**

**Yes**

**No**

Is your policy/proposal relevant to the following questions?

**B1-Carbon emissions** - Will it reduce carbon emissions?

In thinking about this question:

- How will it reduce greenhouse gas emissions?
- How will it provide renewable sources of energy?
- How will it reduce the need for motorised vehicle travel?
- How will it encourage and support residents to reduce carbon emissions?

If you want more information contact [Tristan.thorn@portsmouthcc.gov.uk](mailto:Tristan.thorn@portsmouthcc.gov.uk) or go to:

<https://www.portsmouth.gov.uk/ext/documents-external/cmu-sustainability-strategy.pdf>

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?

How are you going to measure/check the impact of your proposal?

**B - Environment and climate change**

**Yes**

**No**

Is your policy/proposal relevant to the following questions?

**B2-Energy use** - Will it reduce energy use?

In thinking about this question:

- How will it reduce water consumption?
- How will it reduce electricity consumption?
- How will it reduce gas consumption?
- How will it reduce the production of waste?

If you want more information contact [Triston.thorn@portsmouthcc.gov.uk](mailto:Triston.thorn@portsmouthcc.gov.uk) or go to:

<https://www.portsmouth.gov.uk/ext/documents-external/pln-portsmouth-plan-post-adoption.pdf>

<https://democracy.portsmouth.gov.uk/documents/s24685/Home%20Energy%20Appendix%201%20-%20Energy%20and%20water%20at%20home%20-%20Strategy%202019-25.pdf>

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?

How are you going to measure/check the impact of your proposal?

**B - Environment and climate change**

Yes

No

Is your policy/proposal relevant to the following questions?

**B3 - Climate change mitigation and flooding**-Will it proactively mitigate against a changing climate and flooding?

In thinking about this question:

- How will it minimise flood risk from both coastal and surface flooding in the future?
- How will it protect properties and buildings from flooding?
- How will it make local people aware of the risk from flooding?
- How will it mitigate for future changes in temperature and extreme weather events?

If you want more information contact [Tristan.thorn@portsmouthcc.gov.uk](mailto:Tristan.thorn@portsmouthcc.gov.uk) or go to:

<https://www.portsmouth.gov.uk/ext/documents-external/env-surface-water-management-plan-2019.pdf>

<https://www.portsmouth.gov.uk/ext/documents-external/cou-flood-risk-management-plan.pdf>

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?

How are you going to measure/check the impact of your proposal?

**B - Environment and climate change**

Yes

No

Is your policy/proposal relevant to the following questions?

**B4-Natural environment**-Will it ensure public spaces are greener, more sustainable and well-maintained?

In thinking about this question:

- How will it encourage biodiversity and protect habitats?
- How will it preserve natural sites?
- How will it conserve and enhance natural species?

If you want more information contact [Daniel.Young@portsmouthcc.gov.uk](mailto:Daniel.Young@portsmouthcc.gov.uk) or go to:

<https://www.portsmouth.gov.uk/ext/documents-external/pln-solent-recreation-mitigation-strategy-dec-17.pdf>

<https://www.portsmouth.gov.uk/ext/documents-external/pln-portsmouth-plan-post-adoption.pdf>

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?

How are you going to measure/check the impact of your proposal?



**B - Environment and climate change**

Yes

No

Is your policy/proposal relevant to the following questions?

**B5-Air quality** - Will it improve air quality?

In thinking about this question:

- How will it reduce motor vehicle traffic congestion?
- How will it reduce emissions of key pollutants?
- How will it discourage the idling of motor vehicles?
- How will it reduce reliance on private car use?

If you want more information contact [Hayley.Trower@portsmouthcc.gov.uk](mailto:Hayley.Trower@portsmouthcc.gov.uk) or go to:

<https://www.portsmouth.gov.uk/ext/documents-external/env-aq-air-quality-plan-outline-business-case.pdf>

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?

How are you going to measure/check the impact of your proposal?

**B - Environment and climate change**

Yes

No

Is your policy/proposal relevant to the following questions?

**B6-Transport** - Will it improve road safety and transport for the whole community?

In thinking about this question:

- How will it prioritise pedestrians, cyclists and public transport users over users of private vehicles?
- How will it allocate street space to ensure children and older people can walk and cycle safely in the area?
- How will it increase the proportion of journeys made using sustainable and active transport?
- How will it reduce the risk of traffic collisions, and near misses, with pedestrians and cyclists?

If you want more information contact [Pam.Turton@portsmouthcc.gov.uk](mailto:Pam.Turton@portsmouthcc.gov.uk) or go to:

<https://www.portsmouth.gov.uk/ext/travel/local-transport-plan-3>

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?

How are you going to measure/check the impact of your proposal?

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Is your policy/proposal relevant to the following questions?

**B7-Waste management** - Will it increase recycling and reduce the production of waste?

In thinking about this question:

- How will it reduce household waste and consumption?
- How will it increase recycling?
- How will it reduce industrial and construction waste?

If you want more information contact [Steven.Russell@portsmouthcc.gov.uk](mailto:Steven.Russell@portsmouthcc.gov.uk) or go to:

<https://documents.hants.gov.uk/mineralsandwaste/HampshireMineralsWastePlanADOPTED.pdf>

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?

How are you going to measure/check the impact of your proposal?

**C - Regeneration of our city**

Yes

No

Is your policy/proposal relevant to the following questions?

**C1-Culture and heritage** - Will it promote, protect and enhance our culture and heritage?

In thinking about this question:

- How will it protect areas of cultural value?
- How will it protect listed buildings?
- How will it encourage events and attractions?
- How will it make Portsmouth a city people want to live in?

If you want more information contact [Claire.Looney@portsmouthcc.gov.uk](mailto:Claire.Looney@portsmouthcc.gov.uk) or go to:

<https://www.portsmouth.gov.uk/ext/documents-external/pln-portsmouth-plan-post-adoption.pdf>

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?

How are you going to measure/check the impact of your proposal?

**C - Regeneration of our city**

Yes

No

Is your policy/proposal relevant to the following questions?

**C2-Employment and opportunities** - Will it promote the development of a skilled workforce?

In thinking about this question:

- How will it improve qualifications and skills for local people?
- How will it reduce unemployment?
- How will it create high quality jobs?
- How will it improve earnings?

If you want more information contact [Mark.Pembleton@portsmouthcc.gov.uk](mailto:Mark.Pembleton@portsmouthcc.gov.uk) or go to:

<https://www.portsmouth.gov.uk/ext/documents-external/cou-regeneration-strategy.pdf>

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?

How are you going to measure/check the impact of your proposal?

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Is your policy/proposal relevant to the following questions?

**C3 - Economy** - Will it encourage businesses to invest in the city, support sustainable growth and regeneration?

In thinking about this question:

- How will it encourage the development of key industries?
- How will it improve the local economy?
- How will it create valuable employment opportunities for local people?
- How will it promote employment and growth in the city?

If you want more information contact [Mark.Pembleton@portsmouthcc.gov.uk](mailto:Mark.Pembleton@portsmouthcc.gov.uk) or go to:

<https://www.portsmouth.gov.uk/ext/documents-external/cou-regeneration-strategy.pdf>

Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?

How are you going to measure/check the impact of your proposal?

**Q8 - Who was involved in the Integrated impact assessment?**

Lydia Mellor

**This IIA has been approved by:** Stephen Baily

**Contact number:** 8938

**Date:** 07/12/2020

# Agenda Item 6



**Title of meeting: Cabinet**

**Date of meeting: 5 January 2021**

**Subject: City Vision**

**Report by: Chief Executive**

**Wards affected: All**

**Key decision:** No

**Full Council decision:** Yes/No

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## **1. Purpose of report**

- 1.1. To update Cabinet on the Imagine Portsmouth 2040 project to engage residents, businesses, organisations and communities in the creation of a new vision for the future of the city.
- 1.2. To seek Cabinet approval for the formal adoption of the new vision for the future of Portsmouth by the city council, enabling the vision to act as an over-arching guide to the council in setting its priorities and strategies, and establishing projects and programmes.

## **2. Recommendations**

- 2.1. **That Cabinet formally adopt the new vision for Portsmouth in 2040.**

## **3. Background**

- 3.1. Establishing a shared vision for the future of a city is important in encouraging residents, communities, businesses and organisations to work together to make the vision a reality.
- 3.2. The world has moved on significantly since Portsmouth last created a vision in 2008, prompting a refresh. The last vision was led by the Local Strategic Partnership, bringing together views to develop a vision that belonged to the city, its residents, businesses and communities.

- 3.3. The new city vision sought to use a similar approach to the 2008 vision in engaging with the city, and looking forward to Portsmouth in 2040.
- 3.4. Portsmouth City Council acted as facilitator, starting the process by working with an independent company to host two initial workshops for partner organisations in October 2019.

#### 4. Qualitative Research

- 4.1. The Imagine Portsmouth partner workshops were attended by 70 delegates from more than 60 organisations. The sessions explored aspirations for the future of the city, as well as its unique characteristics.
- 4.2. The partner workshops were followed by 20 focus groups, covering BAMER, climate, culture, education, faith groups, health, social care & housing, SEND students, tourism, transport, voluntary & community sector, young people
- 4.3. The focus groups considered the elements that cities need to have to be successful, as well the things that make Portsmouth unique and their aspirations for the future of the city.
- 4.4. The focus groups were followed by a citizens' conference in early March 2020. The conference was attended by 90 residents who had been selected from 926 applicants to be broadly demographically representative of the population of Portsmouth. The conference were asked to review and build on the work of the focus groups, and to add their own aspirations for the future.
- 4.5. Recognising the coronavirus pandemic may have affected priorities and aspirations for the future, a follow-up survey was conducted with delegates from the citizens' conference in May 2020 to understand whether views had changed.
- 4.6. The insight from all of the qualitative research was then reviewed, and used to create a set of the most popular aspirations for the future of the city, grouped into themes. The qualitative research was also used to identify a set of values, or ways of behaving, that people aspire to. The values and themes were then tested through a citywide consultation.
- 4.7. The qualitative research phase was promoted via a range of marketing activity, including a dedicated [Imagine Portsmouth website](#), a series of videos about the city from a range of perspectives, PR activity, social media content, email marketing and content in Flagship magazine. Partner organisations were also encouraged to

encourage participation through their channels and provided with marketing materials.

## **5. Quantitative Research**

- 5.1. The qualitative research was followed by a quantitative city wide consultation, which tested a series of statements around the values and themes identified through the qualitative research. The citywide consultation ran from 10 August to 6n September and was completed by 1,822 respondents.
- 5.2. The citywide consultation was promoted through a range of marketing activity, including PR activity, social media and digital content, and an article in Flagship magazine. Partner organisations were also encouraged to encourage participation through their channels and provided with marketing materials.

## **6. Imagine Portsmouth partner board**

- 6.1. The creation of the city vision has been overseen by the Imagine Portsmouth partner board, which is made up of major organisations and partnerships in the city and has been independently facilitated.
- 6.2. The Imagine Portsmouth partner board consists of: Portsmouth City Council, NHS Portsmouth Clinical Commissioning Group, NHS Solent, Portsmouth Hospitals University NHS Trust, Hampshire Constabulary, University of Portsmouth, the Royal Navy, Portsmouth Football Club, Shaping Portsmouth, Hive Portsmouth, City of Sanctuary, Portsmouth Creates, Portsmouth Education Partnership, Portsmouth's Youth Parliament representative, and a representative from the city's BAMER communities.
- 6.3. The partner board reviewed the qualitative research in June 2020, and then reviewed the outputs from the citywide consultation in September 2020, contributing to the development of the final vision statement.

## **7. Final vision statement**

- 7.1. The final vision statement was drafted by independent facilitators, Paraffin, drawing on the insight from the qualitative and quantitative research as well as input from the partner board.
- 7.2. The final vision statement is included at appendix A.
- 7.3. The vision will be formally launched at the end of January 2021.

## **8. Implementation**

- 8.1. The city vision is supported by the partner board organisations, who are making commitments to working towards making the vision a reality.

## **9. Reasons for recommendations**

- 9.1. Portsmouth City Council has facilitated the Imagine Portsmouth project to bring together people, communities, businesses and organisations in the city to create a new shared vision for the future of the city.
- 9.2. The council will be reviewing its corporate priorities, and its primary strategies, projects and programmes, to ensure it is focused on delivering the city vision, and it is therefore recommended that the vision is formally adopted.

## **10. Integrated impact assessment**

- 10.1. An integrated impact assessment is not required as the recommendations do not directly or immediately impact on service or policy delivery. Any changes made to policies or services in response to the recommendations arising from this report would be subject to assessment in their own right.

## **11. Legal implications**

- 11.1. The recommendation does not directly impact on service or policy delivery and therefore does not have any legal implications. Any changes made to policies or services in response to the recommendations arising from this report would be subject to review on a case by case basis to provide any necessary specific legal advice.

## **12. Director of Finance's comments**

- 12.1. There are no financial implications arising from the recommendation in the report.

.....  
Signed by:

### **Appendices:**

**Imagine Portsmouth 2040 - a vision for the future of our city**



## **What do we want Portsmouth to be like in 2040?**

That's what Imagine Portsmouth set out to discover. In 2020 we brought together over 2,500 people representing residents, businesses and organisations who live and work in Portsmouth to talk about our hopes and dreams for our city. We created big, bold plans for what we want in future; for ourselves, our families, our communities, our businesses and our co-workers.

This is the vision we agreed for Portsmouth in 2040.

## **What's special about Portsmouth?**

Portsmouth is an island city with an incredible waterfront, a rich cultural heritage and a strong maritime history. With a naval base, international port and strong local links across the south, we are the centre of culture and enterprise for our area.

## **What do people in Portsmouth value?**

In 2040 we are very proud of Portsmouth, how we behave towards each other and how it feels to live here. Portsmouth people will have strong beliefs and values:

- We believe in our community: we will be so proud of our strong and friendly community spirit, how we all take care of each other, keep each other safe, help each other out, and make sure we all feel we belong
- We believe in collaboration: we will all take responsibility for our city and we enjoy working together for the common good, across neighbourhoods, communities, organisations, sectors and businesses
- We believe in equality: we will be a fair and equal city where everyone has the opportunity to succeed, enjoy and thrive in the life they want to live, and so we welcome and support each other without discrimination
- We believe in respect: in 2040 we know every person in Portsmouth has a valuable contribution to make, whether we live, work, study or visit here, so we respect each other's differences, and make sure everyone feels included and safe
- We believe in innovation: we are ambitious and action-oriented, welcoming new ideas and embracing changes that improve people's lives

## **What do we want to be in 2040?**

**A healthy and happy city:** We do everything we can to enhance wellbeing for everyone in our city by offering the education, care and support that every individual needs for their physical and mental health. All our residents and communities lives in good homes where they feel safe, feel like they belong, and can thrive.

**A city rich in culture and creativity:** People in Portsmouth enjoy a vibrant cultural scene that makes the most of our location, our heritage and our creative energy. We are full of things to do and places to be, welcoming locals and visitors with diverse events, attractions and venues that positively benefit our people and our city. We are known locally, regionally and internationally as a great waterfront and city destination that brings people together.

**A city with a thriving economy:** Portsmouth supercharges local businesses and entrepreneurs and attracts investment nationally and internationally from businesses of all sizes. We build strong partnerships between employers and people to develop an excellent skills base and offer brilliant career opportunities to young people, students and adults, growing a better future for us all.

**A city of lifelong learning:** Our young people are encouraged to develop high, positive aspirations, and are fully invested in to make the most of their talent and potential. Adults have a wide range of education opportunities to choose from at every stage of life that empower them and enrich their lives.

**A green city:** We have excellent air quality because of our green spaces and sustainable transport, and this means our people live healthy and active lives. We are carbon neutral, use renewable energy and actively work to address climate change. We protect and enhance both our land and maritime environment for future generations.

**A city with easy travel:** Fewer journeys are made by car because we have excellent public transport connections between bus, train, cycling and walking routes, making it easier and more enjoyable to be out and about. We encourage and support more walking and cycling, and we make it easy for people to travel regionally, nationally and internationally for work and pleasure.

**Background list of documents: Section 100D of the Local Government Act 1972**

The following documents disclose facts or matters, which have been relied upon to a material extent by the author in preparing this report:

Title of document	Location

The recommendation(s) set out above were approved/ approved as amended/ deferred/ rejected by ..... on .....

.....  
Signed by:

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