



NOTICE OF MEETING

CABINET MEMBER FOR HOUSING AND PREVENTING HOMELESSNESS

THURSDAY, 23 MARCH 2023 AT 10.00 AM

COUNCIL CHAMBER - THE GUILDHALL, PORTSMOUTH

Telephone enquiries to Allison Harper 023 9268 8014
Email: democratic@portsmouthcc.gov.uk

If any member of the public wishing to attend the meeting has access requirements, please notify the contact named above.

Membership

Councillor Darren Sanders (Cabinet Member)

Councillor Charlotte Gerada
Councillor George Madgwick

Councillor Daniel Wemyss

(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

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 of the working day 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**
- 2 Declarations of Interest**

3 Council Housing Maintenance and Improvement and Housing IT Business Software 2023/2024 (Pages 5 - 52)

Purpose of Report

The revised 2022/2023 and 2023/2024 Housing Investment Programme capital budgets together with the proposed programmes for 2024/2025 to 2028/2029 were approved by the City Council on 28th February 2023^[1].

The Council Housing Repairs & Maintenance revenue Budgets for 2022/2023 and 2023/2024 were approved at the Housing and Preventing Homelessness Cabinet Decision meeting on 2nd February 2023^[2].

The purpose of this report is to inform Members of the spending proposed for the next financial year for revenue and capital funded maintenance and improvement programmes for the City Council's retained housing stock together with Housing IT Business Software. To seek approval to incur expenditure in respect of the capital schemes and rolling programmes and to show how the budgets have been allocated on an area office basis.

The report will also update the Cabinet Member on the year end position on the delivery of the 2022/23 Repairs & Maintenance capital programme, the forecast spend against the approved budget and to highlight any future issues.

Recommendations

- 1. That the allocation of finance for the funding of the Revenue Budgets for repairs and maintenance of dwellings listed in Appendix A be noted.**
- 2. That the allocation of capital budgets listed in Appendix B and Appendix C for 2023/2024 be agreed and the Director of Housing, Neighbourhood and Building Services be authorised to seek approval from the Director of Finance and Resources (Section 151 Officer) under Financial Rules, Section B11, to proceed with schemes within the sums allocated.**
- 3. That the Cabinet Member notes the year end position and progress of the 2022/23 Repairs and Maintenance budget plan and capital spend.**

^[1] [Revenue Capital Budget 2023 24 Report February 2023 24 Cabinet.pdf \(portsmouth.gov.uk\)](#)

^[2] [Agenda for Cabinet Member for Housing and Preventing Homelessness on Thursday, 2nd February, 2023, 10.00 am Portsmouth City Council](#)

4 Updated Safeguarding Policy for the Play, Youth and Community Services (PYC) (Pages 53 - 80)

Purpose of Report

To seek approval for the implementation of the updated Safeguarding Policy for the Play and Youth and Community Services operated by Housing, Neighbourhood and Building (HNB) Services.

Recommendations

That the Cabinet Member for Housing and Preventing Homelessness approves the policy attached and marked as Appendix A.

5 Update on Housing Revenue Account Asset Management Strategy (Pages 81 - 134)

Purpose of Report

The report was requested by Councillor Darren Sanders, Cabinet Member and Portfolio Holder for Housing and Preventing Homelessness.

The purpose of this report is for information only and provides the Cabinet Member for Housing and Preventing Homelessness with an update on the Portsmouth City Council Housing Revenue Account (HRA) Asset Management Strategy (AMS)

6 Private Rental Sector Mediation Pilot for Portsmouth (Pages 135 - 156)

Purpose of Report

The purpose of the report is to present a summary of the performance of the Private Rental Sector mediation service pilot.

The report provides several measures of performance of the service including the number of referrals and the outcomes from cases for the pilot mediation scheme to date. The report also sets out the cost of the scheme to date.

Recommendations

- 1. That the Cabinet Member for Housing and Preventing Homelessness notes the information in this report regarding the demand for the mediation service and the outcomes of the cases that have gone through the system.**
- 2. That the Cabinet Member for Housing and Preventing Homelessness agrees to end the Pilot scheme on 31st March 2023.**
- 3. That the Cabinet Member for Housing and Preventing Homelessness reviews the situation if there is a need for this service in the future and demand supports it.**

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meeting nor records those stating explicitly that they do not wish to be recorded. Guidance on the use of devices at meetings open to the public is available on the Council's website and posters on the wall of the meeting's venue.

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Public health guidance for staff and the public due to Winter coughs, colds and viruses, including Covid-19

- Following the government announcement 'Living with Covid-19' made on 21 February 2022 and the end of universal free testing from 1 April 2022, attendees are no longer required to undertake any asymptomatic/ lateral flow test within 48 hours of the meeting; however, we still encourage attendees to follow the public health precautions we have followed over the last two years to protect themselves and others including vaccination and taking a lateral flow test should they wish.
- We strongly recommend that attendees should be double vaccinated and have received any boosters they are eligible for.
- If unwell we encourage you not to attend the meeting but to stay at home. Updated government guidance from 1 April 2022 advises people with a respiratory infection, a high temperature and who feel unwell, to stay at home and avoid contact with other people, until they feel well enough to resume normal activities and they no longer have a high temperature. From 1 April 2022, anyone with a positive Covid-19 test result is still being advised to follow this guidance for five days, which is the period when you are most infectious.
- We encourage those attendees with an underlying health condition to wear a face covering while moving around crowded areas of the Guildhall.
- Although not a legal requirement, attendees are strongly encouraged to keep a social distance and take opportunities to prevent the spread of infection by following the 'hands, face, space' and 'catch it, kill it, bin it' advice that protects us from coughs, colds and winter viruses, including Covid-19.
- Hand sanitiser is provided at the entrance and throughout the Guildhall. All attendees are encouraged to make use of hand sanitiser on entry to the Guildhall.
- Those not participating in the meeting and wish to view proceedings are encouraged to do so remotely via the livestream link.



Title of meeting:	Cabinet Member for Housing and Preventing Homelessness
Date of meeting:	23 rd March 2023
Subject:	Council Housing Maintenance and Improvements and Housing IT Business Software 2023/2024
Report by:	James Hill - Director of Housing, Neighbourhood and Building Services
Report Author:	Meredydd Hughes - Assistant Director Building Services Merrick Trevaskis - IT Business Partner (Housing IT Capital Element)
Wards affected:	All
Key decision:	Yes - Over £250,000
Full Council decision:	No

1. Purpose of Report

- 1.1 The revised 2022/2023 and 2023/2024 Housing Investment Programme capital budgets together with the proposed programmes for 2024/2025 to 2028/2029 were approved by the City Council on 28th February 2023¹.
- 1.2 The Council Housing Repairs & Maintenance revenue Budgets for 2022/2023 and 2023/2024 were approved at the Housing and Preventing Homelessness Cabinet Decision meeting on 2nd February 2023².
- 1.3 The purpose of this report is to inform Members of the spending proposed for the next financial year for revenue and capital funded maintenance and improvement programmes for the City Council's retained housing stock together with Housing IT Business Software. To seek approval to incur expenditure in respect of the capital schemes and rolling programmes and to show how the budgets have been allocated on an area office basis.

The report will also update the Cabinet Member on the year end position on the delivery of the 2022/23 Repairs & Maintenance capital programme, the forecast spend against the approved budget and to highlight any future issues.

2. Recommendations

¹ [Revenue Capital Budget 2023 24 Report February 2023 24 Cabinet.pdf \(portsmouth.gov.uk\)](#)

² [Agenda for Cabinet Member for Housing and Preventing Homelessness on Thursday, 2nd February, 2023, 10.00 am Portsmouth City Council](#)



- 2.1 That the allocation of finance for the funding of the Revenue Budgets for repairs and maintenance of dwellings listed in Appendix A be noted.
- 2.2 That the allocation of capital budgets listed in Appendix B and Appendix C for 2023/2024 be agreed and the Director of Housing, Neighbourhood and Building Services be authorised to seek approval from the Director of Finance and Resources (Section 151 Officer) under Financial Rules, Section B11, to proceed with schemes within the sums allocated.
- 2.3 That the Cabinet Member notes the year end position and progress of the 2022/23 Repairs and Maintenance budget plan and capital spend.

3. Background

- 3.1 The Council Housing Maintenance and Improvement Budget 2023/2024 outlines all of the programmed capital and revenue, maintenance, and improvement expenditure to the housing stock on an area office geographical basis.
- 3.2 The budget programme amounts to a continued significant investment in the City Council's retained housing stock, and at the same time allowing flexibility to deal with emergent and changing building maintenance priorities.

4. Revenue and Capital Budgets

- 4.1 Revenue Budgets - Repair and Maintenance of Dwellings Budget

The main summary for all areas showing the headings for the allocation of the £28,600,000 budget is attached to this report as Appendix A along with the analysis of each individual Area Office work programme.

- 4.2 Capital Budgets - Various Schemes

A summary of this *£30,390,000 budget is shown in Appendix B. There are several areas within this programme for 2023/2024 where the budget shown represents a global provision from which a number of smaller schemes are financed. (*total including professional fees).

The Budget Plan 2023/2024 Appendix D details the allocation of all revenue and capital budgets together with the planned programme of project work across all geographical area housing offices. Projects include continued investment in fire safety upgrade work, energy efficiency and decarbonisation works to our Housing Revenue Account (HRA) properties and new investment linked to the Environment Act 2021 and the Building Safety Act 2022.

A summary of the Housing IT capital investment of £330,000 is shown in Appendix C for 2023/2024.

5. **Actual Progress against 2022/23 Planned Programme.**



5.1 HRA Capital Building Projects - summary update as of 28th February 2023.

The Building Projects team are working on 56 HRA Capital Building Projects at present. They are broken down as follows:

- A total of 29 projects are on site or have been completed.
 - 10 projects have been completed.
 - 3 projects have continued from 2021/22.
 - 16 new projects have commenced on site in 2022/23.
- The remaining projects are currently being evaluated or following evaluation have been determined as not require a full planned maintenance scheme at this time.

The value of projects that the team is currently working on is £33m with an in-year expenditure against these of £25.9m to the end of quarter 3.

The works undertaken on site have helped improve the condition of 59 blocks of flats and a total of 1709 individual dwellings.

Other key workstreams undertaken by the Capital Projects service in 2022/2023 include;

- Completion of the first sprinkler installation to a HRA block of flats at Ladywood House.
- Establishment of the Void Sub-Lot as part of the PCC Primary Contractor Framework to support the undertaking of complex and higher value voids, to build contractor capacity, streamline the procurement process and reduce void end to end times.
- Ongoing development of an Asbestos Consultant Framework to facilitate undertaking of asbestos surveys and samples.
- Retrofit Pilot Project - A consultant has been appointed to undertake pilot studies to 19no. sites (consisting of 23no. blocks of flats and 17.no houses) to assess the cost and viability of undertake whole property retrofit projects to houses and blocks of flats to reduce energy demand for properties and reduce carbon emissions.
- Decarbonisation works through increasing roof insulation as part of roof replacement to projects at Somers Road, Dunsmore Close, Tweed Court, Hawthorn Crescent and West Leigh
- Completion of 39 pre-acquisition surveys of houses to support the purchasing of new HRA housing stock.

5.2 In the 2nd half of 2022/23 the Building Projects team have been receiving tenders in line with their pre-tender budget estimates but which are still some 20% to 25% higher than 2019/2020 pre COVID-19 levels. Future predicted construction tender price inflation for 2023/24 which are described in section 6.2 have been



factored into the estimated budgets for next year's capital programme but will place a further pressure on the capital budgets available and the reliance on the major repairs reserve.

6 Future Budget Pressures and financial forecasts

6.1 In terms of the future economic forecast affecting our ability to deliver the Housing Revenue capital programme, the Bank of England reported on 2nd February 2023 that they expected inflation to fall quickly in 2023 in part due to the following reasons:

- Firstly, wholesale energy prices have fallen significantly. In Europe, they have halved over the past three months up to the end of January 2023. Although this fall will not have been felt in domestic bills yet this change will help to bring inflation down.
- Secondly, they expect a sharp fall in the price of imported goods. The reason being that some of the production difficulties businesses have faced during and post the pandemic are starting to ease.
- Thirdly, as the cost-of-living crisis further impacts people have less money to spend, with a resulting reduction in demand for goods and services in the UK.

The Bank of England further predicts that all of the above should mean that the prices of many goods will not rise as quickly as they have done over the past 12-18 months.

Finally, the Bank of England predicts that there are signs that inflation might now have peaked and begun to fall a little. They predict that inflation will begin to fall from the middle of this year and be around 4% by the end of 2023.

6.2 The Royal Institute of Chartered Surveyors (RICS) building cost information service (BCIS) January 2023 overview have forecast that their 'All-In' Tender Price Index (TPI) predicts a 2.2% rise in tender costs from quarter 1 of 2023 to quarter 1 of 2024. This is a slower rise than in the previous two years as costs plateau and is comparable to the January 2023 predicted 2023 tender price rises by construction consultants Mace 2.5% and Gardiner & Theobald 2.75%.

6.3 The RICS are also reporting:

- Some material prices are easing (timber, steels, metals) and are forecast to increase in low single figures whilst oil products continue to show the highest annual percentage growth rate. Existing high energy costs will result in escalating prices for energy intensive construction materials such as bricks, blocks, cement and ceramics.
- A predicted fall in new construction work output in 2023 by 6.2%, and interest rates will be up to 4% by the end of the year.



- Post Brexit and post pandemic there continues to be a chronic shortage of both skilled and unskilled labour in the construction industry. This is also likely to be exacerbated by the prevalence of an ageing workforce and will create additional inflationary pressures in the industry.
- The current round of UK strikes may affect inflation but with the private sector wage awards and operative site rates at a high level this may already be factored into inflation.
- The UK economy and the construction industry will be prey to changes in global forces, notably the continuing Ukraine war and its effect on energy prices, as well as the upward progress of the Chinese economy.
- The capacity to deliver contracts could also be affected by weakened balance sheets with rising levels of insolvency of building contractors.
- In summary economic uncertainty will make contractors keen to tender, however, it also increases their risk of delivery due to the variances of factors detailed above. Although labour site pay rates are rising faster than general wage awards, supply issues with materials have largely been resolved. Over the next 5 years forecast tender prices are likely to be suppressed in the first 2 years (2023 and 2024) of the forecast due to reduced demand. It is not until the last two years of the forecast that tender prices are likely to rise faster than basic costs, with tender prices forecast to rise by 13% in the next 5 years to the 4th quarter 2027.

- 6.4 At a local level PCC's Core Group of repairs and maintenance contractors are still reporting difficulties in recruiting new and retaining existing operatives to undertake repairs, voids and project works. Their own forecast on material cost increases for 2023 will be in single figures.
- 6.5 With post pandemic tender returns remaining at 20 - 25% higher than pre 2019/20 levels, this inflationary effect is adding an additional £4.8 - £6.0 Million to a pre-pandemic capital programme budgeted at £24 Million. In addition, new legislation relating to the Environment Act 2021 and the Building Safety Act 2022 places further new significant budgetary pressures on the HRA capital programme. Officers in Building Services will continue to review ongoing capital expenditure against the whole capital programme including DFG's, over bath showers, and new kitchen & bathrooms, to consider if the works may need to be paused, delayed or delivered differently to reduce budget spend.
- 6.6 At the Housing and Preventing Homelessness cabinet meeting on the 27th of October 2022³, Assistant Director of Buildings Meredydd Hughes presented an interim report on the progress of the Council Housing Maintenance and Improvement Programme for the first 6 months of 2022/23. The report advised the 6-month progress of projects against the planned programme together with reported future budget pressures and possible mitigation measures. A report outlining the same for 2023/2024 will be presented in October 2023.

7 Integrated impact assessment (IIA)

³ [Agenda for Cabinet Member for Housing and Preventing Homelessness on Thursday, 27th October, 2022, 10.00 am Portsmouth City Council](#)



- The report details wide-ranging capital schemes following the budget allocation at Council on 28th February 2023. The IIA has been completed and is attached (Appendix E).
- There will be further reports on some of the major schemes, for which IIA assessments will be carried out.
- The programme includes an allocation for Disabled Facilities Grant.

8. Legal implications

- 8.1 There are no legal implications arising directly from the recommendations in this report and the body of the report confirms the budget allocation is as per that set at Council on 28th February 2023.

9. Director of Finance's comments

- 9.1 The Housing Revenue Account budget for 2023/24 approved on the 2nd February 2023, contained a revenue provision of £28.6m to fund the works set out in Appendix A.
- 9.2 Financial Rules Section B11 states that any approved scheme of any value can only commence following approval by the Section 151 officer of a full and proper financial appraisal, following consultation of the detailed scheme with the relevant Portfolio holder. The allocation of budgets to the schemes in Appendices B and C represent the recommended financial appraisal to be submitted for the Section 151 officer approval following this consultation.
- 9.3 The cost of the attached Capital Programme will be met from the HRA ringfenced major repairs reserve, supplemented with leaseholder contributions and grant funding, as appropriate. The draw on the major repairs reserve in 2023/2024 (£30.39m) is anticipated to be higher than the annual major repairs allowance contained in the revenue budget (£26.56m), meaning that the accumulated balance will be reduced to circa £7m by the end of the 2023/2024 financial year. As this balance represents a provision for emergency work, the initial budget in subsequent years will be limited to the annual allowance for that year.

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Signed by: **James Hill - Director of Housing, Neighbourhood and Building Services**

Appendices:

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

Appendix A - Revenue Budget - 2023/2024

- Appendix B - HRA Capital Budget All Areas - 2023/2024
- Appendix C - IT Capital Schemes - 2023/2024
- Appendix D - Budget Plan - 2023/2024
- Appendix E - Integrated Impact Assessment (IIA)

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 the Cabinet member for Housing and Preventing Homelessness on 23rd March 2023.

.....
Signed by: **Councillor Darren Sanders - Cabinet Member for Housing and Preventing Homelessness.**

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COUNCIL HOUSE MAINTENANCE & IMPROVEMENTS
Revenue Budget Total 2023/2024

APPENDIX A

Cost Centre	HRA Revenue Budget Heading	Summary 2023/24
	Building Maintenance, Servicing & Compliance (HBM)	
HR3BM	General Repairs	£ 16,800,000
HR3BM	Dwelling Electrical Inspections	£ 1,200,000
HR3BM	Small Disabled Adaptions (DP15)	£ 350,000
HR3BM	Special Decorations	£ 200,000
HR3BM	Gas Safety Inspection and Repairs	£ 3,800,000
HR3BM	Communal Electrical Inspections (EICR)	£ 780,000
HR3BM	Stairlift Servicing and Repairs	£ 140,000
HR3BM	Fire Alarm Maintenance	£ 130,000
HR3BM	Legionella Testing	£ 150,000
HR3BM	Mechanical & Electrical Servicing & Compliance	£ 550,000
HR3BM	General Void Works	£ 2,700,000
	TOTAL HR3BM :	£ 26,800,000
	Engineering Services Maintenance & Servicing (HBES)	
HR3BS	Passenger Lift Repairs	£ 300,000
HR3BS	Central Communications System	£ 70,000
HR3BS	CCTV - D2D repairs, servicing, maintenance, control room staffing	£ 290,000
	TOTAL HR3BS :	£ 660,000
	Planned Revenue (HBM)	
HR3PR	Blocks of Flats External Decoration, Repair and Improvement	£ 930,000
	TOTAL HR3PR :	£ 930,000
	Associated Costs (HBM)	
HR3AC	Asbestos Surveys and Sampling	£ 25,000
HR3AC	Fire Risk Assessment Surveys	£ 25,000
HR3AC	Decarbonisation Surveys/Inspections	£ 50,000
HR3AC	EPC Lodgement Fees	£ 10,000
HR3AC	Condition Surveys	£ 100,000
	TOTAL HR3AC :	£ 210,000
	TOTAL MAINTENANCE & IMPROVEMENTS REVENUE :	£ 28,600,000

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HRA Capital Budget - Head of Building Maintenance 2023/2024

Cost Centre	HRA Capital Programme Heading	Held By	2023/2024
	HBM Response Capital		
ZH4BMC	Asbestos Removal	HBM	£ 1,500,000
ZH4BMC	Disabled Facilities Grants	HBM	£ 3,000,000
ZH4BMC	New Bathroom	HBM	£ 2,000,000
ZH4BMC	New Kitchen	HBM	£ 3,000,000
ZH4BMC	New Over Bath Shower	HBM	£ 500,000
ZH4BMC	Mechanical & Electrical Plant Service Provider Upgrades	HBM	£ 200,000
ZH4BMC	New Property Entrance Doors	HBM	£ 500,000
ZH4BMC	New Heating Installations	HBM	£ 3,000,000
	TOTAL		£ 13,700,000
	HCP Capital Projects		
ZH4121	Soberton Road - Fire Upgrade Works	HCP	£ 300,000
ZH4149	Acquired Houses - Somerstown Area 1	HCP	£ 400,000
ZH4149	Acquired Houses Buckland Area 1	HCP	£ 300,000
ZH4173	West Leigh - Window Replacement	HCP	£ 1,500,000
ZH4194	Handsworth House Sprinkler Installation	HCP	£ 1,600,000
ZH4195	Hawthorn Crescent - External Refurbishment inc replace roof	HCP	£ 600,000
ZH5551	Replacement External Panels	HCP	£ 1,000,000
ZH4201	Retrofit Pilot Sites	HCP	£ 200,000
ZH4204	Avocet House - External Improvements & Walkway Replacement	HCP	£ 70,000
ZH4205	Horndean House/The Quad - External Improvements	HCP	£ 1,300,000
ZH4209	The Landport Courts - Major External Improvements	HCP	£ 1,500,000
NEW CODE	Portsea Area - Waste Collection Improvements	HCP	£ 550,000
NEW CODE	Almondsbury Road - Waste Collection Improvements	HCP	£ 70,000
ZH4149	Individual Property Refurbishments	HCP	£ 900,000
NEW CODE	Projects Voids	HCP	£ 900,000
NEW CODE	Disabled Adaption (Major Works)	HCP	£ 500,000
NEW CODE	Buiding Safety Case Work	HCP	£ 750,000
NEW CODE	Development Preliminary Design Work	HCP	£ 750,000
	Total HRA Capital Programme		£ 13,190,000

HBM - Head of Building Maintenance

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HRA Capital Budget - Head of Building Engineering Services 2023/2024

Cost Centre	HRA Capital Programme Heading	Held By	2023/2024
	BESM Capital Schemes		
ZH4048	Lighting Improvements	HBES	£ 225,000
ZH400N	Passenger Lift Installations & Refurbishments	HBES	£ 800,000
ZH400L	Mechanical & Electrical Main & Secondary Distribution	HBES	£ 25,000
ZH400L	Mechanical & Electrical BMS & Boiler Upgrade	HBES	£ 100,000
ZH4101	Tipton House & Edgbaston House Electrical Heating Upgrade	HBES	£ 25,000
ZH4181	Warden Control System Upgrade Phase Two	HBES	£ 750,000
ZH4188	Street Lights on Housing Land	HBES	£ 50,000
ZH4189	Energy Efficiency Schemes	HBES	£ 25,000
	Total Building Engineering HRA Capital Programme		£ 2,000,000
	Overall HRA Capital Budget - 2023/24		
Cost Centre	HRA Capital Programme Heading	Held By	2023/2024
	Response Capital	HBM	£ 13,700,000
	Capital Projects	HCP	£ 13,190,000
	BESM Capital Schemes	HBES	£ 2,000,000
ZH4107	HRA Professional Fees	ADB	£ 1,500,000
	Total HRA Capital Programme 2023/24		£ 30,390,000

HBES - Head of Building Engineering Services
ADB - Assistant Director Building Services

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APPENDIX C

IT Capital Schemes – 2023/24 HIP Expenditure Plan

Total provision - £330,000

1. Hardware £200,000

This allocation is used to enhance and develop the infrastructure required to host systems used by Housing, Neighbourhood and Building Services staff. This includes server upgrades and improvements to the security architecture necessary to keep data safe and secure.

The forward plan this year includes:

- Continuation of a hardware refresh to the CCTV infrastructure. This includes the command server, network switches, and local controller boxes in our HRA blocks. These changes are necessary to keep the systems up to date in terms of security, compliance, and performance. The team will also work with IT to look at the potential benefits of a cloud hosted system, utilising either the PCC Microsoft Azure Data Centre or a third-party hosting service.
- Migration to the Local Full Fibre Network for the remaining Sheltered Housing schemes. Work will also take place to look at upgrading the Warden Call Systems away from the current PSTN lines, which will become obsolete by 2025, and will make use of the new fibre connections.
- NEC Housing Management servers will be upgraded to new boxes. This will resolve upcoming obsolescence issues with the current version of Oracle and improve the performance of the servers themselves.

2. Software £130,000

This allocation is used to fund system development work within Housing, Neighbourhood and Building Services.

The forward plan for this year includes:

- **NEC Document Management:** Setup of an online library within the existing NEC system plus back scanning of approximately 23,000 paper files across Housing Area Offices, Leasehold Services, Sheltered Housing and Rough Sleeping. This will provide quicker access to files for officers from any location and enable them to provide a more efficient service to our residents, while greatly improving the GDPR and disaster recovery position of the files themselves.
- **Play & Youth: Online Holiday Activities and Food Planner (HAF):** Web Portal to be used by residents, officers, and suppliers across the HAF scheme. Portal will

show a consolidated view of all HAF events available across the city. Residents will be able to use the portal to book their children onto multiple events at once. Suppliers will use the portal directly to list the details of their events and advertise them to residents. Officers will use the portal for administration and the management of the scheme.

- **Rent Monitor Application replacement:** The contract on our current Rent monitoring application expires in March 2024. At the time of implementation (2019/20) the application was the sole choice in the market for automated rent monitoring and management. Since then, the market has expanded, and a larger variety of applications are available from different vendors. IT will be working with Local Authority Housing to update their requirements for rent monitoring software, with the aim of providing them a suitable product for increased value for money versus what they currently pay.



Portsmouth
CITY COUNCIL

Housing, Neighbourhood and Building Services

Maintaining and Improving Our Properties

Budget Plan 2023/24



**COUNCIL HOUSE MAINTENANCE & IMPROVEMENTS
Budget 2023/2024**

APPENDIX A Revenue

Cost Centre	HRA Revenue Budget Heading	Summary 2023/24
Building Maintenance, Servicing & Compliance (HBM)		
HR3BM	General Repairs	£ 16,800,000
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HR3BM	Small Disabled Adaptions (DP15)	£ 350,000
HR3BM	Special Decorations	£ 200,000
HR3BM	Gas Safety Inspection and Repairs	£ 3,800,000
HR3BM	Communal Electrical Inspections (EICR)	£ 780,000
HR3BM	Stairlift Servicing and Repairs	£ 140,000
HR3BM	Fire Alarm Maintenance	£ 130,000
HR3BM	Legionella Testing	£ 150,000
HR3BM	Mechanical & Electrical Servicing & Compliance	£ 550,000
HR3BM	General Void Works	£ 2,700,000
TOTAL HR3BM :		£ 26,800,000
Engineering Services Maintenance & Servicing (HBES)		
HR3BS	Passenger Lift Repairs	£ 300,000
HR3BS	Central Communications System	£ 70,000
HR3BS	CCTV - D2D repairs, servicing, maintenance, control room staffing	£ 290,000
TOTAL HR3BS :		£ 660,000
Planned Revenue (HBM)		
HR3PR	Blocks of Flats External Decoration, Repair and Improvement	£ 930,000
TOTAL HR3PR :		£ 930,000
Associated Costs (HBM)		
HR3AC	Asbestos Surveys and Sampling	£ 25,000
HR3AC	Fire Risk Assessment Surveys	£ 25,000
HR3AC	Decarbonisation Surveys/Inspections	£ 50,000
HR3AC	EPC Lodgement Fees	£ 10,000
HR3AC	Condition Surveys	£ 100,000
TOTAL HR3AC :		£ 210,000
TOTAL MAINTENANCE & IMPROVEMENTS REVENUE :		£ 28,600,000

HBM - Head of Building Maintenance

HBES - Head of Building Engineering Services

HRA Capital Budget 2023/2024

Cost Centre	HRA Capital Programme Heading	Held By	2023/2024
	HBM Response Capital		
ZH4BMC	Asbestos Removal	HBM	£ 1,500,000
ZH4BMC	Disabled Facilities Grants	HBM	£ 3,000,000
ZH4BMC	New Bathroom	HBM	£ 2,000,000
ZH4BMC	New Kitchen	HBM	£ 3,000,000
ZH4BMC	New Over Bath Shower	HBM	£ 500,000
ZH4BMC	Mechanical & Electrical Plant Service Provider Upgrades	HBM	£ 200,000
ZH4BMC	New Property Entrance Doors	HBM	£ 500,000
ZH4BMC	New Heating Installations	HBM	£ 3,000,000
	TOTAL		£ 13,700,000
	HCP Capital Projects		
ZH4121	Soberton Road - Fire Upgrade Works	HCP	£ 300,000
ZH4149	Acquired Houses - Somerstown Area 1	HCP	£ 400,000
ZH4149	Acquired Houses Buckland Area 1	HCP	£ 300,000
ZH4173	West Leigh - Window Replacement	HCP	£ 1,500,000
ZH4194	Handsworth House Sprinkler Installation	HCP	£ 1,600,000
ZH4195	Hawthorn Crescent - External Refurbishment inc replace roof	HCP	£ 600,000
ZH5551	Replacement External Panels	HCP	£ 1,000,000
ZH4201	Retrofit Pilot Sites	HCP	£ 200,000
ZH4204	Avocet House - External Improvements & Walkway Replacement	HCP	£ 70,000
ZH4205	Horndean House/The Quad - External Improvements	HCP	£ 1,300,000
ZH4209	The Landport Courts - Major External Improvements	HCP	£ 1,500,000
NEW CODE	Portsea Area - Waste Collection Improvements	HCP	£ 550,000
NEW CODE	Almondsbury Road - Waste Collection Improvements	HCP	£ 70,000
ZH4149	Individual Property Refurbishments	HCP	£ 900,000
NEW CODE	Projects Voids	HCP	£ 900,000
NEW CODE	Disabled Adaption (Major Works)	HCP	£ 500,000
NEW CODE	Building Safety Case Work	HCP	£ 750,000
NEW CODE	Development Preliminary Design Work	HCP	£ 750,000
	Total HRA Capital Programme		£ 13,190,000

HCP - Head of Capital Projects
HBM - Head of Building Maintenance

HRA Capital Budget 2023/2024

Cost Centre	HRA Capital Programme Heading	Held By	2023/2024
	BES Capital Schemes		
ZH4048	Lighting Improvements	HBES	£ 225,000
ZH400N	Passenger Lift Installations & Refurbishments	HBES	£ 800,000
ZH400L	Mechanical & Electrical Main & Secondary Distribution	HBES	£ 25,000
ZH400L	Mechanical & Electrical BMS & Boiler Upgrade	HBES	£ 100,000
ZH4101	Tipton House & Edgbaston House Electrical Heating Upgrade	HBES	£ 25,000
ZH4181	Warden Control System Upgrade Phase Two	HBES	£ 750,000
ZH4188	Street Lights on Housing Land	HBES	£ 50,000
ZH4189	Energy Efficiency Schemes	HBES	£ 25,000
	Total Building Engineering HRA Capital Programme		£ 2,000,000
	Overall HRA Capital Budget - 2023/24		
Cost Centre	HRA Capital Programme Heading	Held By	2023/2024
	Response Capital	HBM	£ 13,700,000
	Capital Projects	HCP	£ 13,190,000
	Building Engineering Services Schemes	HBES	£ 2,000,000
ZH4107	HRA Professional Fees	ADB	£ 1,500,000
	Total HRA Capital Programme 2023/24		£ 30,390,000

HCP - Head of Capital Projects
 HBM - Head of Building Maintenance
 HBES - Head of Building Engineering Services
 ADB - Assistant Director Building Services



MAINTENANCE & IMPROVEMENTS

ON-ISLAND AREAS

CAPITAL PROGRAMME 2023/24

**Buckland Area
Capital Projects 2023/24**



GRAFTON STREET & ESTELLA ROAD

Planned Maintenance scheme evaluated, due to commence on site in 2023/24

Type of Work	
External repairs	
Replacement external panels	

Type of Assets	
Block of Flats	10
Flats	308
Leaseholders	2
Total Dwellings included in Site	308

Addresses Included	
GRAFTON STREET (BLOCK A 2-70 EVENS)	
GRAFTON STREET (BLOCK B 72-126 EVENS)	
GRAFTON STREET (BLOCK C 128-182 EVENS)	
GRAFTON STREET (BLOCK D 184-238 EVENS)	
ESTELLA ROAD (BLOCK E 1-35)	
ESTELLA ROAD (BLOCK F 36-63)	
ESTELLA ROAD (BLOCK G 64-105)	
ESTELLA ROAD (BLOCK H 106-133)	
ESTELLA ROAD (BLOCK I 134-161)	
ESTELLA ROAD (BLOCK J 162-189)	

WESTMINSTER PLACE & WINGFIELD STREET

Planned Maintenance scheme evaluated, due to commence on site in 2023/24

Type of Work	
Replacement external panels	

Type of Assets	
Block of Flats	2
Flats	114
Leaseholders	3
Total Dwellings included in Site	114

Addresses Included	
WESTMINSTER PLACE (1-78)	
WINGFIELD STREET (1-71 ODDS)	

**Buckland Area
Capital Projects 2023/24**



Portsmouth
CITY COUNCIL

BUCKLAND ACQUIRED HOUSE SITE 1

Planned Maintenance scheme on site, due to complete in 2023/24

Type of Work	
External Decoration, Repair or Improvement	
Decarbonisation Works - Roof Insulation	

Type of Assets	
Houses	16
Total Dwellings included in Site	16

Addresses Included	
KNOX ROAD	
LOWER DERBY ROAD	
TWYFORD AVENUE	

**Somerstown Area
Capital Projects 2023/24**



SOMERSTOWN ACQUIRED HOUSE SITE 1

Planned Maintenance scheme on site, due to complete in 2023/24

Type of Work	
External Decoration, Repair or Improvement	
Decarbonisation Works - Roof Insulation	

Type of Assets	
Houses	16
Total Dwellings included in Site	16

Addresses Included	
CHITTY ROAD	
COLLINS ROAD	
KASSASSIN STREET	
MONTGOMERIE ROAD	
ORCHARD ROAD	
PRINCE ALBERT ROAD	

AVOCET HOUSE

Planned Maintenance scheme on site, due to complete in 2023/24

Type of Work	
External Decoration, Repair or Improvement	

Type of Assets	
Block of Flats	1
Flats	35
Leaseholders	0
Total Dwellings included in Site	35

Addresses Included	
AVOCET HOUSE (1-35)	

HANDSWORTH HOUSE

Planned Maintenance scheme evaluated, due to commence in 2023/24

Type of Work	
Sprinkler Installation	

Type of Assets	
Block of Flats	1
Flats	153
Leaseholders	0
Total Dwellings included in Site	153

Addresses Included	
HANDSWORTH HOUSE (1-153)	

**Portsea Area
Capital Projects 2023/24**



No Projects Planned

Landport Area Capital Projects 2023/24



WIMPEY COURTS DECORATION

Planned Maintenance scheme on site, due to complete in 2024/25

Type of Work	
External Decorations, Repair or Improvement	

Type of Assets	
Block of Flats	16
Flats	56
Maisonettes	225
Leaseholders	30
Total Dwellings included in Site	281

Addresses Included	
CROWN COURT (25-40)	
CROWN COURT (59-74)	
CROWN COURT (86-101)	
CROWN COURT (1-24)	
CROWN COURT (75-85)	
CROWN COURT (41-58)	
KING ALBERT COURT (31-44)	
KING ALBERT COURT (1-30)	
LORDS COURT (19-32)	
LORDS COURT (1-18)	
LORDS COURT (49-66)	
LORDS COURT (67-78)	
LORDS COURT (33-48)	
WIMPOLE COURT (25-42)	
WIMPOLE COURT (1-24)	
WIMPOLE COURT (43-58)	

HORNDEAN HOUSE / THE QUAD

Planned Maintenance scheme evaluated, due to commence in 2023/24

Type of Work	
External Decoration, Repair or Improvement	
Internal Stairwell & Corridor Decoration, Repair or Improvement	

Type of Assets	
Block of Flats	3
Flats	60
Leaseholders	6
Total Dwellings included in Site	60

Addresses Included	
DENMEAD HOUSE (1-23)	
HORNDEAN HOUSE (1-19)	
PETERSFIELD HOUSE (1-19)	



Portsmouth
CITY COUNCIL

MAINTENANCE & IMPROVEMENTS

OFF-ISLAND AREAS

CAPITAL PROGRAMME 2023/24

Leigh Park Area Capital Projects 2023/24



WEST LEIGH SITE

Planned Maintenance scheme on site, due to complete in 2024/25

Type of Work
Flat Roofing (New)
External Decoration, Repair or Improvement
Internal Stairwell & Corridor Decoration, Repair or Improvement
Window (Dwelling) (New)
Emergency Lighting (Blocks)
Decarbonisation Works - Roof Insulation, Replacement Windows, External Wall Insulation

Type of Assets	
Block of Flats	6
Flats	48
Leaseholder	0
Total Dwellings included in Site	48

Addresses Included
ASHE ROAD (1-15 ODDS)
FROXFIELD ROAD (13-27 ODDS)
FROXFIELD ROAD (29-43 ODDS)
SHALDON ROAD (1-15 ODDS)
TANGLEY WALK (2-16 EVENS)
WILDMOOR WALK (26-40 EVENS)

SOBERTON ROAD SITE

Planned Maintenance scheme on site, due to complete in 2023/24

Type of Work
Fire Safety Works

Type of Assets	
Block of Flats	8
Flat	160
Leaseholder	15
Total Dwellings included in Site	160

Addresses Included
EDINBURGH (1-39 ODDS)
HOOD (41-79 ODDS)
RODNEY (81-119 ODDS)
MARY ROSE (121-159 ODDS)
SHEFFIELD (161-199 ODDS)
VICTORY (201-239 ODDS)
VANGUARD (241-279 ODDS)
WARRIOR (281-319 ODDS)

**Paulsgrove Area
Capital Projects 2023/24**



HAWTHORN CRESCENT PH1

Planned Maintenance scheme on site, due to complete in 2023/24

Type of Work	
External Decoration, Repair or Improvement	
Emergency Lighting (Blocks)	
Flat Roofing (New)	
Decarbonisation Works - Roof Insulation	

Type of Assets	
Block of Flats	2
Flats	4
Maisonettes	24
Leaseholders	7
Total Dwellings included in Site	28

Addresses Included	
HAWTHORN CRESCENT (266-296 EVENS)	
HAWTHORN CRESCENT (298-320 EVENS)	

HAWTHORN CRESCENT

Planned Maintenance scheme evaluated, due to commence in 2023/24

Type of Work	
External repairs	
Replacement external panels	

Type of Assets	
Block of Flats	1
Maisonettes	36
Leaseholders	7
Total Dwellings included in Site	36

Addresses Included	
HAWTHORN CRESCENT (475-545 ODDS)	

**Wecock Farm Area
Capital Projects 2023/24**



No Projects Planned



MAINTENANCE & IMPROVEMENTS

Mechanical & Electrical Works

CAPITAL PROGRAMME 2023/24

Mechanical & Electrical Works Planned Maintenance 2023/24



LIGHTING IMPROVEMENTS - DECARBONISATION WORKS

LANDPORT
DARWIN HOUSE (1-45)
MELBOURNE HOUSE (1-22)

SOMERSTOWN
IAN GIBSON COURT (1-45)

LIFT REFURBISHMENT AND IMPROVEMENTS

BUCKLAND
THORROWGOOD HOUSE (1-25)
GRAFTON STREET

LANDPORT
HIGHFIELD ROAD

PORTSEA
JOHN POUNDS SURGERY
PRIVETT HOUSE (1-64)

BUILDING MANAGEMENT SYSTEMS & BOILER UPGRADES - DECARBONISATION WORKS

BUCKLAND
CHARLES DICKENS COMMUNITY CENTRE
CHARLES DICKENS ESTATE - DISTRICT HEATING CONTROLS

LANDPORT
NICHOLSON GARDENS (1-41)

PAULSGROVE
ARTHUR DANN COURT (1-50)
BRESLER HOUSE (1-56)

PORTSEA
PORTSEA ADVENTURE PLAYGROUND

**Mechanical & Electrical Works
Planned Maintenance 2023/24**



Portsmouth
CITY COUNCIL

ELECTRICAL UPGRADES - DECARBONISATION WORKS

SOMERSTOWN
EDGBASTON HOUSE (1-136)
TIPTON HOUSE (1-136)

LEIGH PARK
ELSIE FUDGE HOUSE (1-46)

WARDEN CALL

BUCKLAND
HALE COURT (1-80)
NORRISH COURT (1-14)
ST JOHN'S COURT (1-44)

LANDPORT
DURBAN HOMES
NICHOLSON GARDEN (1-41)

SOMERSTOWN
LADYWOOD HOUSE (1-136)
AVOCET HOUSE (1-35)
IAN GIBSON COURT (1-45)
KINGSLEY COURT (148-186 EVENS)

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Integrated Impact Assessment (IIA)

Integrated impact assessment (IIA) form December 2019

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, Neighborhood & Building Services

Service, function:

Building Service

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

Cabinet Member for Housing report Council Housing Maintenance and Improvements and Housing IT Business Software 2023/2024.

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

- Existing
- New / proposed
- Changed

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

Inform members and all council house residents of the Housing Revenue Account (HRA) building maintenance and IT capital spending proposed for the next financial year 2023/2024.

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?

Winter 2022/23 House Talk Edition, double page information article sent out to residents and leaseholders. The resident's consortium meetings were held on 2nd December 2022 and 5th January 2023. Responses/feedback requested by phone and email.

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 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?

All residents who live in Housing Revenue Account (HRA) properties will benefit from the budget spending proposals. No potential negative impacts. The budgets are based on informed surveys, previous repair demand and statutory compliance requirements.

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

Customer satisfaction feedback from residents. A customer Service survey, 'Engaging with our tenants and leaseholders' was launched on Monday 5 December 2022 and closed on Sunday 15 January 2023.

It was promoted through targeted marketing and communications channels to maximise consultation engagement with tenants and reported on tenant satisfaction measures. An action plan will be formulated to address issues, comments and points made.

Direct interactions with resident's consortium, Councilors and the media. Analysis of repair data.

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 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?

The wide-ranging revenue and capital expenditure for the HRA budget allocation is to maintain and repair our stock of social housing properties, based on the assessment and condition of the assets.

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

Feedback from residents, resident's consortium, Councilors and media. Analysis of repair data. A customer Service survey, 'Engaging with our tenants and leaseholders' was launched on Monday 5 December 2022 and closed on Sunday 15 January 2023. It was promoted through targeted marketing and communications channels to maximise consultation engagement with tenants and reported on tenant satisfaction measures. An action plan will be formulated to address issues, comments and points 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 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 budgets include an allocation for disabled adaptations and special decorations demand, along with a repairs service and statutory compliance requirements. All properties and services will be regularly assessed and repaired to a statutory safe standard.

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

Feedback from residents, resident's consortium, Councillors and media. Analysis of repair data. A customer Service survey, 'Engaging with our tenants and leaseholders' was launched on Monday 5 December 2022 and closed on Sunday 15 January 2023. It was promoted through targeted marketing and communications channels to maximise consultation engagement with tenants and reported on tenant satisfaction measures. An action plan will be formulated to address issues, comments and points made.

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:

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- 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 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?

No negative impacts of the proposal. The wide-ranging budget will maintain and improve our properties and services while complying with statutory requirements and taking into consideration the safety, health and wellbeing of local communities.

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

Feedback from residents, resident's consortium, councillors and media. Analysis of repair data. A customer Service survey, 'Engaging with our tenants and leaseholders' was launched on Monday 5 December 2022 and closed on Sunday 15 January 2023. It was promoted through targeted marketing and communications channels to maximise consultation engagement with tenants and reported on tenant satisfaction measures. An action plan will be formulated to address issues, comments and points made.

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 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?

The report details wide ranging revenue and capital expenditure for the HRA budget allocation to maintain and improve our properties. The budgets are based on previous demand for the repairs service, statutory compliance requirements, servicing and assessments of the condition of the stock assets. The budgets include an allocation for disabled adaptations, gas servicing, electrical testing, lift repairs, identified fire upgrade works and sprinkler installations. No negative impacts noted.

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

Feedback from residents, resident's consortium, Councilors and media. Analysis of repair data. A customer Service survey, 'Engaging with our tenants and leaseholders' was launched on Monday 5 December 2022 and closed on Sunday 15 January 2023. It was promoted through targeted marketing and communications channels to maximise consultation engagement with tenants and reported on tenant satisfaction measures. An action plan will be formulated to address issues, comments and points made.

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 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?

The budget expenditure includes for investment in energy efficiency / decarbonisation work to HRA properties including building fabric improvements delivering renewable energies such as Solar PV and battery storage and Combined heat and Power, LED lighting upgrades, together with modern efficient boilers.

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

Feedback from residents, resident's consortium, Councilors and media. Analysis of utility bills and consumption.

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 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 budget expenditure includes for investment in energy efficiency / decarbonisation work to HRA properties including building fabric improvements delivering renewable energies such as Solar PV and battery storage and Combined heat and Power, LED lighting upgrades, together with modern efficient boilers.

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

Lower energy consumption and reduced energy bills for council properties and for tenants. Lower carbon output.

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 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?

Reduction of carbon by the use of renewable technologies. Building fabric improvements, increased levels of insulation and the installation of modern and efficient mechanical and electrical plant installations.

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

Reduction in carbon output.

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 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?

Provision of environmental improvement schemes around Housing properties. Reduction of greenhouse gases and carbon by the use of renewable technologies. Building fabric improvements, increased levels of insulation and the installation of modern and efficient mechanical and electrical plant installations.

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

Reduction in carbon output.

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 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?

Renewable technology projects to reduce NOx levels, electric vehicles used by contractors. Reduction in PM2.5 levels internally in housing properties by more efficient heating systems

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 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?

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 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 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?

Empty text box for impact expansion.

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

Empty text box for measurement details.

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 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?

Our contractors employ staff who predominately live in the City of Portsmouth and the PO postcode, improving lifestyle and social responsibility amongst the community. Our own support, repair and maintenance staff are fully qualified, and we have implemented an ongoing apprentice and graduate system within PCC for Surveyors, Architects, Engineers and Energy officers.

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

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 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?

Our Core contractors create valuable employment opportunities for local Portsmouth people and this in turn promotes growth in the city. Our numerous construction and services frameworks also give opportunities to local contractors and sub-contractors to work for Portsmouth City Council.

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

Q8 - Who was involved in the Integrated impact assessment?

Meredydd Hughes - Assistant Director Building Services

This IIA has been approved by:

James Hill - Director Housing, Neighbourhood and Building Services.

Contact number:

023 9268 8606

Date:

21/02/2023

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Agenda Item 4



Portsmouth
CITY COUNCIL

Title of meeting:	Cabinet Member for Housing & Preventing Homelessness
Date of meeting:	23 rd March 2023
Subject:	Updated Safeguarding Policy for the Play, Youth and Community Services (PYC)
Report by:	James Hill - Director for Housing, Neighbourhood and Building Services
Author:	Nicola Clannachan - Head of Housing Community Services
Wards affected:	Paulsgrove, Cosham, Charles Dickens, St Thomas, St Jude, Central Southsea
Key decision:	No
Full Council decision:	No

1. Purpose of report

- 1.1 To seek approval for the implementation of the updated Safeguarding Policy for the Play and Youth and Community Services operated by Housing, Neighbourhood and Building (HNB) Services.

2. Recommendations

- 2.1 **That the Cabinet Member for Housing and Preventing Homelessness approves the policy attached and marked as Appendix A.**

3. Background

- 3.1 Housing Neighbourhoods and Building operate multiple settings across the city for the provision of service to children, young people and adults. We collectively refer to these settings as PYC (Play and Youth and Community).
- 3.2 The Play and Youth and Community services are committed to safeguarding children and adults who use these settings. This policy reflects the necessity of this responsibility and it is reviewed annually.
- 3.3 This policy brings up to date the working practices and requirements for staff reflecting service changes and looks to refresh the existing policy to ensure the policy reflects current practice and demonstrates our commitment to the safeguarding of our customers.

3.4 Play and Youth and Community services have been supported and advised by the Portsmouth Safeguarding Children Partnership in the design of our policy and practices, the delivery of training to our staff and in our self-assessment process.

4. Reasons for recommendations

- 4.1 To formalise and update the working practices of the Play and Youth and Community services operated by HNB.
- 4.2 To ensure that all staff and volunteers understand their role in the safeguarding of children, young people and adults.
- 4.3 To provide information for all third parties working with our service

5. Integrated impact assessment

5.1 An Integrated Impact Assessment has been completed, Appendix B, and no adverse equality implications were identified.

6. Legal implications

6.1 The report accurately considers the statutory implications and requirements of the Children Act 1989 along with the Children Act 2004. In addition, the policy has considered the key areas of equality of access to facilities and services along with the necessary safeguarding applicable to volunteers and their recruitment and risk management.

7. Director of Finance's comments

7.1 There are no financial implications as a result of approving this policy or its implementation.

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

- Appendices:**
A - Safeguarding Policy
B – 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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Safeguarding Policy

February 2023

Housing, Neighbourhood and Building Services

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- 10.0 Managing allegations of abuse against staff
- 11.0 Handling Safeguarding Adults Concerns
- 12.0 Portsmouth Safeguarding Adults Board (PSAB)
- 13.0 Safeguarding Adults Training
- 14.0 E-Safety
- 15.0 Whistleblowing
- 16.0 HIPS LSCPs

1.0 Introduction

1.1 Children & Young People's Safeguarding

Local authorities have overarching responsibility for safeguarding and promoting the welfare of all children and young people in their area. They have a number of statutory functions under the 1989 and 2004 Children Acts which make this clear. This includes specific duties in relation to children in need and children suffering, or likely to suffer, significant harm, regardless of where they are found, under sections 17 and 47 of the Children Act 1989.

Throughout this document where the terms children and young people are used it is intended to refer to both children and vulnerable adults.

Safeguarding and promoting the welfare of children is defined for the purposes of this policy as:

- Protecting children from maltreatment.
- Preventing impairment of children's health or development.
- Ensuring that children grow up in circumstances consistent with the provision of safe and effective care.
- Taking action to enable all children to have the best outcomes.

Safeguarding is a term which is broader than 'child protection' and relates to the action taken to promote the welfare of children and protect them from harm. Safeguarding is everyone's responsibility with a duty of care within and out of the workplace.

Professionals working with children and young people are responsible for ensuring that they fulfil their role and responsibilities in a manner consistent with the statutory duties of their employer.

Specifically, the police, clinical commissioning groups and the local authority are under a duty to make arrangements to work together, and with other partners locally, to safeguard and promote the welfare of all children in their area. Everyone who comes into contact with children and families has a role to play (Working Together to Safeguard Children 2018)

Having safeguards in place within an organisation not only protects and promotes the welfare of children but it also enhances the confidence of staff, volunteers, parents/carers and the general public.

1.2 Safeguarding Adults

Local authorities have responsibility for safeguarding vulnerable adults. There is also information on the Care Act 2014 in relation to Safeguarding, and how this important piece of law protects vulnerable people by changing the way that Safeguarding is placed on a statutory footing. Safeguarding vulnerable adults is everyone's business. It depends on people understanding and doing the following things;

- being aware of the risks of abuse and neglect that vulnerable adults can face
- knowing what help is available
- understanding their responsibilities

- working together to report and investigate concerns
- working together to prevent abuse and neglect

Living a life that is free from harm and abuse is a fundamental right of every person, all of us need to sign up to this principle and to follow it in acting as good neighbours and citizens. All agencies and organisations across Southampton, Hampshire, Isle of Wight and Portsmouth must be committed to preventing abuse and neglect, raising safeguarding concerns and putting adults at the centre of our work.

2.0 Policy Overview

The Play and Youth and Community services (PYC) are committed to safeguarding children and adults.

The key points of this are as follows:

- The welfare of the child is paramount.
- No child or group of children must be treated any less favourably than others in being able to access services which meet their particular needs.
- All children without exception have the right to protection from abuse regardless of their gender, ethnicity, culture, disability, age, sexuality or religious beliefs.
- All concerns and allegations of abuse will be taken seriously by staff and volunteers and responded to appropriately. This may require a referral to the Local Safeguarding Children's Partnership or the Local Designated Officer.
- Play and Youth Services have a commitment to safe recruitment, selection and vetting.
- All settings will aim to ensure that all young people meet in a safe environment with people they can trust.

This policy should be read alongside the following:

- Play Policy
- PYC Personal and Professional Boundaries Policy
- First Aid Policy
- Accident Reporting Policy
- Health and Safety Policy
- Employee's code of conduct
- Induction policy
- Probationary policy
- Internet acceptable use policy
- Information governance
- Data protection policy
- Play and Youth Site Procedures
- Partnership working for play and youth provision
- Volunteer policy

3.0 Portsmouth City Council Play and Youth and Community Services Overview

3.1 Play and Youth Service Purpose

The Play and Youth Service purpose is to support the social, emotional and physical development of children who use our service. Within the Play and Youth Service there are different approaches for Play teams and Youth teams, given the age differentials.

3.2 Play Service Statement

The Play service, recognising the value of play and the absence of play opportunities in the general environment, is committed to ensuring that children have access to rich, stimulating environments full of challenge, thereby offering them the opportunity to explore through their freely chosen play, both themselves and the world.

3.3 Play Service Scope

The Play service manages 6 Adventure Playgrounds in Portsmouth. The Play sites are open access and have a qualified Play leader on each site. Opening hours vary slightly with local arrangements but are basically 25 hours a week (term time) and 42 hours a week during school holidays. In addition to this some special opening for specialist groups or special events are possible. The prime focus is children/young people of 6-13 years.

3.4 Youth Service Statement

Portsmouth City Council youth clubs operate across the city offering specifically but not exclusively to 11 -19 years, often extending this for SEND up to 25 years old. The 4 youth clubs and additional 3 projects offer a wide range of activities ensuring that young people have fun whilst informally learning life skills which aid them whilst making informed social decisions, thus supporting their journey and transition through to adulthood.

3.6 Youth Service Scope

The youth service manages 4 youth clubs and 3 additional projects, offering a 52 week opening. Opening hours vary slightly with local arrangements but are open across the week with an occasional Saturday offer. All clubs provide off-site activities. The clubs are open access whereby it is voluntary participation, however there is also work with young people on a referral basis from the YOT or schools, and offer NEET sessions throughout the week. All clubs have qualified youth workers to deliver and engage with young people.

3.7 Community Centres Purpose

To promote, enable and facilitate inclusive activities, which embrace and address the education, training, employment, welfare, health, social, cultural and recreational needs of the local community.

3.8 Community Centres Statement

The community centres mission is to provide a sustainable, secure, culturally diverse and accessible space that is valued and supported by the people of the local community.

3.9 Community Centres Scope

HNB manage 4 community centres within the city: Paulsgrove, Cosham, Charles Dickens and Somerstown Central. Opening hours vary slightly however all are open 6 days a week. The community centres are used by people of all ages.

4.0 Staffing and Volunteers

4.1 Recruitment of Staff

All staff and volunteers in the Play and Youth service are required to go through Portsmouth City Council's safer recruitment process.

Suitable references must be received before being in the workplace.

All staff and volunteers are required to have an up-to-date DBS check. This is to be renewed at least every 3 years. Whilst waiting to receive a DBS check, a risk assessment will be carried out. All new staff must work alongside a fully vetted and trained member of staff until the DBS check is completed.

In accordance with guidance a record will be kept of the DBS number, completion date and whether or not the check is satisfactory.

If a DBS check shows a disclosure then the relevant manager is required to carry out a risk assessment. This must be signed off by the service managers. This is to be regularly monitored through supervision, induction and probation. The renewal date of the DBS may be amended to annually if this is risk assessed as appropriate.

All DBS checks are required to be signed off by two designated safeguarding lead managers.

The Play and Youth service and Community service (PYC) recruitment process includes:

- Explicit reference to intention to seek enhanced DBS disclosure in job application pack.
- A pre-disclosure form to be filled in requesting disclosure of convictions prior to DBS check.
- A statement in the job description that makes it clear the service has a commitment to safeguarding and protecting children and vulnerable adults.
- Face to face interviews with pre-planned clear questions.
- Exploration of the candidate's attitude towards children and young people. This is to include a specific question regarding safeguarding.
- Questioning how the candidate will manage personal and professional boundaries.
- A question in interview which explicitly asks candidates about criminal convictions, cautions, any previous section 47 investigations, other legal restrictions or pending cases that might affect their suitability to work with children and young people.
- Checking applicant's identity, qualifications and references provided.
- All new staff and volunteers are required to complete a 6-month probationary period.

All newly appointed staff and volunteers are required to have a structured induction programme.

4.2 Volunteers

Volunteers are to attend a taster session within the relevant service to see if they are suitable for the role. These sessions must be supervised by a fully vetted member of staff

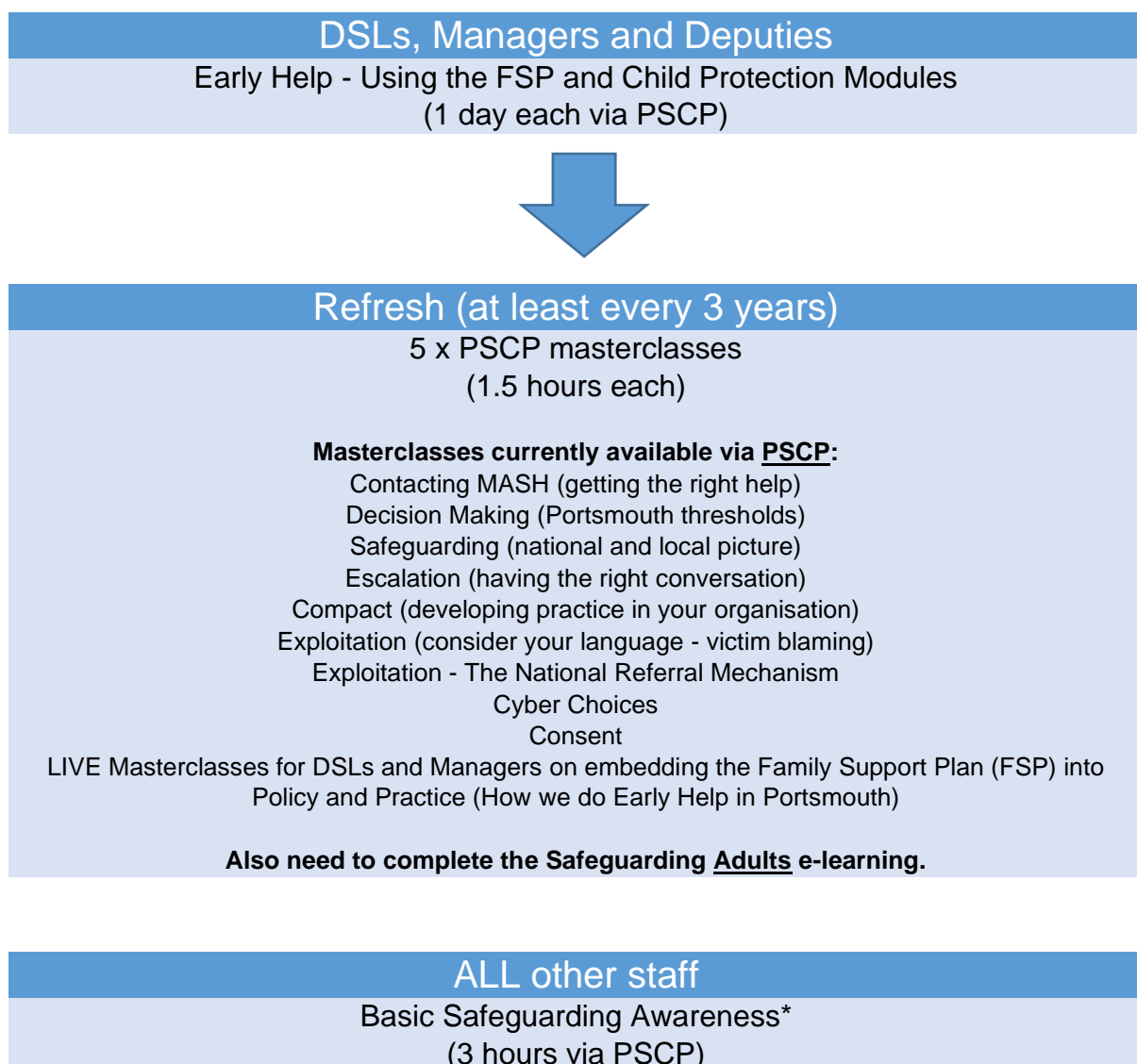
and the member of staff will be in the presence of the volunteer at all times. Following this, if the volunteering is to continue, a full DBS check must be seen by the centre manager before the volunteering commences.

Volunteers are also required to complete an induction process and to attend supervision in the same format employed staff do.

4.3 Children & Young People's Safeguarding Training

Individuals have preferred ways of learning through face-to-face courses, e-learning or virtual learning. It is recommended for managers to ensure that staff have embedded their learning into practice through gathering and maintaining evidence to demonstrate competence via supervision.

Staff working within the Play and Youth and Community (PYC) service are required to carry out the following training in relation to children & young people's safeguarding:



Refresh (at least every 3 years)

Attend 1 day equivalent of PSCP training
(see list)

Other **PSCP** training currently available:

- ACEs (3 hours)
- CERAF Toolkit - Multi Agency (1.5 hours)
- Preventing Online CSE - ThinkUknow (2 x 3 hours)
- Understanding Childhood Neglect (1 day)
- Harmful Cultural Practices (1.5 hours)
- Bruising Protocol (2 hours)
- Safeguarding Children with Disabilities (2 x parts)

Portsmouth Safeguarding Children's Partnership (PSCP) agree our service training plan. The service collaborates with PSCP to develop and deliver training often using the 'train the trainer' method.

4.4 Induction and probation

All newly appointed staff and volunteers will take part in a formal induction process.

This process will start with an induction meeting. The whole process will be recorded and the standard templates should be used to ensure compliance with the process.

All staff will take part in a probation period to ensure competence in their role.

Please see Portsmouth City Council's Induction Policy and Probation Policy for further information.

4.5 Supervision

All staff are required to have regular recorded supervision sessions with their manager. These will usually be monthly however less frequent supervision may be appropriate where for example a post is only 3 hours a week. This will be agreed with the management team as necessary.

Safeguarding issues are to be discussed at every supervision session ensuring that staff have a clear understanding about policies and procedures in place.

4.6 Hirers

All HNB community centres have hire agreements which are reviewed on an annual basis to ensure that:

- a current, signed hire agreement form is in place for each hire (including those where no charge is made)
- a valid indemnity insurance policy has been sighted and evidenced (where required)
- there is evidenced of relevant qualifications and DBS status (where required).
- All hirers to agree to the centre's terms and conditions of hire.

5.0 Designated Safeguarding Lead (DSL)

The role of the Designated Safeguarding Person was specified in the Children Act 2004 and ensured that every organisation had a “named person” for safeguarding children and young people. Prior to that, the role had frequently been known as the Child Protection Officer.

The responsibilities of the DSL are to:

- Keep their head of service and team informed of any safeguarding concerns or safeguarding referrals and any safeguarding allegations made against a member of staff. This would be done in line with the Portsmouth City Council policies and procedures and HR support throughout the process.
- Ensure if a referral is required that it is reported through the Multi Agency Safeguarding Hub (MASH) as soon as possible but must be done within 24 hours of a disclosure or suspicion of possible safeguarding issue.
- Make prompt contact with the police if a criminal offense is suspected or if there is a concern for a child or young person's immediate safety.
- Ensure they complete the 'Manager's Module in Safeguarding Children Training' at least every 3 years.
- Ensure that all members of staff, including newly appointed staff, are aware of the service policies and procedures relating to the safeguarding of children.
- Ensure that all members of staff are kept up to date on any changes to the policies and procedures related to the safeguarding of children.
- Ensure that the staff team and volunteers they are directly responsible for receive regular safeguarding refresher training at least every 3 years.

The responsibilities of the head of service are to:

- Investigate any allegation of child abuse and/or safeguarding concern involving a member of staff or volunteer, with the support of HR and in line with policies and procedures.
- Inform the LADO of any allegation of safeguarding allegation made against a member of staff or volunteer.
- Ensure that all play and youth policies and procedures relating to safeguarding are updated in line with any revised guidelines for child protection from the LSCB.
- Ensure there are effective links with the LADO, LSCB and MASH to ensure best practice.

The management DSLs are the postholders of the following roles:

Head of Housing Community Services

Play and Youth Service

Play and Youth Manager

Locality Leads

Project and Partnership Leads

Community Centres

Operational Manager

6.0 Handling Safeguarding Children Issues

If a member of staff has any safeguarding concerns regarding a child/family, not arising from a disclosure, then they **must** complete a safeguarding record. For example, concerns about a child's poor hygiene, a child always seeming hungry, a child displaying out of character behaviour.

Once a safeguarding record has been completed, the member of staff should inform the DSL as soon as possible. Whilst individually these safeguarding records may not require any action to be taken, multiple records on the same child or family, on review, may result in a referral to MASH.

If a safeguarding concern is significant and requires immediate action the DSL will immediately refer to MASH and advise the service lead of the action taken.

Where a concern requires monitoring in order to understand if it is a safeguarding issue the following process will be used:

- Play & Youth workers complete daily recorded session wash up sheets with a section for safeguarding issues; this sheet is then used to monitor any issues that arise during sessions.
- Weekly review of session wash up sheets by centre manager with their deputy.
- If required, referral to MASH is made. If uncertain advice may be sought from tier 2 coordinators in the MASH at any point to clarify the decision.
- If a referral is not required, then continue to monitor and evidence.
- Service lead informed of action taken allowing for a review of the decision made.

7.0 Multi-Agency Safeguarding Hub (MASH)

The MASH is multi-agency and brings together services from social care, education, health, police and children's services. The MASH aims to work together to offer the right help at an early stage to families who need support.

If you are concerned that a child has suffered harm, neglect or abuse, you must contact MASH who can discuss this with you.

During Office Hours 0845671 0271 pccraduty@portsmouthcc.gcsx.gov.uk

Out of Hours 0300 555 1373

If a child is at immediate risk of harm, call the police on 999. The contact should always be followed up with a written inter-agency contact form as soon as possible.

You should seek, in general, to discuss concerns with the family and, where possible seek the family's agreement to making a referral unless this may, either by delay or the behavioural response it prompts or for any other reason, place the child or staff at increased risk of significant harm.

8.0 Portsmouth Safeguarding Children's Partnership (PSCP)

Portsmouth City Council and the play and youth and community (PYC) services operate in conjunction with the PSCP, including accessing training modules and keeping up to date with safeguarding issues.

The Portsmouth Safeguarding Children Partnership (PSCP) brings together all the main organisations who work with children and families in Portsmouth, with the aim of ensuring that they work together effectively to keep children safe.

Contact information can be found at [Home - Portsmouth Safeguarding Children Partnership \(portsmouthscp.org.uk\)](http://portsmouthscp.org.uk)

9.0 Local Authority Designated Officer (LADO)

The LADO should be alerted to all cases in which it is alleged that a person who works or volunteers with children has:

- Behaved in a way that has harmed, or may harm a child.
- Possibly committed a criminal offence against children, or related to a child, behaved towards a child or children in a way that indicates s/he is unsuitable to work with children.

The LADO role applies to workers who are paid, unpaid, volunteers, casual, agency or anyone self-employed and they capture concerns, allegations or offences emanating from outside work.

10. Managing allegations of abuse against staff

Management DSLs have a responsibility to ensure the safety of young people, children and vulnerable adults:

- Dealing with allegations of abuse quickly, fairly and consistently.
- Supporting all parties involved in allegations to reach a suitable conclusion.
- Ensuring all staff members are aware of their responsibilities and the actions they should take regarding allegation of abuse.
- Ensuring all staff members know what to do in the event of an allegation of abuse regarding external relationships which may affect the integrity of the service and the Council.

Actions which may indicate abuse include, but are not limited to:

- Behaviours which have caused a child, young person or vulnerable adult to be harmed.
- Criminal offenses committed against children, young people and vulnerable adults.
- Behaviour which indicates risk to children, young people, or vulnerable adults.
- Behaviour which violates a duty of care.

All staff members, including volunteers, are responsible for the ongoing safety of all service users.

The DSLs are responsible for hearing concerns and reports surrounding potential safeguarding issues. The DSLs are then responsible for referring cases to the Local

Authority Designated Officer (LADO) and further action will be taken on a case-by-case basis.

11. Handling Safeguarding Adults Concerns

The primary focus for safeguarding is to promote well-being and prevent abuse and neglect happening in the first place, ensure the safety and wellbeing of anyone who has been subject to abuse or neglect, take action against those responsible and learn lessons and make changes; which will be achieved by putting the person at the very centre. Safeguarding is everybody's business and with the new Care Act 2014 this can only strengthen the protection of vulnerable adults within Portsmouth.

Any safeguarding of adults concerns immediately need to be made a record of. This could include any person who is at risk of, or experiencing, abuse or neglect and as a result is unable to protect themselves.

If a member of staff hears or suspects a vulnerable adult is being abused in anyway, it must be reported.

Adult Social Care Helpdesk: 023 9268 0810
Out of hours contact: 0300 555 1373

Portsmouth City Council has a safeguarding team and can be contacted on the number above or email PortsmouthAdultMASH@portsmouthcc.gcsx.gov.uk

Alternatively if urgent support is not required safeguarding concerns can be referred to Portsmouth Adult's MASH team by using the referral form which can be found here: [Reporting Concerns \(portsmouthsab.uk\)](https://portsmouthsab.uk). A one-minute guide to submitting safeguarding concerns is also available on the same link.

12. Portsmouth Safeguarding Adult's Board

Portsmouth City Council and the play, youth and community service work in conjunction with the Portsmouth Safeguarding Adult's Board including accessing training modules and keeping up to date with safeguarding issues.

Portsmouth Safeguarding Adults Board is a multi-agency strategic partnership that oversees and leads adult safeguarding in Portsmouth.

Information can be found at: <https://www.portsmouthsab.uk/>

13. Safeguarding Adult's training

All Play and Youth and Community staff and volunteers have to complete the following training in relation to the safeguarding of adults:

All staff (including Volunteers)

Safeguarding Adults Awareness - once (half day course)
Safeguarding Adults Annual Refresher - every year (one day course)



Service Manager & Locality Managers

The above plus the following:

- Developing Safeguarding Practice (one day course)
- Safeguarding in a strength-based way (half day course)
- Best practice for safeguarding adults planning and review meetings (one day course)
- Safeguarding adults detailed (2 x half day, virtual course)
- Adult Safeguarding Concerns (e-learning)
- Responding to Domestic Abuse (course)
- Friends against scams (e-learning)
- Modern Day Slavery Act (e-learning)
- Mental Capacity Act Refresher (course)
- 4LSAB Fire Safety Risk Assessment (e-learning)

14.0 E-Safety

The use of information technology is an essential part of all our lives. It is an intrinsic part of the experience of our children and young people, and it is greatly beneficial to all. However, it can present challenges in terms of how we use it responsibly and, if misused either by an adult or young person, can potentially be harmful to them.

The Play and Youth and Community services (PYC) will seek to keep children, young people and vulnerable adults safe by:

- Supporting and encouraging children, young people and adults using our service to use the opportunities offered by mobile phone technology and the internet in a way that keeps them safe and shows respect for others.
- Supporting and encouraging parents/carers to do what they can to keep their children safe online when using their mobile devices and consoles.
- Informing parents and carers of incidents of concerns as appropriate.
- Ensuring that the personal information of staff, volunteers and service users are not published on our website without permission.
- Providing clear and specific directions to staff and volunteers on how to behave online and the appropriate use of ICT, linking this to the responsibilities laid out in our personal and professional boundaries policy.
- Offer site blocking via My City Wifi and review blocked sites as required.

15.0 Whistleblowing Policy

Please refer to Portsmouth City Council's whistleblowing policy.

16.0 HIPS LSCPs

Portsmouth City Council is part of the HIPS LSCPs partnership. Policies and procedures can be found using the following link:

<https://hipsprocedures.org.uk/>

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Integrated Impact Assessment (IIA)

Integrated impact assessment (IIA) form December 2019

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:

Housing Community Services, Play and Youth Service and Community Centres

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

Safeguarding for Play and Youth and Community Services within Housing Neighbourhood and Building Services

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

- Existing
- New / proposed
- Changed

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

This policy brings up to date safeguarding working practices and requirements for staff reflecting the service changes which have recently taken place and looks to refresh the existing policy to ensure the policy reflects current practice and demonstrates our commitment to the safeguarding of our customers.

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 has been undertaken with the PSCP and this has informed and shaped the content.

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 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?

This policy ensures our staff understand how to deal with safeguarding issues impacting our service users and by it's nature ensure safety.

How will you measure/check the impact of your proposal?
Supervision and management review of practice

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 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?

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 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 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 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 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 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 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 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 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 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?

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 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 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 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?

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 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?

Nicola Clannachan

This IIA has been approved by:

Contact number:

Date:

Agenda Item 5



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(Please note that "Information Only" reports do not require Integrated Impact Assessments, Legal or Finance Comments as no decision is being taken)

Title of meeting:	Cabinet Member for Housing and Preventing Homelessness
Subject:	Update on Housing Revenue Account Asset Management Strategy
Date of meeting:	23rd March 2023
Report by:	James Hill - Director of Housing, Neighbourhood and Building Services
Report Author:	Meredydd Hughes - Assistant Director of Building Services Steve Groves - Head of Building Maintenance
Wards affected:	All Wards

1. Requested by

- 1.1 The report was requested by** Councillor Darren Sanders, Cabinet Member and Portfolio Holder for Housing and Preventing Homelessness.

2. Purpose of Report

- 2.1** The purpose of this report is for information only and provides the Cabinet Member for Housing and Preventing Homelessness with an update on the Portsmouth City Council Housing Revenue Account (HRA) Asset Management Strategy (AMS).

3. Brief Summary

- 3.1** The Cabinet member for Housing and Preventing Homelessness has requested an update on the progress of the revision of the Portsmouth City Council (PCC) Housing Revenue Account Asset Management Strategy (HRAAMS), the purpose of which will be to ensure that PCCs social housing portfolio will continue to be managed with financial prudence, ensuring the health, safety and security of our tenants and the communities in which they live. The HRAAMS will also inform the long-term strategic maintenance decisions for the housing stock over the next 30 plus years including estate renewal.

4. Background

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- 4.1 The existing PCC Housing Revenue Account Asset Management strategy was last updated on the 1st of September 2021 to reflect the change of the Housing, Neighbourhood and Buildings Directorate structure, and to incorporate up to date PCC stock information data. (Appendix 1).
- 4.2 The purpose of the existing Asset Management Strategy is to set out a framework for PCC's Housing, Neighbourhood and Building Services (HNB) to make decisions about its housing assets over the next 30 years.
The strategy provides a profile of housing assets that are being maintained and improved, together with:
- a framework of how and when building maintenance services are provided.
 - what type of asset demands are considered.
 - how the work will be managed together with measures to evaluate the budget.
 - staff and contractor resources required to effectively manage the service.

The strategy will be supported by the Housing Revenue Account (HRA) 30-year business plan.

The strategy links with the council's corporate priorities of achieving the city vision by working together as one council with our partners and communities, and to tackle health, social and economic inequalities.

- 4.3 The existing asset management strategies key priorities derived from our demand analysis underpin the strategy. These are considered in order of priority when allocating resources.
- 4.3.1 Priority 1: Repairs and maintenance service customer demand.

Customer related purposes have been established for each aspect of the repairs and maintenance service and we will continually seek to achieve them:

- Right repair at the right time
- Maintain and improve our property.
- Provide suitable homes when needed.

We will carry out building maintenance to our assets within a scope of service that ensures we meet our landlord responsibilities as stated within the tenancy agreement.

- 4.3.2 Priority 2: Undertake statutory demands.

Our legal responsibility as a landlord is to ensure that all assets allow residents to live in a safe environment.

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We will ensure that we undertake all of our statutory asset obligations as a landlord.

4.3.3 Priority 3: Maintain our property demand.

Stock maintenance demands are received from both our residents and staff through the day-to-day management of the building maintenance service.

We will assess and meet demands to maintain our properties.

4.3.4 Priority 4: Improve our property demand.

We receive demands from both our residents and staff through the day-to-day management of the building maintenance service to improve our property.

We will assess and meet demands to improve our properties.

4.3.5 Priority 5: Utilise Housing & Property (HRA) assets.

We will ensure that we continually assess and utilise all of our assets to enable us to provide suitable homes when needed.

4.4 Appendix 1 shows the current HRAAMS.

5. Key Considerations for an Updated HRAAMS

5.1 The work to update the HRAAMS will appraise the priorities shown in 4.3 particularly in light of significant changes since 2021. The following section highlights some of those key considerations and in turn reinforces the need for this work to be completed within the next financial year.

5.2 PCC acknowledges that current and future asset management requirements in the social housing sector resulting from the carbon Net Zero agenda, the Building Safety Act, provision of new affordable homes, continued health safety and compliance focus, and the Charter for Social Housing residents, has refocused our requirements to make the most of our property assets.

5.3 At the same time these requirements must deliver against the seven key principles that every social housing resident should be able to expect and are detailed in the charter.

- To be safe in your home.
- To know how your landlord is performing.
- To have your complaints dealt with promptly and fairly.

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- To be treated with respect, back by a strong consumer regulator for tenants.
 - To have your voice heard by your landlord.
 - To have a good quality home and neighbourhood to live in.
 - To be supported to take your first step to ownership.
- 5.4 The Council's ability to continue to deliver efficient services for tenants, generate income revenue, and provide a solid platform for improvement, depends on our ability to make the most of our property assets. This can only be achieved by ensuring we make prudent strategic financial decisions, based on income from assets and the expenditure required to look after them.
- 5.5 The primary objective of the Asset Management Strategy (AMS) is to ensure that the Council's social housing portfolio is managed with financial prudence, balanced with ensuring that the Council continues to meet all its statutory obligations as a Local Authority Landlord and, ensure the provision of good quality homes for our tenants to live in.
- 5.6 Our revised PCC HRA AMS will set out the preferred approach to the Council's asset management delivery and outline the key actions necessary to improve both our service and operational delivery, while adapting to issues that affect all social housing providers.
- 5.7 The strategy will set out the PCC approach to planned capital investment for works to improve the energy efficiency of the Council's social housing, thereby also tackling fuel poverty. The AMS will serve as a framework for operational activity and effective governance and ensure best practice expectation.
- 5.8 Without a clear strategy in place, the management of assets would evolve to create a capital programme around a perception of what the Housing Revenue Account (HRA) could afford, within the context of the financial parameters of the day, as opposed to looking at the long-term needs of the residents and investment in the Council's assets.
- 5.9 Without an updated and revised AMS in place, it is difficult to develop robust, long term strategic capital investment plans. To deliver its AMS, the Council must ensure that the requirements of the housing stock are affordable within the context of the HRA Business Plan. Assessment of performance and acting upon the results of viability modelling is an important factor in maintaining a portfolio that is sustainable in the medium to long term.
- 5.10 The AMS will include specific detail on how the HRA will deal with the Council's Net Zero aspirations. This is a direct response to the decarbonisation and biodiversity agenda.

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- 5.11 To achieve the Government' and PCC's ambition to decarbonise the social housing portfolio, will require substantial investment in the medium term. The AMS will assist in assessing the quantum of this financial investment. The Government has set a target that all social housing should achieve Energy Performance (EPC) of C by 2030.
- 5.12 PCC adopts an Energy Hierarchy approach to energy efficiency in homes, in that it adopts a fabric first approach in adding improvements to both its existing housing stock and for new build properties being added to the portfolio.
- 5.13 The decarbonisation detail will highlight methods to support the HRA Capital Programme using various grant funding streams being made available by Government to make housing more energy efficient and less reliant on fossil fuels.
- 5.14 PCC have announced their intention to pilot the design to Passivhaus standard for new build homes, which will test the buildability and affordability of adopting such a standard. A paper, Improved Energy Efficiency Standards for new Build Council Homes, was presented to the cabinet for Housing and Preventing Homelessness on the 8th March 2021¹, and the pilot was approved.
- 5.15 Applying the principles of low energy efficiency design on existing houses represents a greater challenge as a result of the constraints associated with existing building fabric and designs. The cost associated with improving the building fabric in older and in non-traditional properties needs to be carefully evaluated when looking at the balance on what energy and cost savings our resident's are likely to realise as a consequence of the works.
- 5.16 The strategic objectives of the revised AMS for PCC will include, but will not be limited to:
- Manage and maintain homes to a good standard.
 - Improving and maintaining homes, and as a by-product, continue to meet the Regulator of Social Housing's 'Home Standard'.
 - Programming and procuring works so that repairs and maintenance are conducted cost effectively and responsively, in a way that reflects residents' needs, preferences and aspirations.
 - Ensuring that necessary re-investment in the stock is made a key priority within the Council's financial framework.
 - To align with the Council's zero carbon commitment ensuring that all homes are green, sustainable and energy efficient.

¹ [Agenda for Cabinet Member for Housing and Preventing Homelessness on Monday, 8th March, 2021, 4.30 pm Portsmouth City Council](#)

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5.17 The principles for delivery of the revised AMS strategy for PCC will include, but are not limited to:

- Listen and respond to the views and aspirations of all stakeholders.
- Work with our residents through tenancy audits, to ensure that homes are being looked after and that the needs of the household are identified.
- Actively obtain and then manage data relating to health and safety compliance, acting promptly to tackle any issues or matters for concern.
- Procure works and services for delivery that provide best value for money and good quality.
- Maintain an Asset Management Group (with all key stakeholder groups represented) this group will review and monitor proposals, objectives, and delivery.
- Undertake as much work as possible in a pre-planned way, thus reducing reactive works to a minimum.
- To make communities greener and properties more energy efficient, addressing fuel poverty.
- Decrease levels of crime and anti-social behaviour across our estate through appropriate specification and joined-up neighbourhood delivery.

6. Next Steps

6.1 Officers from Building Services have been working with Ridge and Partners LLP, property and construction consultants, who have delivered HRA asset management strategies for several Local Authorities (LAs) and Registered Housing Providers (RHPs). The initial PCC brief for Ridge was to undertake an initial scoping exercise and review the existing stock data information held.

6.2 Further detailed works are required in 2023 to develop the revised HRA AMS for PCC. The following tasks need to be undertaken, which will include these actions:

- Initial presentations to articulate active asset management principles and the proposed direction of travel to key stakeholders (including staff, members, and residents);
- Preparation of a clear project programme articulating the key milestone dates and a final delivery and presentation of the finalised AMS;
- Identify any additional resources requirements to manage the work
- Undertake a deep dive into asset data held, and update where necessary the Asset Management Database. Formulate a plan and timetable for additional data capture and 'gap filling';
- Review of asset ownership lists and knowledge of related assets (such as unadopted roads etc.);
- Work with the Building Safety Manager to audit the progress for higher-risk building safety cases (including format and shared data);

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- Agree a presentation methodology for the 30-year business plan input information (cost tables) with Finance officers;
- Working with finance officers in supporting 'sensitivity analysis' of cost options in comparison to available budgets (gold/silver/bronze options and summary of the implications in comparison from one to another).
- Assessment of housing energy data and potential modelling to inform the drafting of a housing energy/sustainability strategy that will be integrated within the wider asset management strategy;
- Preparation of a housing stock viability model, that incorporates technical demands as well as housing management/lettings data;
- Preparation of a stock options appraisal template to support comprehensive and consistent appraisal and outcome recording;
- Out-turn/costs value for money review relating to works and services costs;
- Delivery of final AMS to Housing and Preventing Homeless cabinet meeting for sign off; and,
- Final presentations to stakeholders including members, residents' groups and staff etc.

6.3 A detailed timetabled project programme will be developed and shared with the portfolio in the new municipal year. The work will continue to be progressed and a further report will be brought to the Cabinet member for Housing and Preventing Homelessness in October 2023 to update on the progress.

.....
Signed by James Hill - Director of Housing, Neighbourhood and Building Services

Appendices:

Appendix 1: Housing, Neighbourhood and Building Services Asset Management Strategy 2021

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

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Housing, Neighbourhood and Building Services

Asset Management Strategy 2021

www.portsmouth.gov.uk

Document control information

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Author:	Steve Groves Paul Sorrell
Approval:	Director of Housing, Neighbourhood and Building Services Assistant Director Building Service Cabinet Member for Housing
Consultation:	Resident Consortium Housing, Neighbourhood and Building Services senior management team
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Published Location:	R&M database Extract folder within Policies, Guides and Documents section

Document review and change log		
Version	Approved date	Reason
1.0	Aug 2012	Initial document
2.0	3 Nov 2014	Updated to reflect change in R&M structure and incorporate up-to-date data
3.0	1 Sept 2021	Updated to reflect change in HNB structure and incorporate up-to-date data

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1. HNB asset management strategy

1.1. Purpose of the asset management strategy

This asset management strategy sets out a framework for Portsmouth City Council’s Housing, Neighbourhood & Building Services (HNB) to make decisions about its Housing assets over the next 30 years.

The strategy provides a profile of housing assets that are being maintained and improved, together with:

- a framework of how and when building maintenance services are provided
- what type of asset demands are considered
- how the work will be managed together with measures to evaluate the budget
- staff and contractor resources required to effectively manage the service

The strategy will be supported by the Housing Revenue Account (HRA) 30 year business plan.

It links with the council's corporate priorities achieving the city vision by working together as one council with our partners and communities, to tackle health, social and economic inequalities.

OUR PLAN FOR RECOVERY AND RENEWAL

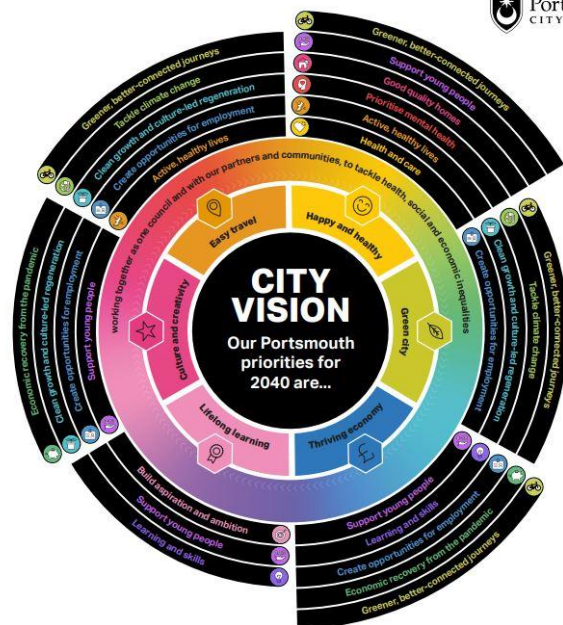
We recognise the paramount importance of our core services, as well as the things we need to focus on as we work together with our partners to renew and recover.

City vision: sets out the aspirations of the people of Portsmouth for their city in 2040.

Council mission: to support the city to recover and renew following the pandemic and to play our part in achieving the city vision by working together as one council and with our partners and communities, to tackle health, social and economic inequalities.

Core business: Our residents rely on us to: ensure older people and vulnerable adults are looked after and supported to live independently, to maintain our roads, parks and open spaces, to offer housing services, to support education, early years and children with special educational needs, to keep children safe and families together, to encourage economic development, to provide planning, to support culture, museums and libraries, to provide benefits and collect council tax and business rates, to collect their bins, and to keep the city clean.

Support services: Our residents need our support services to enable the organisation to run as efficiently and effectively as possible.



1.2. Asset management strategy key priorities

Our demand analysis has identified five key priorities that underpin the asset management strategy. These will be considered in order of priority when allocating resources.

1.2.1 Priority 1: Repairs and maintenance service customer demand

Customer related purposes have been established for each aspect of the repairs and maintenance service and we will continually seek to achieve them:

- Right repair at the right time
- Maintain and improve our property
- Provide suitable homes when needed

We will carry out building maintenance to our assets within a scope of service that ensures we meet our landlord responsibilities as stated within the tenancy agreement.

1.2.2 Priority 2: Undertake statutory demands

Our legal responsibility as a landlord is to ensure that all assets allow residents to live in a safe environment.

We will ensure that we undertake all of our statutory asset obligations as a landlord.

1.2.3 Priority 3: Maintain our property demand

Stock maintenance demands are received from both our residents and staff through the day-to-day management of the building maintenance service.

We will assess and meet demands to maintain our properties.

1.2.4 Priority 4: Improve our property demand

We receive demands from both our residents and staff through the day-to-day management of the building maintenance service to improve our property.

We will assess and meet demands to improve our properties.

1.2.5 Priority 5: Utilise H&PS assets

We will ensure that we continually assess and utilise all of our assets to enable us to provide suitable homes when needed.

2. Management of work

2.1. Improvement methodology

We have adopted the Vanguard™ systems thinking methodology to manage our services. Improvements to the system are based on knowledge gained using this method by undertaking Check, Plan, Do, together with using our principles of work.

2.1.1 The model for 'Check'

The stages for the model for 'Check' to gain knowledge of the existing service include the following:

- Understand demand
- Identify purpose
- Use of measures
- Map flow
- Identify system conditions
- Understand management thinking

2.2. Our principles of work

The principles of work we use are:

- Customer sets the nominal value
- Only do the value work
- Pull not push
- Best resource at the front end
- Single piece flow
- Work flows 100% clean

2.3. Measures

We will use a suite of measures to enable us to assess how specific areas of the business are performing, including the asset management strategy key priorities.

These measures will be derived from the work and will be used by managers, staff and contractors to make improvements. The importance of each measure will fluctuate as learning is gained and they will be a key aspect of making informed decisions and assessing outcomes.

2.3.1 Hardwired measures

The type of measures used will include:

- Demand
- Capacity
- Capability (E2E)
- Quality
- Cost
- Customer Satisfaction

Specific business rules for the building maintenance measures are documented within the building maintenance measures operational definitions.

2.4. Repairs and maintenance database

We will maintain a bespoke repairs and maintenance database that will capture all the relevant data required to enable measures to support the management of the repairs and maintenance service.

The repairs and maintenance database will integrate repairs, voids, mutual exchanges, stock, project and support data; it will be accessible as appropriate to all relevant HNB and contractor staff.

2.4.1 Stock database

The stock data will be updated without handing off to others by the repairs and maintenance teams or contractors as appropriate through their day-to-day role, i.e. updating the stock data is not an administrative role. The accuracy of the stock database will be the responsibility of the building maintenance team managerⁱ.

2.5. Life cycle costing

The installation dates of elements installed in our assets will be recorded within the repairs and maintenance stock database and the history of when the work was undertaken will be maintained. This enables us to measure the actual life cycle of key elements.

The actual life cycle of asset elements will be measured and reviewed together with the actual cost of replacement; this will support the planning of the asset management repairs and maintenance budgets.

For a breakdown see Figure 7 - Lifecycle years (August 2021) on page 32.

ⁱ Building Repairs Manager / Senior Building Surveyor or their successors

2.6. Thirty-year business plan

2.6.1 Frequency of business plan review and updates

The 30-year business plan will be formally reviewed every three years or sooner if required due to significant changes in the stock portfolio or financial position.

2.6.2 Business plan structure

The first five years of the plan are identified annually and then in five-year increments for the remainder of the plan.

The figures, particularly the annual ones, should not be confused with actual budget requirements. The figures are indicative and are intended to show the scale of investment needed to maintain and improve our stock over the 30-year life of the plan.

2.6.3 Key business plan assumptions

The key assumptions from the plan are:

- The number of blocks of flats is stable for the 30 years of the plan; any acquisitions or builds will include maintenance for 30 years as part of the business case
- The numbers of dwellings being sold per year and the mix of sold vs. new leaseholders is based on average levels over the last 10 years
- Day to day repairs continue at the present level for the 30 years of the plan
- Void numbers continue at the present level for the 30 years of the plan

2.6.4 Property archetypes

The plan allocates our stock into several archetypes to facilitate the modelling of costs over the 30 years of the plan. These archetypes are based on the following attributes of our stock:

- Number of storeys (Low-rise, Medium-rise, ...)
- Asset type (Bedsit/Flat/Maisonette vs. House/Bungalow)
- Construction type (Brick vs. Concrete vs. Steel Frame vs. Infill Panel)
- Pre- vs. Post-WWII houses

2.6.5 Element lifecycles

The plan uses three types of lifecycle data in its construction:

- Historical data from the stock database that records actual installation dates, e.g. kitchens and bathrooms
- The practical experience of repairs and maintenance managers

- Industry standards where no local knowledge or experience is available

2.6.6 Average costs

The plan uses three types of average cost data in its construction:

- Data from the repair and maintenance database, e.g. kitchen installation costs, general repair and void costs
- Current information from project tender returns
- The practical experience of building maintenance managers

2.7. Improvement plans

When repairs and maintenance system and service delivery issues have been identified through undertaking the model for 'Check', improvement plans will be established to address the issues identified

A record of the issue, relevant measures used and risks identified are recorded together with the agreed actions planned or being undertaken to eliminate or reduce the risks identified.

The details of each issue together with relevant dates and named action owners are recorded within our repairs and maintenance improvement plan or the service provider risk register, as appropriate.

2.8. Asset management plans and strategy monitoring

The strategy is approved by the Cabinet Member for Housing after consultation with the resident consortium and relevant stakeholder managers.

Asset management plans and performance relating to the asset management strategy's key priorities will be monitored by the Directorate Building Management Board (DBMB) and formally reported to the Cabinet Member for Housing Executive and stakeholders as required.

Reports, when requested, will review progress against the key priorities using appropriate measures. The reports will confirm any current asset management plans and may include the following:

- plan for planned maintenance of properties
- plan for structural work to non-traditional construction properties
- plan for energy performance improvements of dwellings
- plan for environmental improvement schemes
- plan for mechanical and electrical services schemes
- HRA sites suitable for potential building development

3. Asset portfolio profile

3.1. Residential dwellings

We manage, maintain and own an asset portfolio of around 14,700 residential dwellings as well as managing just under 1,900 additional residential leasehold properties.

Approximately 30% of the dwellings we own are situated in the neighbouring local authority of Havant Borough Council. These assets within the Leigh Park and Wecock Farm area housing offices form a key element of our asset management strategy and financial planning.

3.1.1 Asset type

The majority of our HRA stock is flats and maisonettes which account for nearly 70% of our dwelling assets, whilst houses and bungalows make up the remainder of our HRA stock.

See Figure 8 - Assets by Type and Ownership (August 2021) on page 33.

3.1.2 Asset construction year

The majority of our residential dwellings were constructed post war in the 1950s and 1960s.

See Figure 9 - Assets by Year Built and Ownership (August 2021) on page 33.

3.1.3 Construction Type

The majority of the residential dwellings are traditionally constructed, although there are a significant number of various non-traditional construction concrete and steel frame properties.

See Figure 10 - Assets by Construction Type and Ownership (August 2021) on page 34.

3.1.4 Number of storeys

Most of the residential dwellings are low to medium rise construction up to five storeys, although there are 26 blocks of flats that are high rise construction of between six and nine storeys, with a further 13 tower blocks that are 10 storeys and above.

See Figure 11 - Assets by Number of Storeys and Ownership (August 2021) on page 34.

3.1.5 Area housing offices

The dwelling assets are managed from seven area housing offices that are located within the local area and receive the initial customer demand. Within the city (on-island) there are housing offices at Buckland, Landport, Portsea, and

Somerstown. Outside of the city (off-island) there are housing offices at Leigh Park, Paulsgrove and Wecock Farm.

The housing offices at Leigh Park and Wecock Farm are located within the neighbouring local authority of Havant Borough Council.

See Figure 12 - Assets by Area Housing Office (August 2021) on page 35.

3.1.6 Right to buy

The number of residential dwellings within its portfolio has decreased through Right to Buy purchases in the past 30 years, although recent years have seen a reduction in the number of properties sold through Right to Buy due to increased property prices and the current economic climate.

However it is recognised that changes to economic circumstances or Right to Buy legislation will influence the number of applications received.



Figure 1 - Right to Buy Sales (2004/5 - 2020/21)

See Figure 13 - Average Percentage of Sales by Area Office (2004/05 - 2020/21) on page 35

See Figure 14 - Number of properties sold by Asset Type (August 2021) on page 36.

3.1.7 Built and Repurchased properties

The strategy to address any reduction in the portfolio through the Right to Buy Sales, is by reprovion of properties by either building new dwellings or purchasing properties, particularly during the past five years.

The building of new dwellings during recent years has occurred through either the development of vacant sites held by the HRA or the redevelopment of sites where redundant assets have been demolished such as the Arthur Pope House or Southsea Community Centre sites.

See Figure 15 - Number of properties built per year (August 2021) on page 37

Repurchasing of former Council properties has also helped address any reduction in the portfolio, particularly leasehold properties in Council owned blocks or former Council owned houses. Properties are also purchased on the open market, although the numbers are excluded from the tables.

See Figure 16 - Number of Leaseholder properties repurchased (August 2021) on page 38

3.2. Commercial assets

We manage, maintain and own within our asset portfolio a variety of commercial assets. This includes garages and car parking spaces that are rented to our tenants and private residents.

It also includes adventure play areas, community centres and youth clubs that are situated within the housing estates that are used by our residents and the local community.

Retail premises also form part of our commercial portfolio and provide an income to the HRA

See Figure 17 - Commercial Assets (August 2021) on page 39.

3.3. Land

We manage, maintain and own within our portfolio approximately 355 hectares of land and open space. This consists of individual parcels of land that are typically green open spaces with no defined usage; the sizes of these individual sites vary.

A proportion of our land is situated in the neighbouring local authority of Havant Borough Council.

3.4. Offices

We manage, maintain and own six Area Housing Offices and rent one other Area Housing Office. These are located within the housing estates to receive customer demand and provide a full range of services that are accessible to residents.

Within our portfolio we also manage, maintain and own other offices (some of which are rented out for commercial revenue income) and one housing depot that are all located across the housing estates. There are also a significant number of smaller offices located within sheltered schemes and other residential blocks of flats used by our staff.

These accommodate teams that support the management of the service including resident participation, green and clean services, out of hour's provision, bulk collection and estate services.

3.5. Asset value

The market value of all the assets owned by HNB is £2,008,296,387 with a net Existing Use Value Social Housing (EUVS) value of all the assets owned by HNB within the Housing Revenue Account of £662,644,648 as assessed in the accounts for 2020/2021.

The annual income generated by these assets in 2021/22 budget was £87,240,000, with £48,320,000 spent on repairs and maintenance services to maintain and improve all the HNB assets.

4. Residents

4.1. Demand for suitable homes

The demand for suitable homes is received by the Housing Options team from customers who wish to live in Portsmouth and in council dwellings.

The housing waiting list can provide some knowledge regarding the profile of customers and their requirements for suitable homes. However, the knowledge of customers who are not currently on the housing waiting list and those already occupying our dwellings will need to also be known to fully understand the nature of demand for council dwellings.

External factors such as government policy and regulations relating to the social housing sector, such as the Welfare Reform Act, will over time influence the type and profile of demand received for council dwellings.

4.2. Residents receiving housing benefit

The majority of residents renting council dwellings (64%) currently receive either full or part housing benefit payments.

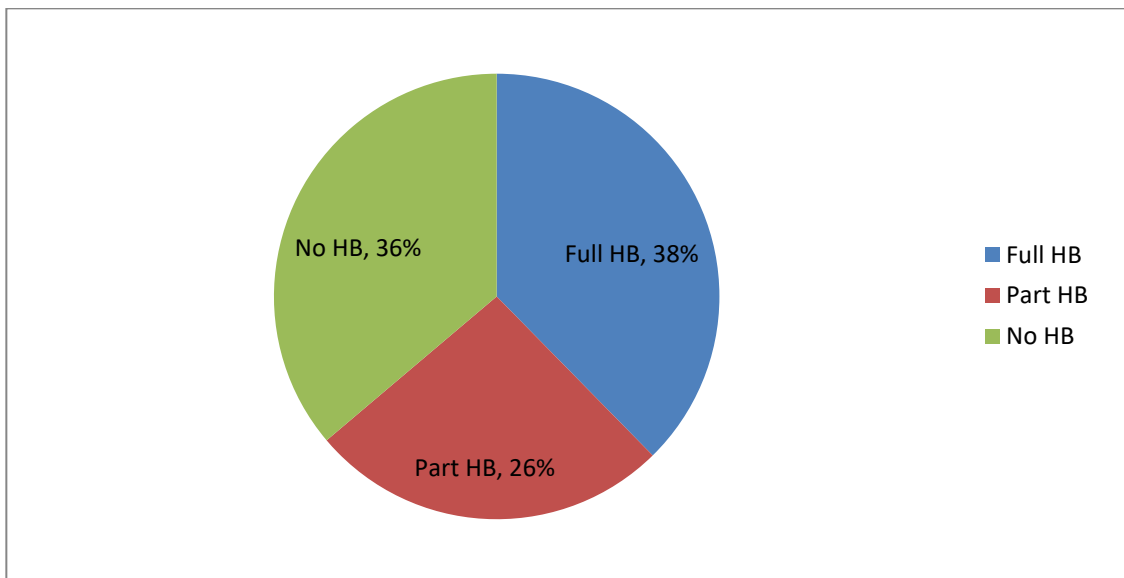


Figure 2 - H&PS residents receiving Housing Benefit (2013)

4.3. Resident profile

Currently about one third of residents occupying our dwellings are in the age band 30-49 with a further third being in the age band 60 and over. The smallest proportion of residents is males under the age of 30 (approx. 3%).

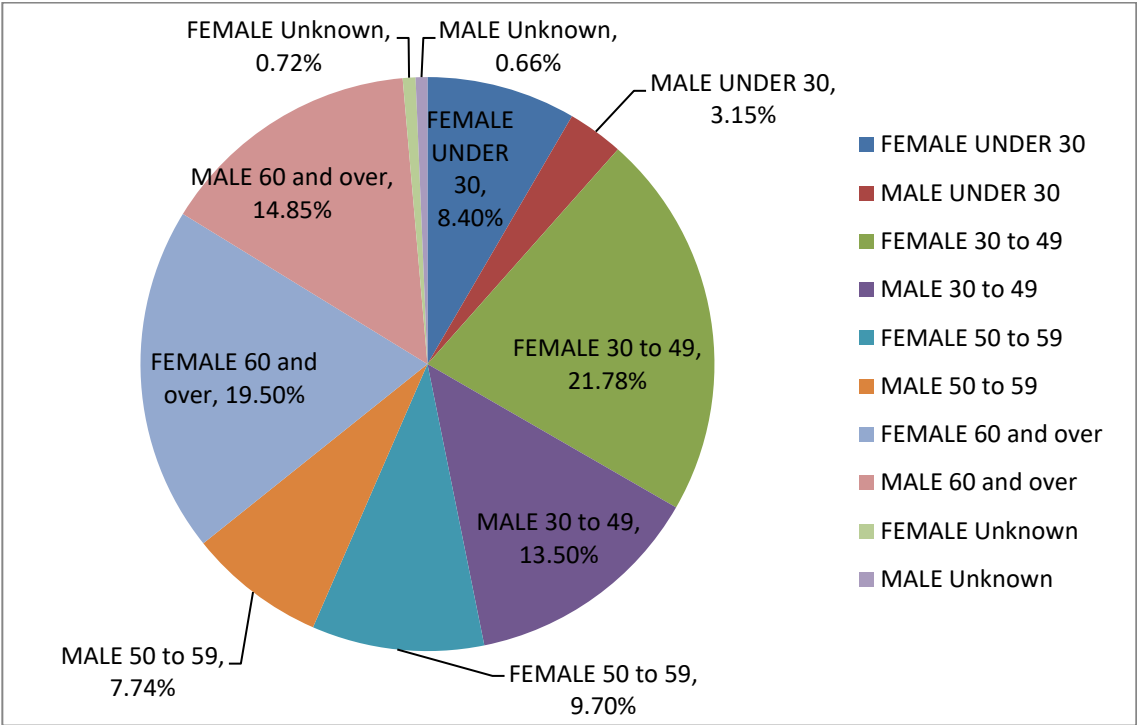


Figure 3 - Residents' gender & age bands (2013)

5. Repairs and maintenance service customer demand

5.1. Response repairs service

The purpose of the response repairs service is to carry out the right repair at the right time.

The value steps ensure that:

- the contractor can access the property at a time determined by the resident
- the operative with the right skills is able to diagnose the right repair
- the right repair is carried out

5.2. Voids service

The purpose of the voids service is to provide suitable homes when needed.

The value steps are to:

- take notice from the outgoing tenant
- identify the right customer who will agree to move in
- undertake the work required to enable them to move in
- collect the rent

5.3. Planned and cyclical maintenance service

The purpose of the planned maintenance service is to maintain and improve our property.

The value steps are to:

- evaluate the work required and establish a purpose for the scheme
- assess the best options for meeting the purpose
- carry out the work required as specified

5.4. Customer satisfaction

Customer satisfaction with the repairs and maintenance service will be established by ensuring that customer feedback is gained from those using the service at the point that the whole repairs and maintenance service is complete.

Customers will be asked to score the whole service they received with a score out of 10, if a customer scores less than 10 they will be asked to provide feedback stating how the service can be improved.

Our front-line teams will also record the type and frequency of all demand received, when appropriate, i.e. to understand any changes in demand that may have occurred. Whilst systems will be designed against value demand, a knowledge and understanding of failure demand will be required to eliminate it.

Operational managers will review the customer satisfaction feedback provided and failure demand received, evaluating trends from the feedback and incorporating issues identified into the repairs and maintenance improvement plan or service provider risk register as appropriate.

6. Undertake statutory demands

We have a legal responsibility as a landlord to ensure that all assets allow residents to live in a safe environment. The following are statutory demands that we must ensure are undertaken and are a key service priority.

6.1. Gas safety inspection and servicing

As a landlord we have a responsibility in accordance with the Gas Safety (Installation & Use) Regulations 1998 to carry out an annual gas safety check for all gas appliances, flues and pipe work.

This is achieved by ensuring that we have a Landlord's Gas Safety Record (LGSR) for each property in accordance with the regulations.

The LGSR should be undertaken by a Gas Safe registered engineer before any property is let and annually thereafter.

Approximately 90% of our residential dwellings currently have gas appliances that should be serviced and maintained.

6.2. Electrical inspection

As a landlord we have a responsibility in accordance with the Landlord and Tenant Act 1985 to keep installations for the supply of electricity in good repair and proper order.

This is achieved by ensuring we have an Electrical Installation Condition Report (EICR) for all residential council dwellings and communal areas.

The EICR should be undertaken by a National Inspection Council for Electrical Installers and Contractors (NICEIC) electrician before any property is let. The asset should have a further EICR carried out by the recommended next inspection date stated on the EICR.

When undertaking the EICRs the objective is to undertake any work necessary to ensure that its expiry date is:

- Ten years for dwellings
- Five years for communal areas

We currently have approximately 800 blocks of flats that require a communal EICR.

6.3. Legionella

We have a responsibility under health and safety legislation to identify and assess the risk from legionella, prepare a scheme to manage the risk and keep appropriate records.

This is achieved by undertaking regular cyclical programmed testing and maintenance in accordance with the Approved Code of Practice L8 (The Control of Legionella Bacteria in Water Systems) of all communal water systems and large water storage tanks together with other ad hoc tests.

We currently have just over 108 communal cold water storage tanks that are managed with regard legionella and nearly 33 communal boilers.

6.4. Passenger lifts and stair lifts

We have a responsibility under general health and safety legislation including the Lifting Operations and Lifting Equipment Regulations 1998 (LOLER) to maintain in a safe working condition all passenger lifts used by residents, staff and contractors in blocks of flats and offices, as well as stair lifts in residential dwellings.

This is achieved by ensuring that we have a record of servicing and testing for each lift in accordance with the lift manufacturer's instructions.

Passenger lifts will have a monthly service and annual tests, with specific tests at 5 and 10 yearly intervals. Resident stair lifts will have an annual cyclical service undertaken.

We currently have 110 passenger lifts that we are responsible for maintaining and over 1,300 stair lifts in dwellings.

6.5. Fire prevention

We have a responsibility under the Housing Act 2004 and the Regulatory Reform (Fire Safety) Order 2005 for a duty of care to ensure that there are fire safety measures within the common parts of blocks of flats, sheltered housing accommodation and places of work.

This is achieved by ensuring that all fire detection, fire-fighting equipment, dry risers and emergency lighting, will be inspected, serviced and replaced if faulty in accordance with the relevant British Standards, with appropriate records being maintained.

Regular block inspections by our staff such as Estate Service Officers or Scheme Managers will ensure that bulk clearance, cleaning and responsive maintenance of communal areas and escape routes is undertaken which will ensure that fire risks and hazards are managed day to day.

In addition we will ensure that a relevant Type 1 Fire Risk Assessment (FRA) for all blocks of flats that have common areas is undertaken using the PAS79:2020 code of practice and that a suitable action plan is implemented where appropriate.

New FRAs for higher risk assets will be undertaken annually for blocks of flats that are six storeys and above, sheltered blocks, houses in multiple occupation

or offices. These will be undertaken by appropriately experienced third party registered fire risk assessors

For lower risk assets such as low-rise blocks of flats five storeys and below, a new FRA will be undertaken every 9 years or whenever there are significant changes within a block in relation to fire safety or when planned actions are undertaken, whichever occurs first. The FRA will be undertaken by a competent fire risk assessor.

Reviews of FRAs should be undertaken using the PAS79:2020 code of practice.

Fire safety advice and policy will be communicated to residents and leaseholders using notice boards in communal areas and regular communication through resident magazines and the PCC website as appropriate.

We currently have approximately 550 blocks of flats that require an FRA.

6.6. Asbestos

We have a responsibility under the Control of Asbestos Regulations 2012 to provide information to contractors regarding the presence of asbestos materials within its properties.

This is achieved by undertaking asbestos surveys as necessary and maintaining appropriate information regarding the location and condition of any asbestos in an accessible asbestos register.

If asbestos is damaged it will be removed from the property by a licensed removal contractor. Where asbestos is identified but in good condition, it will be recorded and managed through regular inspection or encapsulation.

The asbestos surveys will be undertaken by United Kingdom Accreditation Service (UKAS) accredited surveyors and all common areas will be inspected annually to ensure that the condition of the asbestos has not deteriorated. Appropriate records of all surveys undertaken will be maintained on a bespoke asbestos register that will be easily accessible by our and contractor staff.

Over 50% of our dwellings have asbestos that has been identified and recorded on the asbestos register.

6.7. Housing health and safety rating system (HHSRS)

We have a responsibility in accordance with the Housing Act 2004 to ensure that all residential dwellings are designed, constructed and maintained free from both unnecessary and unavoidable health and safety risks.

This is achieved by assessing any risks during a survey and taking action to immediately avoid or minimise any hazard which is identified.

HHSRS assessments will be undertaken if requested by a local repairs and maintenance team. A competent surveyor trained to apply the HHSRS to the risk identified will be arranged and action will be taken to avoid or minimise any category 1 hazards highlighted.

7. Maintain our property demands

We receive stock maintenance demands directly from both our residents and staff through the day-to-day management of the repairs and maintenance service.

7.1. Response repairs demands

The purpose of response repairs is to ensure that our properties are maintained by carrying out the right repair at the right time.

Response repair demand is received by our staff based at area housing management offices, from our residents, leaseholders and from staff undertaking their role visiting the assets.

The response repair demand is predominantly either reported by telephone or in person at an area housing office.

Currently we receive an average of over 1,500 response repairs per week that generally include plumbing, gas, electrical, carpentry, roofing and decoration repairs through to new kitchens, bathrooms and boilers.

Evaluation of repairs undertaken to our assets will inform planned maintenance demands.

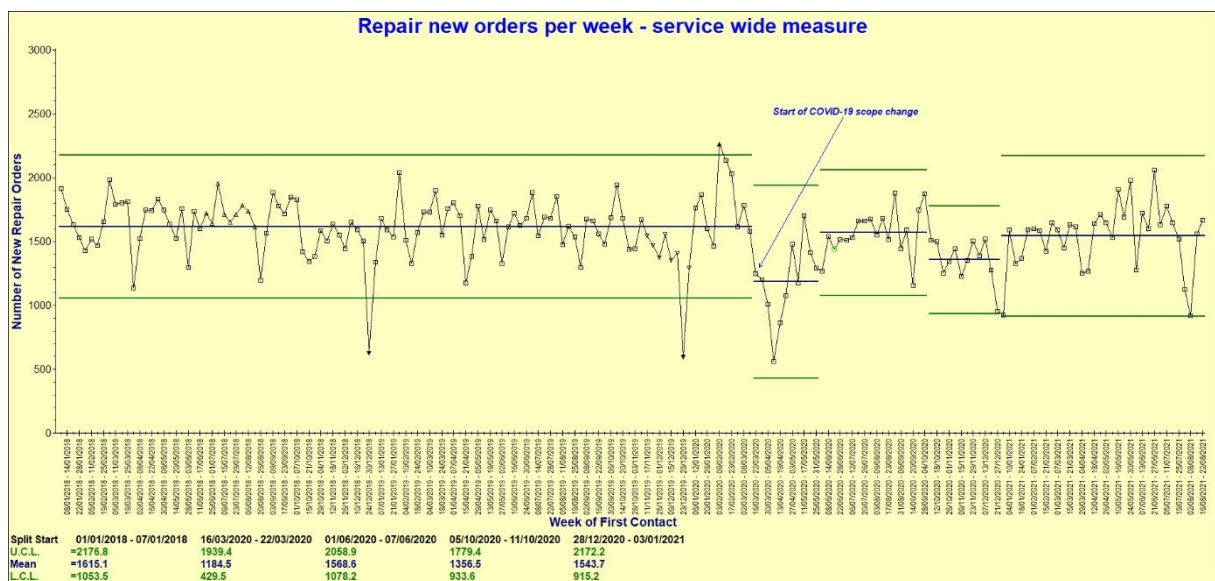


Figure 4 - New Repair Orders per week (August 2021)

7.2. Void properties and our waiting list

When a residential dwelling becomes vacant the void demand is received by our area housing office management teams. The average number of voids that are received is approximately 20 properties per week.

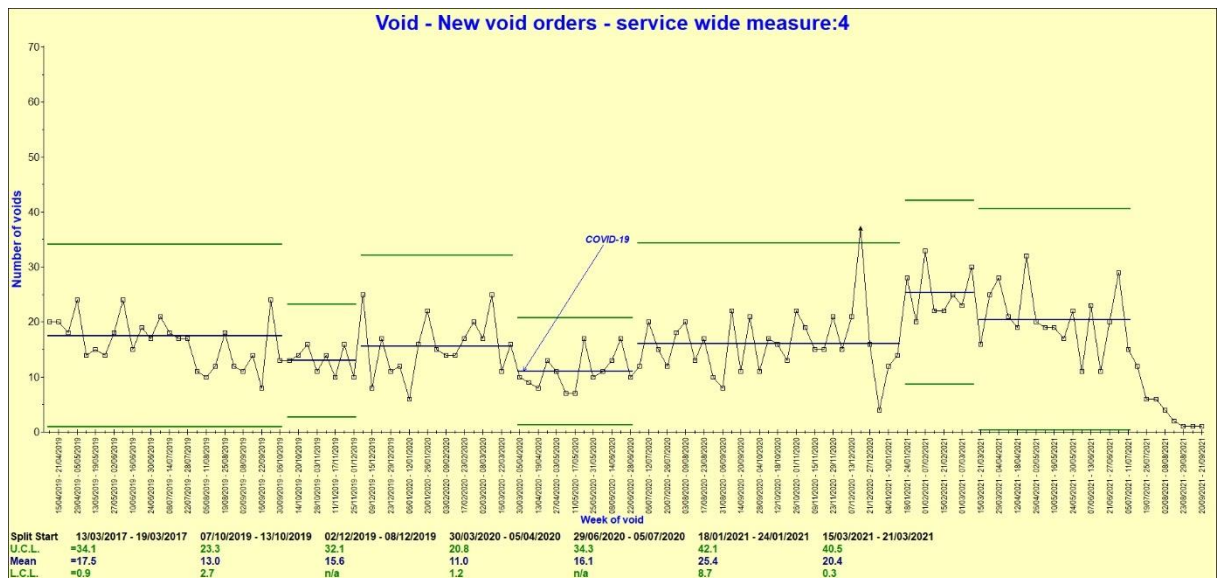


Figure 5 - Number of New Void Properties per week (August 2021)

Demand for our residential dwellings is received by the Portsmouth City Council Housing Options team, who assess the customer needs and prioritise our responsibilities to house them in accordance with Portsmouth City Council's Allocations and Letting Policy.

Currently the housing register has approximately 2,400 customers registered for housing, 88% are registered for general needs housing whilst the remainder have specific or sheltered housing need.

There is currently less demand for bedsits or four and five bedroom properties. Approximately 90% of those on the housing register have been assessed as requiring one, two or three bedroom properties.

The works undertaken in all void properties is by agreement at a viewing by our staff with a prospective resident at the property. Work agreed will include all statutory requirements that we should undertake as a landlord such as gas and electric inspections, as well as ensuring that the property is maintained at the start of the tenancy enabling the prospective resident to move in.

7.3. External, communal and roof condition assessment

The Building Repairs Manager is responsible for assessing the external, communal and roof condition of the assets within a specific geographical area, recording the condition of the asset in the repairs and maintenance stock database as follows:

- **Good** - An assessment that the asset's elements do not require a planned maintenance scheme and the condition is such that no future assessment currently needs to be planned for two years.
- **Fair** - An assessment that the asset's elements do not require a planned maintenance scheme but the condition is such that a future assessment should be planned within one to two years.

- **Poor** - An assessment that the asset's elements now require a planned maintenance scheme

Where the condition of the asset is recorded as poor, it will be included in a plan for planned maintenance of properties to evaluate a scheme to maintain and improve the property; the plan will be flexible to meet current priorities and will be continually reviewed.

The plan for planned maintenance of properties will be published annually indicating the address and number of assets included in each planned maintenance scheme for each area housing office, the type of work envisaged and indications of what aspects of the value steps for the scheme will be carried out during the current financial year.

7.4. Structural condition assessment

When a structural demand is received the asset will have a structural survey undertaken by an appropriately qualified surveyor to assess the condition of the structural element. Any remedial or maintenance work will be undertaken to ensure that a continued future 30-year building life is maintained.

In addition, non-traditional properties will have regular planned visual inspections and full structural appraisals to identify any structural defects and determine the life expectancy of the property.

The surveys will be carried out by appropriately qualified structural surveyors and appraisals of large panel system (LPS) properties will be undertaken to comply with the recommendations of the Building Research Establishment (BRE) Digest No 107 (The Structural Adequacy and Durability Part 2 – Guidance on appraisal).

Planned maintenance work will be planned to ensure that the non-traditional properties have a future life expectancy of a further 30 years.

Structural inspection and surveys will periodically be undertaken to a representative sample of system build non-traditional housing stock and high rise properties. Currently these surveys have indicated that the assets are in a similar good condition and with planned maintenance will last 20 years plus.

A plan for structural work to non-traditional construction properties to assess and evaluate schemes to maintain the structure of non-traditional construction assets will be continually reviewed.

7.5. Mechanical and electrical services

In addition to the cyclical maintenance of mechanical and electrical services, the Mechanical & Electrical Services Manager will evaluate the condition and maintenance demands received for mechanical and electrical services within our assets. Where services require replacement, they will be included in a plan for mechanical and electrical services schemes; the plan will be flexible and continually reviewed.

The plan for mechanical and electrical services schemes will be published annually indicating the address and number of assets included in each scheme for each area housing office, the type of work envisaged and indications of what aspects of the value steps for the scheme will be carried out during the current financial year.

8. Improve our property demand

We receive demands from both our residents and staff through the day-to-day management of the repairs and maintenance service to improve our property.

8.1. Energy performance

We will evaluate all our assets to assess how the Reduced Data Standard Assessment Procedure (RdSAP) can be improved for all dwellings, as this will directly contribute towards addressing fuel poverty for its residents.

Energy Performance Certificates will be undertaken when a property is void by a Domestic Energy Assessor (DEA) and the RdSAP rating recorded in the repairs and maintenance stock database. Improvements will be identified that can be undertaken to improve the RdSAP rating for a property

The energy performance of all our assets and appropriate recommended improvements will be evaluated and a plan for energy efficiency improvements of all dwellings will be continually reviewed.

The priority for the plan will be to address the worst performing and hardest to treat high rise and non-traditional construction properties. A whole building approach to energy improvement as part of planned schemes will be undertaken where appropriate addressing a combination of measures at once such as replacement glazing and external wall insulation. The focus will be to improve the insulation performance of the whole building envelope and reduce heating demand as opposed to installing more efficient heating.

The average RdSAP rating for our dwellings is currently 72 which is the equivalent of a band C.

8.2. Adaptations

We will ensure that existing resident's homes are suitable by carrying out disabled adaptations to the property where it is proportionate to undertake the work requested and no other property is suitable.

An occupational therapist (OT) will assess residents, or member of their household's, needs and submit requests for Disabled Facility Grants (DFG) or DP15s. The building maintenance team will identify and assess the options to meet the demands received.

8.3. Environmental and communal improvements

We will evaluate the communal areas and assess the demands for environmental improvements ensuring that the communal areas help support current living requirements, providing a safe, pleasant and suitable environment to live.

Proportionate changes to the use of the communal areas will be undertaken as appropriate; a plan for environmental improvement schemes will continually be reviewed.

The type of demands that will be assessed include landscaping, car parking, drying areas, play areas, community rooms, mobility scooter parking, refuse and recycling facilities.

8.4. Suitable homes improvements

We will continually evaluate whether suitable homes are being provided when needed and prepare plans to improve properties as appropriate to meet future customer expectations regarding living standards to ensure that adequate accommodation is available.

The plans may involve actions to improve the performance of properties to meet customer expectations, ensure that the layout and configuration of accommodation is suitable for the demographic requiring housing and undertake improvements to the structure to maintain its integrity where it is proportionate to do so.

9. Utilising our assets

We will continuously evaluate all our assets and assess the financial benefits of them to support providing suitable homes when needed.

This can include the development of new sites, the conversion of existing buildings, the sale and acquisition of properties and the appropriation of property from the general fund.

The changing nature of demands for housing and our housing stock requires innovative solutions to ensure that we continue to supply the quality and variety of properties which our residents need.

9.1. Land and new housing development

Any land identified as a potential development site must be in a location which lends itself for the delivery of homes which are sustainable, not just environmentally but ensuring they meet current and future housing demand requirements.

We will build new residential properties that will comply with the affordable home standard sizes and will provide accommodation that will meet the demands for our dwellings in Portsmouth.

All new housing will be constructed to exceed current building regulation energy standards where it is proportionate to do so and if possible achieve an accredited standard such as Passivhaus certification or other similar standards.

We currently have a building programme and forthcoming projects are listed within the Housing Investment Programme (HIP).

Further HRA sites suitable for potential building development have been identified and are continuously reviewed by the Directorate Building Management Board (DBMB), who will identify and review the suitability of HNB land for development of new HRA dwellings.

The priority will be to identify land currently held within the HRA; however, assessment of other Portsmouth City Council (PCC) owned land in the general fund will be considered as well as other sites on the open market.

Development sites that are within the Havant Borough Council (HBC) boundary and will potentially provide five or more units are included within Havant Borough Councils Strategic Housing Land Availability Assessment 3rd Edition (SHLAA).

9.2. Sheltered housing properties

Our future approach to sheltered housing will be informed by the current demand for our accommodation. Demographic changes suggest that the demand for older person's accommodation should be increasing, if we have a large number of hard to let properties or there is a mismatch between the

properties we have available and the demand expectations of those customers needing sheltered housing accommodation, then we will review the accommodation and adapt them as appropriate.

We have a programme to assess the demand and condition of our Cat 2 sheltered housing and evaluate the feasibility of converting the properties where appropriate to ensure that they meet the standards expected of our residents.

9.3. Individual dwellings

When a property becomes vacant it is the Area Housing Office who attempt to match customers' requirements for housing on the Housing Options team waiting list with the properties that are available.

If the estimated cost of undertaking work to an individual dwelling to make it a lettable asset is excessive or where there is no demand for a particular property either due to its location, asset type or size, then options will be assessed to either change its use or adapt the property to meet the current demand for housing.

If the estimated cost of any work undertaken is not financially viable compared to the rental income predicted then the options for alternative uses or disposal will be considered by the Directorate Building Management Board (DBMB).

9.4. Garage and car parking

The majority of our garage and parking sites offer good quality parking at a reasonable rent and perform a valuable service to the local community.

However, a number of parking and garage sites are now falling into disrepair and are offering a poor solution to meet parking demands within their areas. If sites are identified that fall into this category we will plan to assess their effectiveness as parking and garage sites.

Where there is no demand or it is not commercially viable for a particular garage or car parking area, other options will be assessed to change the use of the garage or parking site to fully utilise the asset. If the estimated cost of any work undertaken or development is not financially viable then the options for alternative uses or disposal will be considered.

9.5. Acquisition of properties

We will continue to identify and consider potential opportunities to increase the housing stock by acquiring properties, particularly if the property type, age and location match housing need for suitable homes.

Options for properties potentially being acquired to convert to meet the housing need will be evaluated. The estimated cost of acquisition and associated building works must be financially viable with regard to the potential rental income of the asset.

9.6. Generating income

Where appropriate, we will evaluate options to utilise existing assets to generate income that will benefit the HRA by establishing the payback period for any investment. For example, this may include installing PV panels on building roofs where there is a high demand for communal electric, this cost will then be subsidised and will benefit all residents.

10. Resources

10.1. Value for money

The assets will be managed to obtain the maximum benefit over time with the resources that are available, by achieving the right balance between economy, efficiency and effectiveness.

The management of the work systems will focus on the value customer demands received with the aim to eliminate failure demand and system waste. Decisions with regard to all asset management resources will be based on gained knowledge of the system and will consider if the outcome is proportionate, lawful, accountable and necessary (PLAN).

10.2. Housing revenue account (HRA) budgets

10.2.1 The housing investment programme (HIP)

The HIP is the housing portfolio's seven year capital programme, which is formally reported to the Cabinet Member for Housing Executive annually. The HIP is comprised of capital schemes for both the General Fund and the Housing Revenue Account.

10.2.2 Summary of HRA schemes in the HIP

The HIP consists of a large number of schemes varying in size and cost, the full programme is available from the Head of Building Maintenance. The programme however can be summarised into three separate sections.

1. Major repairs – specific contracts

These are generally larger scale repairs and upgrading projects to existing dwellings that ensure that the condition of the existing housing stock does not deteriorate. Examples of this are external works such as replacement of whole building elements such as new roofs or windows and structural repairs.

2. HRA assets – non-dwelling

This is expenditure on non-dwelling HRA assets that require on-going works to ensure that they remain fit for purpose. Examples of these works include area office accommodation and commercial properties upgrades. This also contains expenditure on items such as new IT and repurchasing council homes.

3. Projects

Some projects are outside of the on-going upkeep of the existing housing stock and its supporting infrastructure. These projects are held separately and include schemes such as Somerstown Central and construction of new dwellings.

10.2.3 Resourcing the HIP

Funding for the HIP comes from a number of sources and is detailed in the annual HIP budget. In most years the majority of funding is from tenant rents, however it is commonplace for funding to come from a variety of other sources, including:

- external grants
- sale of non-dwelling assets (known as 'capital receipts')
- sale of council dwellings through Right to Buy
- council borrowing
- corporate contributions from the General Fund

Some funding has to be used for specific purposes, such as grant funding, whereas other funding such as tenant rent has more scope for flexibility in its use, which is a key reason to consult with residents through the budget setting process each year.

10.2.4 Residents' consultation the HIP

The HIP is currently reviewed annually at the main council budget setting meeting. These meetings require the Cabinet Member for Housing to approve the budget that has been set.

Residents are consulted throughout the process of compiling HIP revisions, through tenant representative groups, where the full programme is discussed, and residents are given the opportunity to have their say on the proposals and return with alternate spending proposals. Although the final decision is made by the Cabinet Member for Housing, the views of the residents' forums are considered and taken into account.

10.3. People

Our building maintenance staff with the right skills will be directly employed and located as appropriate to effectively manage the building maintenance service and meet the specific demands received for the building maintenance service.

Training and support will be provided to develop the skills of the repairs and maintenance teams to meet the demands they receive and provide a complete in-house service.

Regular recruitment of trainee and graduate building surveyors will be undertaken. Support will be provided and a staff structure maintained that enables them to follow a career path to become chartered building surveyors.

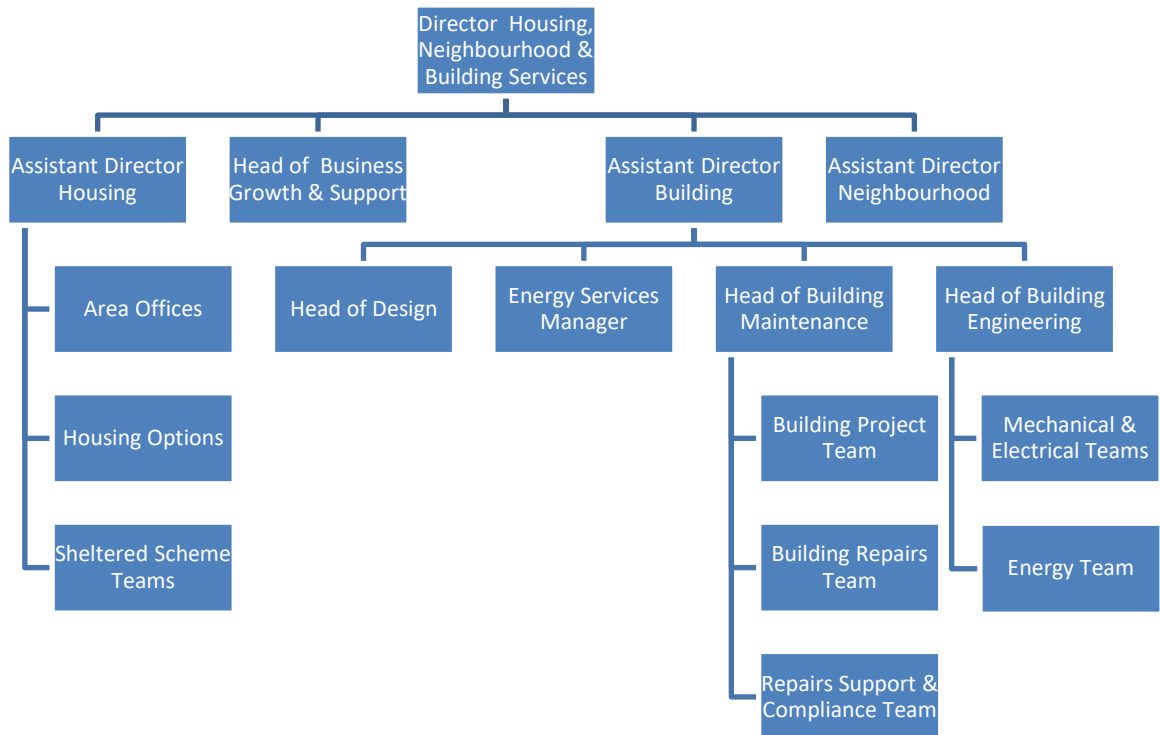


Figure 6 - Organisation Chart related to Asset Management

Where it is identified that we do not have a specialist skill or it is not proportionate to employ a specific role directly, the use of consultants, agency staff or appropriately trained staff from other Portsmouth City Council departments will be evaluated.

10.4. Contractors

Procurement of contractors will always be undertaken to ensure that the best resources are employed with regard to cost and quality of work undertaken. We will assess the most appropriate procurement route that will enable a contractor to be appointed that provides value for money for the specific project or service required.

10.4.1 Service providers

Where there is demand for a repairs and maintenance service that has sufficient continuity of work, contractors will be procured as service providers using an 'open book' cost reimbursable type contract where costs incurred are visible.

All the service providers will work together as partners to form a core group to achieve agreed objectives. The partners who are part of the core group will carry out the following:

- Act in a spirit of mutual trust and co-operation
- Share data, best practice, innovation and knowledge to enable continuous improvement and achieve value for money, no partner shall have a monopoly on best practice, initiative or solution

- Joint working on agreed initiatives between partners and their suppliers
- Implement agreed changes to systems efficiently and effectively
- Plan and invest in partners' staff development,
- Develop and maximise funding streams and trading opportunities
- Avoid conflicts or disagreements and should they arise, resolve them promptly together.

10.4.2 Contractors

Where there is demand for planned work that does not provide a continuity of work over a prolonged period, then contractors will be procured for specific projects either by gaining quotes utilising an agreed select list or tenders utilising a framework contract or tendering a specific one-off contract.

10.4.3 Sustainability

An objective is to develop a sustainable approach to the maintenance of our assets that is designed to incorporate the needs and benefits of the local community. The Portsmouth City Council Social Value Policy states social value is the lasting and positive impact that we create through the way in which we act to shape a resilient future, for our local and regional communities, businesses and environment'

This will be achieved by considering the social, economic and sustainability impact. Social value will be delivered in the most appropriate way using social value principles by consulting with stakeholders, designing services that embed social value that is measured effectively.

Appendix A. Stock data analysis

Asset Element	Lifecycle (Years)
Kitchen	18
Bathroom	20
Heating System Boiler	15
Heating System Distribution	30
Flat Roof Covering	27
Pitched Roof Covering	70
PVCu Windows (Dwelling)	35
PVCu Windows (Communal)	45
Communal Electrical Certificate	5
Door (Dwelling)	25
Door (Communal)	30
External Decorations (Flats)	10
External Decorations (House Brick/Concrete)	15
External Decorations (House Steel Frame/Infill Panel)	30
Internal Decorations (Low-rise)	15
Internal Decorations (Medium-rise, High-rise & Tower Block)	10

Figure 7 - Lifecycle years (August 2021)

Asset Type	HRA Dwelling Stock	HRA Leaseholder	Grand Total
Bedsit	7		7
Bungalow	215		215
Flat	8096	1338	9434
House	4067		4067
House in Multiple Occupation	19		19
Maisonette	1946	503	2449
Studio Flat	413	33	446
Grand Total	14763	1874	16637

Figure 8 - Assets by Type and Ownership (August 2021)

Construction Period	HRA Dwelling Stock	HRA Leaseholder	Grand Total
Pre-1900	272	8	280
1900-1939	917	80	997
1940s & 1950s	1008	57	1065
1950s	4697	684	5381
1960s	4180	651	4831
1970s	2749	350	3099
1980s & 1990s	668	44	712
Post-1999	270		270
Unassigned	2		2
Grand Total	14763	1874	16637

Figure 9 - Assets by Year Built and Ownership (August 2021)

Construction Type	HRA Dwelling Stock	HRA Leaseholder	Grand Total
Acquired Traditional	270		270
BISF	313		313
Bison	270	2	272
Concrete ring beam	614	120	734
Crosswall	862	254	1116
Crosswall & ring beam	35	10	45
Easiform	164	5	169
Howard	111		111
Metsec	102		102
No-fines	1206	80	1286
Orlit	54		54
Reema	860	13	873
Timber Frame	34		34
Traditional	9866	1390	11256
Unassigned	2		2
Grand Total	14763	1874	16637

Figure 10 - Assets by Construction Type and Ownership (August 2021)

Rise	HRA Dwelling Stock	HRA Leaseholder	Grand Total
Unassigned	3		3
Low-rise	6425	436	6861
Medium-rise	6168	1376	7544
High-rise	856	57	913
Tower Block	1311	5	1316
Grand Total	14763	1874	16637

Figure 11 - Assets by Number of Storeys and Ownership (August 2021)

Housing Estate Area	HRA Dwelling Stock	HRA Leaseholder	Grand Total
Buckland	2408	191	2599
Landport	1543	238	1781
Leigh Park	4142	340	4482
Paulsgrove	2700	324	3024
Portsea	751	91	842
Somerstown	2526	611	3137
Wecock Farm	693	79	772
Grand Total	14763	1874	16637

Figure 12 - Assets by Area Housing Office (August 2021)

Area Housing Office	Percentage of Sales
Leigh Park	30%
Paulsgrove	26%
Somerstown	14%
Buckland	11%
Landport	10%
Portsea	5%
Wecock Farm	4%

Figure 13 - Average Percentage of Sales by Area Office (2004/05 - 2020/21)

Year Sold	Houses	Flats	Grand Total
2004/05	118	112	230
2005/06	55	63	118
2006/07	51	60	111
2007/08	46	54	100
2008/09	10	8	18
2009/10	14	21	35
2010/11	19	12	31
2011/12	7	12	19
2012/13	18	25	43
2013/14	39	44	83
2014/15	36	20	56
2015/16	63	29	92
2016/17	53	38	91
2017/18	44	28	72
2018/19	34	24	58
2019/20	49	33	82
2020/21	23	12	35

Figure 14 - Number of properties sold by Asset Type (August 2021)

Constructed Year	HRA Dwelling Stock
2004	8
2005	1
2006	
2007	
2008	11
2009	
2010	
2011	7
2012	34
2013	
2014	
2015	
2016	5
2017	29
2018	114
2019	39
2020	23
Grand Total	271

Figure 15 - Number of properties built per year (August 2021)

Action Effective From Date 	HRA Dwelling Stock
2004	
2005	
2006	
2007	
2008	
2009	
2010	
2011	
2012	
2013	
2014	2
2015	
2016	3
2017	14
2018	3
2019	23
2020	73
2021	107
Grand Total	225

Figure 16 - Number of Leaseholder properties repurchased (August 2021)

Asset Type	Number of Assets
Adventure Playground	6
Car Park	309
Community	5
Community Centre	10
Garage	2427
Leisure/Health	11
Office	45
Play Park	67
Public Convenience	1
Retail/Hospitality	9

Figure 17 - Commercial Assets (August 2021)

Appendix B. Asset management strategy references

The following separate documents have been referred to within the asset management strategy and provide up to date detailed information regarding work to be undertaken.

- Portsmouth City Council Tenancy Agreement
- Repairs and Maintenance Measures Operational Definitions
- Repairs and Maintenance Improvement Plan
- Service Provider Risk Register
- Portsmouth City Council's Allocations and Lettings Policy
- Portsmouth City Council Housing Waiting List
- Asset Management Plan
 - plan for planned maintenance of properties
 - plan for structural work to non-traditional construction properties
 - plan for energy performance improvements of dwellings
 - plan for environmental improvement schemes
 - plan for mechanical and electrical services schemes
- Housing Investment Programme (HIP)
- HRA sites suitable for potential building development
 - Sites suitable for less than five units
 - Sites suitable for five units or more
 - Havant Borough Council Strategic Housing Land Availability
- Council City Vision 2040 and Portsmouth Priorities

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Agenda Item 6



Title of meeting:	Cabinet Member for Housing and Preventing Homelessness
Date of meeting:	23 March 2023
Subject:	Private Rental Sector Mediation pilot for Portsmouth
Report by:	James Hill - Director of Housing Neighbourhoods and Building Services
Reports Authors:	Clare Hardwick - Head of Private Sector Housing
Wards affected:	All
Key decision:	No
Full Council decision:	No

1. Purpose of report

- 1.1. The purpose of the report is to present a summary of the performance of the Private Rental Sector mediation service pilot.
- 1.2. The report provides several measures of performance of the service including the number of referrals and the outcomes from cases for the pilot mediation scheme to date. The report also sets out the cost of the scheme to date.

2. Recommendations

- 2.1. That the Cabinet Member for Housing and Preventing Homelessness notes the information in this report regarding the demand for the mediation service and the outcomes of the cases that have gone through the system.
- 2.2. That the Cabinet Member for Housing and Preventing Homelessness agrees to end the Pilot scheme on 31st March 2023.
- 2.3. That the Cabinet Member for Housing and Preventing Homelessness reviews the situation if there is a need for this service in the future and demand supports it .

3. Background

- 3.1. Mediation is an established process where an independent and neutral person helps people in dispute to work together to find an agreement that works for both. In the context of the private rental sector the process aims to assist tenants and landlords to come to a shared understanding of their differences so that they can resolve



issues. It can sometimes be difficult to sort out problems with private tenancies and using legal processes to solve these problems can be a long and expensive process and can result in unnecessary evictions and homelessness. It may be more appropriate to look at another way of solving problems in these cases such as mediation.

- 3.2. The Private Rental Sector (PRS) Strategy for Portsmouth 2021-2026 (Part 1) includes an action to create a mediation service between landlords/agents & tenants in the city. Action 2: Create a mediation service between landlords and tenants to help improve security of tenure. This may include a 'private sector housing court'. (76% of private renters compared to 65% of landlords who took part in the PRS strategy consultation survey (2020) gave a 72% rating of high or very high priority in support of this action).
- 3.3. The PRS strategy was approved by the Cabinet Member for Housing and Preventing Homelessness on 25 January 2021.
- 3.4. In May 2021, having taken views from the local landlord association (PDPLA), and the Portsmouth Mediation Service (PMS), officers proposed a pilot mediation scheme, using one-off funding provided by the Department for Levelling Up, Housing & Communities (DLUHC)'s Rough Sleeping Initiative funding for 2021/22. The aim was to measure the effectiveness and impact of a landlord and tenant self-referral mediation scheme, and to prevent homelessness and rough sleeping by reducing the number of evictions from the private rental sector.
- 3.5. It was further recommended that the PMS was used as the body to deliver the pilot as they are an established agency in the city and have already worked with the city council's Local Authority Housing service to deliver mediated solutions for council tenant disputes.
- 3.6. The pilot began in July 2021 and during July and August 2021 officers met regularly with the PMS to assess the progress of the scheme. As a result of these discussions it became clear that more time was needed to test the effectiveness of the pilot as initial referrals were low. An extension was approved until 31 December 2021 or until funding ended.
- 3.7. On 22nd March 2022 the Cabinet Member for Housing and Preventing Homelessness agreed to the extension of the pilot scheme until 31st March 2023.
- 3.8. This extension was agreed on the basis of allowing officers to obtain more data on the impacts of the scheme including the following:
 - 3.8.1. The number of evictions prevented.
 - 3.8.2. The number of tenants that accepted or declined the service
 - 3.8.3. The number of evictions that occurred even after this intervention (and whether eviction was ever considered by the landlord, or if it was never a likely outcome)
 - 3.8.4. How many cases of disrepair were resolved between landlord & tenant without escalation to the city council's Private Sector Housing team

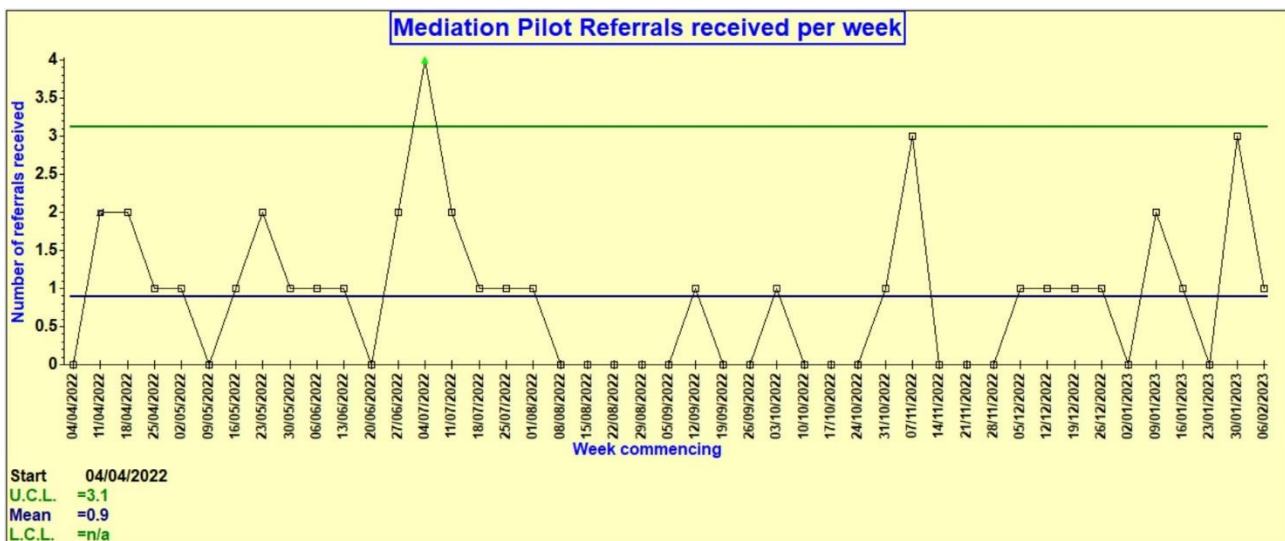
- 3.8.5. The growth in referrals over the period of the pilot
- 3.8.6. Participation by landlords
- 3.8.7. Financial analysis per case
- 3.8.8. The appetite for the service considering eviction cases emerging post pandemic
- 3.8.9. The breakdown of cases to assess impact

4. Approach

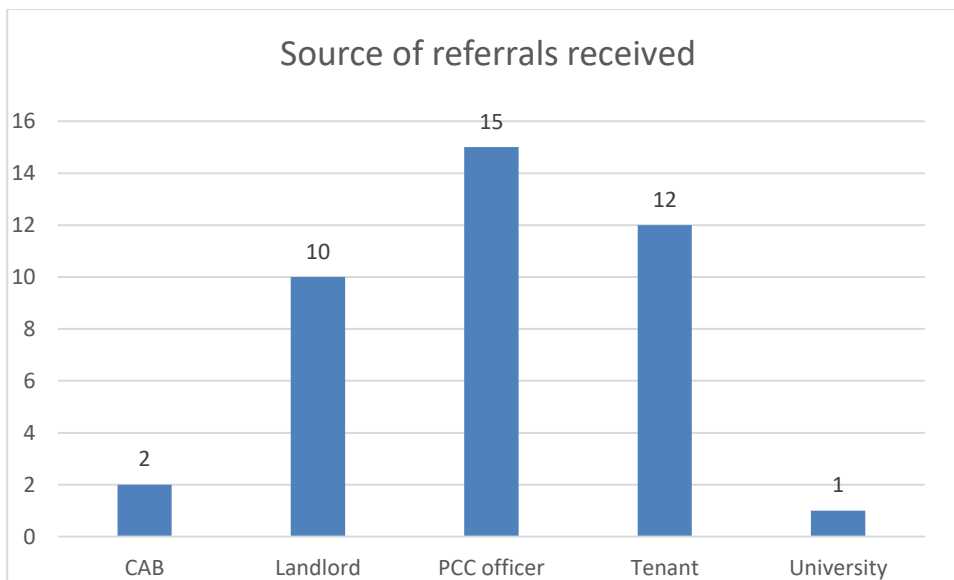
- 4.1. The PMS offers mediation through the use of restorative practice and as the pilot has developed a clear pathway has been emerging with a 'twin track' approach.
 - 4.1.1. Track one: Building the capacity in the PRS to use restorative practice to tackle disputes early. This has been facilitated by a series of training sessions initially provided to landlords/agents but are also being offered to tenants and stakeholders.
 - 4.1.2. There are two potential outcomes to track one. Firstly, to enable tenants & landlords to avoid even having to use mediation in the first place. And secondly to enable both parties to be able to make a good referral. Future potential developments could also include inserting a 'restorative paragraph' in tenancy agreements.
 - 4.1.3. Track two: Dealing with direct referrals from agencies, landlords and tenants as set out in section 5 of this report.
- 4.2. The service has been promoted through social media channels, through the Councils website and landlord newsletters. It has been promoted to a number of stakeholders including various teams within the Council, the university, Advice Portsmouth and Citizens Advice Bureau, and the local landlord association (PDPLA).

5. Data and Measures obtained since the pilot was extended

- 5.1. Since the pilot scheme was extended at the end of March 2022 the PMS has received 40 referrals. The rate of referrals into the service has been a mean average of 0.9 per week.

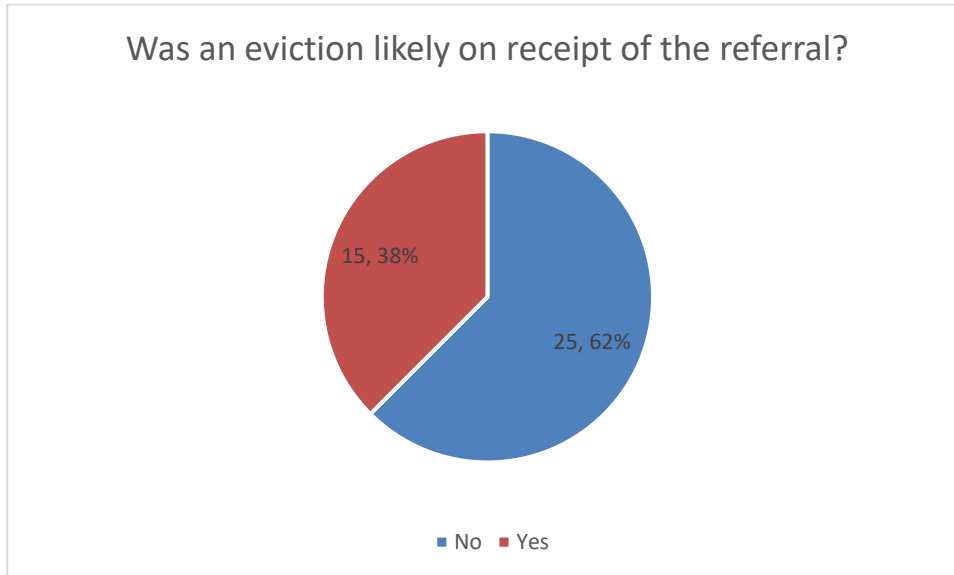


- 5.2. The reasons for referral vary significantly from case to case, but all generally centre around a breakdown in communication between parties, usually between the landlord and tenant. In some cases the PMS team have been able to bring the parties together to discuss their issues. In other cases, shuttle mediation has been used with the mediator acting as a conduit between the parties. This is particularly useful when there is a high level of emotion or stress. However, in 20% of cases either the landlord or tenant has chosen not to engage in the process at all or has withdrawn from the process after initial communication and therefore mediation was not possible.
- 5.3. There have been a mixture of referral sources from council officers, landlords, other stakeholders (the University/Citizens Advice Bureau (CAB)) and direct contact from tenants. Whilst the hope had been from the outset of the pilot that this would be a service for landlords and tenants to access directly, the largest referral source has been from Council officers.



- 5.4. At the point of referral the majority of cases (62%) did not present as likely to result in eviction. This includes some cases where the landlord and tenant were struggling to communicate to agree when access could be allowed to the property to carry out repairs, but there was no suggestion that eviction would occur. A number of referrals were seeking assistance between PRS neighbours regarding noise or disputes over guttering which were not putting tenancies at risk. There were a few cases of tenants making contact about disrepair to the property, which then required the input of the Council's Private Sector Housing team. There were also a significant proportion of cases where tenants made contact with the service having already been evicted to seek help with reclaiming deposits, where assistance could have been sought from Advice Portsmouth or one of the government approved deposit protection schemes. In one case a landlord requested assistance to evict their tenant; misunderstanding the purpose of the service (they were unwilling to consider continuing with the

tenancy). There were also two cases where student tenancies were coming to the end of their tenancy period, in one case the landlord requested help with the student tenants being in rent arrears, and in the other case the students made contact regarding a disrepair issue. Neither of these cases were likely to result in an eviction as the tenancies were ending imminently anyway.



5.5. Of the cases where eviction was likely at the point of referral (38%) there were only three cases where the eviction appears to have been prevented, two of which were as a result of the input of the mediation service.

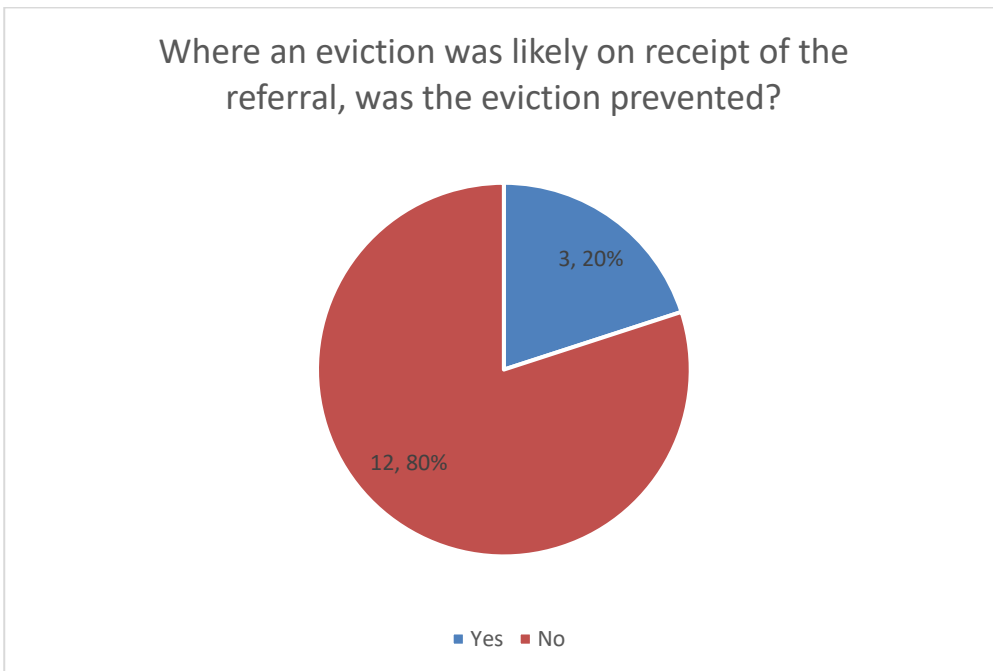
5.5.1. The first case was referred by the tenant who described having a dispute with their landlord which resulted in the landlord serving a section 21 notice a few hours after the dispute occurred. The notes from the PMS team state *"Initial conversation with tenant who spoke with her landlady and resolved the issue. Tenant does not wish me to make any contact with her landlady"*. Although eviction appears to have been prevented, the case was closed without the need for mediation.

5.5.2. The second case was referred by a Council Officer who stated "I work in the Private Rented Sector Access Team. We have a tenant who is putting their tenancy at risk due to noise issues being reported by the neighbours, it's a complicated case. Would you have time for a meeting to discuss the case and the possibility of mediation?" the notes from the PMS team state "Initial conversations with both parties and a mediation booked for beginning of September. Joint meeting held 06/09/2022 an agreement was reached for noise management moving forward. Monitoring case and if noise levels stay reduced landlady will renew tenancy of party who she had intentions to evict." This case is still open as there are still ongoing noise issues from the tenant, but for now it appears the tenancy will be maintained.

5.5.3. The third case was referred by a tenant who said "Our landlord has decided to issue a no-fault eviction to us, this co-indexes with recent

complaints to the council about disrepair and we are devastated to be losing our home. It was also advertised for new tenants the day after the eviction notice was sent to us." The notes from the PMS team state "Initial conversation with tenant and contact made with landlord by email he expressed a wish to go forward and have a meeting with his tenant, awaiting him to pass me his phone number and availability for a conversation to discuss details. Tenants' eviction date 5/2/23 so urgency to hold a meeting before this date. Contact now made with Landlord and an agreement to mediate, meeting booked for 2/03/23. Mediation held which resulted in clearing up many issues around miscommunication which led to notice served...Estate Agents were effectively 'in the middle' and mismanagement which landlord is dealing with through his legal team. Landlord revoked eviction and intending a new contract for tenants, also an agreement between parties to be in direct contact going forward. Outstanding maintenance date agreed. CASE CLOSED 03/02/2023." This is a real success story, where the mediation service have been able to bring both parties together to discuss the issues and agree to save the existing tenancy.

- 5.5.4. There is one further case that has recently been referred to the PMS by the tenant directly. The notes for this case state "Tenant got our details from PCC web site and left message on the phone, she has complained to her landlord about noise from building works and now he is trying to evict her." It is unknown at the time of writing this report whether the landlord will be willing to engage in mediation or if the eviction will be prevented.





5.6. Of the 40 referrals received since the pilot was extended, feedback has been received from 4 cases. When asked what was the best thing about the service one responder said *"The care & attention that [the PMS team] gave me when listening & dealing with my query. I felt like she actually cared about my wellbeing & I wasn't just a number."* Another responder said in response to the same question *"Someone interested in my problem and trying for a long time to contact my ex-landlord"*. Another responder said when asked if they had a good outcome to their situation *"Early days yet. I'm not sure that the truce will last."* When asked what the most negative thing was about the service another responder said *"If it didn't work they said they can't enforce anything"*. Although feedback has only been received from 10% of service users, there were common themes from this feedback. Service users expressed appreciation for the support received and spoke positively about the PMS team, albeit that the outcomes to their cases were not necessarily what they had hoped for. The service has provided support for residents through situations which have been emotionally difficult or stressful.

5.7. The cost of the pilot scheme to date equates to £195 per case, so for the 40 referrals received since the end of March 2022 would be a total cost of £7,800. However, when considering the aim of the service was to try to help prevent evictions, and only three evictions do appear to have been prevented this equates to £2,600 per case that has successfully prevented an eviction.

6. Reasons for recommendations

6.1. The scheme has been running since July 2021 and over this period the PMS has received 67 referrals in total. Of these the majority did not appear to present as a risk of eviction from the outset, and only a very small proportion of those that did present as a risk of eviction appear to have resulted in the tenancy continuing at the time the case was closed.

6.2. To fund the continuation of the service, a source of funding for this would be required. No such funding source has been identified. No identified funding is available to continue with the scheme beyond the current period of 31st March 2023.

6.3. Portsmouth City Council's Housing Needs Advice and support service are progressing plans with local voluntary sector partners to collaborate and provide a 'Prevention Hub'. The rationale for this is to be able to intervene at the earliest point to prevent escalation to eviction. This will enhance the work that already takes place by taking a more cohesive and co-ordinated approach. The team will continue to work with tenants and landlords with the aim of sustaining existing tenancies wherever possible, to prevent evictions and subsequent homelessness.

6.4. The impact of withdrawing this service is expected to be minimal. On reviewing the referrals received into the service since the end of March 2022, the majority did not pose a risk of eviction, and of those that did very few resulted in the tenancy continuing. The referrals could be dealt with through one of the following alternative services:



- 6.4.1. Advice Portsmouth (tenancy advice for tenants, support to communicate with landlord)
- 6.4.2. Portsmouth City Council Private Sector Housing team (Support with disrepair problems)
- 6.4.3. Portsmouth City Council Housing Needs Advice and Support team (Support with rent arrears, communication with landlords, advice on maintaining tenancy)
- 6.4.4. Charitable services such as Shelter and Citizens Advice
- 6.4.5. Landlords and Tenants could also engage the services of trained mediators either through the Portsmouth Mediation Service, or local private mediation services
- 6.4.6. Landlords could access support from national landlord support groups such as the NRLA or local landlord support group such as the PDPLA.
- 6.4.7. Letting agent redress schemes (support for landlords or tenants in resolving disputes with their agents)
- 6.4.8. The government have also indicated plans to introduce a Private Renters Ombudsman as part of the upcoming Renters Reform Bill.

7. Integrated impact assessment

7.1. An Integrated Impact Assessment can be found at Appendix 1.

8. Legal implications

8.1. The City Council has no statutory duty to provide the mediation services as described in this report. Whilst mediation and alternative dispute resolution services are often the most cost effective and speedy forms of resolving disputes, there are a number of existing alternative means by which landlords and tenants can access such services.

8.2. It is within the Cabinet Member's powers to make the recommendations proposed.

9. Director of Finance's comments

9.1. The extension of the mediation pilot until 31 March 2023, was to be met from an allocation of £10,000 of available funding from the Homelessness Prevention Grant. Since the extension was agreed at the end of March 2022, 40 referrals have been received. The total cost to date of £7,800 is well within the budget set. As the recommendation is to end the pilot scheme, no further funding will need to be identified at this time.

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

Appendices:

Appendix 1 - Integrated Impact Assessment

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
Portsmouth Private Rental Sector Strategy 2021 to 2026	https://www.portsmouth.gov.uk/wp-content/uploads/2021/05/10.513-PRS-strategy_Accessible.pdf
Portsmouth City Council website information on the mediation service	Landlord and tenant mediation service - Portsmouth City Council
March 2022 report for the extension of the Mediation pilot scheme	https://democracy.portsmouth.gov.uk/documents/s37407/PrivateRentalSectorMediationPilotforPortsmouth.pdf

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

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, Neighbourhoods, and Buildings

Service, function:

Private Sector Housing

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

Private Rental Sector Pilot Mediation Scheme

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 measure the impact of a private rental sector mediation service in Portsmouth

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?

Yes. In 2020 a consultation exercise took place to inform the approved Private Rental Sector (PRS) Strategy for Portsmouth 2021-2026. Part 1 includes an action to create a mediation service between landlords/agents & tenants in the city. Wording as follows: Action 2: Create a mediation service between landlords and tenants to help improve security of tenure. This may include a 'private sector housing court'. The consultation demonstrated that 76% of private renters compared to 65% of landlords who took part gave a 72% rating of high or very high priority in support of this action.

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 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?

Currently the data does not indicate a strong correlation between private rental sector mediation and police reported crimes, therefore it is not anticipated that ending the mediation pilot will have an impact on crime in the city.

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 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?

The pilot mediation scheme was extended until March 2023 to assess the impact and the difference the scheme can make to landlords and tenants in dispute. Some of these disputes can be about the condition of rental properties. Earlier and less costly dispute resolution could mean improvements in rental property condition. The aim of the service is to reduce evictions prevent rough sleeping and homelessness. Unfortunately on review this does not appear to have been achieved, it is therefore recommended to end the pilot scheme. This is not anticipated to impact negatively as data indicates that the pilot has made a significant difference.

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

PCC officers have gathered data from the pilot and carried out an analysis of the impact of the scheme.

Measures include:

The number of evictions prevented

The number of tenants that accepted or declined the service

The number of evictions that occurred even after this intervention (and whether eviction was ever considered by the landlord, or if it was never a likely outcome)

How many cases of disrepair were resolved between landlord & tenant without escalation to PCC

The growth in referrals over the period of the pilot

Participation by landlords

Financial analysis per case

The appetite for the service in light of eviction cases emerging post pandemic

The breakdown of cases to assess impact

Unfortunately on review the scheme does not appear to have been successful in its aims of preventing eviction, it is therefore recommended to end the pilot scheme. This is not anticipated to impact negatively as data indicates that the pilot has made a significant difference. The Council will continue to develop its prevention hub and will measure the success of this alternative scheme.

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 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 extension to the mediation pilot scheme until March 2023 was proposed to assess the impact and the difference the scheme could make to landlords and tenants in dispute. Some of these disputes can be about the condition of rental properties and this as well as the potential stress caused by legal proceedings can have an impact on people's mental and physical health. It was envisaged that earlier dispute resolution could mean improvements in people's quality of life. On review of the measures of the pilot this unfortunately does not appear to have been achieved.

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

PCC officers have gathered data from the pilot and carried out an analysis of the impact of the scheme.

Unfortunately on review the scheme does not appear to have been successful in its aims of preventing eviction, it is therefore recommended to end the pilot scheme. This is not anticipated to impact negatively as data indicates that the pilot has made a significant difference. The Council will continue to develop its prevention hub and will measure the success of this alternative scheme.

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 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?

It was anticipated that a successful mediation pilot would improve the financial position for some landlords and tenants in the city. Part of what the mediators do is to signpost tenants to support provision in Portsmouth such as the CAB or Portsmouth Hive to ensure they are in maximum receipt of help to pay their rent. Signposting can be provided through the Council's other services.

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

One of the key measures will be how many cases dealt with as part of the mediation pilot prevented evictions and enable people to stay in their homes. Unfortunately on review the scheme does not appear to have been successful in its aims of preventing eviction, it is therefore recommended to end the pilot scheme. This is not

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 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?

The pilot will not have any direct relevance to this area.

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 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?

The pilot will not have any direct relevance to this area.

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 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 pilot will not have any direct relevance to this area.

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 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 pilot will not have any direct relevance to this area.

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 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?

The pilot will not have any direct relevance to this area.

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 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?

The pilot will not have any direct relevance to this area.

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 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?

The pilot will not have any direct relevance to this area.

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?

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 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?

The pilot will not have any direct relevance to this area.

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 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?

The pilot will not have any direct relevance to this area.

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 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 pilot will not have any direct relevance to this area.

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?

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 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 pilot will not have any direct relevance to this area.

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

Q8 - Who was involved in the Integrated impact assessment?

Clare Hardwick - Head of Private Sector Housing

This IIA has been approved by: Sally Scattergood

Contact number: 02392 834223

Date: 16/02/2023

