



NOTICE OF MEETING

CABINET MEMBER FOR HOUSING AND TACKLING HOMELESSNESS

WEDNESDAY, 20 MARCH 2024 AT 10.00 AM

COUNCIL CHAMBER - THE GUILDHALL, PORTSMOUTH

Telephone enquiries to Allison Harper, Local Democracy Officer - Tel: 023 9268 8014
Email: Allison.Harper@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 Cal Corkery
Councillor Raymond Dent

Councillor Charlotte Gerada
Councillor Daniel Wemyss

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

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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 for Absence**
- 2 Declarations of Members' Interests**
- 3 Council Housing Maintenance and Improvements and Non-Dwelling Capital 2024/2025 (Pages 7 - 34)**

Purpose of Report

The Council Housing Repairs and Maintenance Revenue Budget for 2024/2025 was approved within the *Council Housing Budget (including rents) 2024/2025* at the Housing and Tackling Homlessness Cabinet Decision meeting on 26 January 2024.

The Council Housing Repairs & Maintenance Capital Budget (Major Repairs Dwellings) for 2024/2025 was approved within the *Portsmouth City Council - Budget & Council Tax 2024/2025 and Medium-Term Budget Forecast 2025/26 to 2027/28* by the City Council on 13 February 2024.

The purpose of this report is to inform Members of the spending proposed for the financial year 2024/25 for revenue and capital funded maintenance and improvement programmes for the City Council's retained housing stock together with the HRA Assets (Non-Dwelling) capital scheme (including Housing IT Business Software) and to seek approval to incur expenditure in respect of the capital schemes and rolling programmes.

The report will also update the Cabinet member on the year end position on the delivery of the 2023/24 Repairs & Maintenance programmes, the forecast spend against the approved budget and to highlight any future issues.

RECOMMENDATIONS

- 1. The Cabinet Member notes the allocation of finance for the funding of the Revenue Budgets for repairs and maintenance of dwellings listed in Appendix A.**
 - 2. The Cabinet Member approves the allocation of capital budgets listed in Appendix B and Appendix C for 2024/2025, 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. The Cabinet Member notes the year end position and progress of the 2023/24 Repairs and Maintenance budget plan and capital spend.**
 - 4. The Cabinet Member requests that a mid-year report is brought to provide an update as to in year revenue expenditure and progress of the HRA capital programme.**
- 4 Local Authority Housing Landlord Services Complaints Policy (Pages 35 - 56)**

Purpose of Report

The purpose of the report is to inform members of new Local Authority Housing Landlord Services Complaints Policy and to seek approval for implementation of the policy.

The policy will apply to anyone who has been directly affected by Local Authority Housing Landlord Services.

RECOMMENDATIONS

- 1. The Cabinet Member for Housing and Tackling Homelessness approves the Local Authority Housing Landlord Service Complaints Policy (Appendix A - Local Authority Housing Landlord Service Complaints Policy V1.6) and that Housing, Neighbourhood and Building Services implement the policy from 1 April 2024 to support the ongoing response to The Charter for Social Housing Residents, Social Housing (Regulation) Act 2023 and Housing Ombudsman Complaints Handling Code.**

- 2. The Cabinet Member to note the following key points are covered within the policy which will complement the Corporate Complaints Policy:**
 - The management of Landlord specific complaints to sit within Housing, Neighbourhood and Building Services to enable accurate reporting and improved customer experience.**

 - Clarity of the customers that are affected by the policy and circumstances under which is applied. This includes tenants, leaseholders, former tenants as well as anyone acting on behalf of someone who is affected by actions or decisions made by Portsmouth City Council as a Local Authority Housing Landlord.**

 - The introduction of the Complaints Lead role who will be responsible for implementation of the policy and overall ownership and development of the policy as demand is understood through clear reporting and measures from the start of the service delivery.**

 - Clear definition of the meaning of a complaint and the way in which a landlord specific complaint will be defined to allow purposeful management of complaints relevant to the service.**

 - Clarity around expected response times to Stage 1 and Stage 2 complaints and details of how customers can expect complaints to be managed within the stages.**

 - Details of how complaints can be made to the new service, including guidance around Verbal and Anonymous complaints as well as complaints raised via a representative or advocate.**

 - Clear information regarding the new complaints procedure, detailing Landlord responsibilities in terms of investigation and response to assist customers understanding and expectations**

of the service, as well as information about how complaints relating to contractors will be managed.

- **Information relating to the Housing Ombudsman is included to be available from the outset, ensuring compliance with the Housing Ombudsman Complaint Handling Code.**
- **Specific details explaining the communications that a customer will be able to expect from the service and process, along with examples of the types of remedies that could be expected and how Housing, Neighbourhood and Building Services would manage these outcomes to demonstrate ongoing learning from complaints.**
- **Information about how the process will be monitored and reviewed to ensure constant improvement as well as offering the assurance of ongoing compliance in relation to all relevant guidance and legislation.**

5 Local Authority Housing Anti-Social Behaviour Policy (Pages 57 - 84)

Purpose of Report

The purpose of the report is to update members of the Council's Housing Services processes for managing Anti-Social Behaviour (ASB) and to approve the ASB policy

To seek approval to implement a new policy for dealing with ASB. It covers all incidents:

- Involving our local authority homes owned by PCC and our tenants or members of their household.
- That occur within a neighbourhood in which we manage properties and the ASB involves PCC residents, or
- That take place at our 'workplace' affecting or caused by tenants and leaseholders in Portsmouth and Havant, taking into account the wider strategic picture.

RECOMMENDATIONS

That the Cabinet Member for Housing and Tackling Homelessness approves the new ASB Policy (Appendix A - ASB Policy) and asks Housing, Neighbourhood and Building Services to implement the new policy with immediate effect.

6 HNBS Estate Services self-assessment for meeting requirements of the Social Housing Regulation Act 2023 and proposed Neighbourhood and Community Standard. (Pages 85 - 104)

Purpose of Report

The report outlines the approach taken by the Estates Service team within the Housing, Neighbourhood and Building Services Directorate, and considers how this meets the requirements introduced by the Social Housing Regulation Act 2023 and the proposed Neighbourhood and Community Standard due to come into effect from April 2024.

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| Title of meeting: | Cabinet Member for Housing and Tackling Homelessness |
| Date of meeting: | 20 th March 2024 |
| Subject: | Council Housing Maintenance and Improvements and Non-Dwelling Capital 2024/2025 |
| Report by: | Adam Hardwick - Assistant Director Building Services Alan Denford - Finance Manager (HNB) 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 Council Housing Repairs & Maintenance Revenue Budget for 2024/2025 was approved within the *Council Housing Budget (including rents) 2024/2025* at the Housing and Tackling Homelessness Cabinet Decision meeting on 26th January 2024.
- 1.2 The Council Housing Repairs & Maintenance Capital Budget (Major Repairs Dwellings) for 2024/2025 was approved within the *Portsmouth City Council - Budget & Council Tax 2024/25 and Medium-Term Budget Forecast 2025/26 to 2027/28* by the City Council on 13th February 2024.
- 1.3 The purpose of this report is to inform Members of the spending proposed for the financial year 2024/25 for revenue and capital funded maintenance and improvement programmes for the City Council's retained housing stock together with the HRA Assets (Non-Dwelling) capital scheme (including Housing IT Business Software) and to seek approval to incur expenditure in respect of the capital schemes and rolling programmes.
- 1.4 The report will also update the Cabinet Member on the year end position on the delivery of the 2023/24 Repairs & Maintenance programmes, the forecast spend against the approved budget and to highlight any future issues.

2. Recommendations

- 2.1 The Cabinet Member notes the allocation of finance for the funding of the Revenue Budgets for repairs and maintenance of dwellings listed in Appendix A.



- 2.2 The Cabinet Member approves the allocation of capital budgets listed in Appendix B and Appendix C for 2024/2025, 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 The Cabinet Member notes the year end position and progress of the 2023/24 Repairs and Maintenance budget plan and capital spend.
- 2.4 The Cabinet Member requests that a mid-year report is brought to provide an update as to in year revenue expenditure and progress of the HRA capital programme.

3. Background

- 3.1 The Council Housing Maintenance and Improvement Budget 2024/2025 outlines all of the programmed capital and revenue, maintenance, and improvement expenditure to the housing stock.
- 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 Budget - Repair and Maintenance of Dwellings Budget

- 4.1 A total of £30,465,000 has been allocated to Revenue expenditure. This figure includes a 5% uplift from the 2023/24 budget and an additional allocation of £429,000 to reflect predicted expenditure associated with the Clarion stock acquisition.
- 4.2 The allocation of Revenue expenditure is detailed in Appendix A with new budget lines being included to allow for allocation of a specific budget for repairs to the acquired Clarion stock, a defined budget for works in relation to damp and mould and a new budget line to allow for servicing and maintenance in relation to PV panels installed to HRA stock.

5. Capital Budgets - Various Schemes

- 5.1 A total of £28,541,00 has been allocated to Capital Expenditure within the Major Repairs Allowance including a £317,000 allowance to reflect additional expenditure associated with the Clarion stock acquisition.
- 5.2 The allocation of Capital expenditure is detailed in Appendix B. Whilst the total planned Capital expenditure for 2024/25 totals £30,572,000, this is funded through a carry forward of budget from 2023/24 as detailed in section 8.3.
- 5.3 There are number of large projects with continued cross year spend, with the addition of key work areas including the allocation of £4.3m towards Building Safety in relation to work borne from the requirements of the Building Safety Act

2022. Funding has also been allocated to Decarbonisation Works linked to a Social Housing Decarbonisation Fund bid to undertake fabric improvements to non-traditional construction houses. Significant funding has also been allocated to the continuation of the roll out of Warden Call upgrades to Sheltered Housing Schemes, changing the functionality of systems from analogue to digital.

- 5.4 A summary of the proposed expenditure on the HRA Assets (Non-Dwelling) capital scheme (including Housing IT capital investment) is shown in Appendix C for 2024/2025. Total expenditure of up to £890,000 is recommended. Funding will come from HRA Revenue Contributions (£360,000), Corporate Resources (£30,000 contribution to the Adventure Playground Equipment scheme) and external contributions (£500,000 grant from BAE for the Stamshaw Youth Hub).

6. Summary of 2023/24 Expenditure

6.1 Revenue Maintenance

6.1.1 Within the Council Housing Maintenance and Improvements budget for 2023/24, £28.6m was allocated to revenue expenditure to undertake maintenance works including;

- Day to day response repairs
- Servicing and compliance - including gas safety, electrical testing and fire risk assessments
- Planning revenue works - external repairs and decoration to properties

6.1.2 For the financial year 2023/24 from 1st April 2023, 52,990 response repairs have been completed as of 7th February 2024.

6.1.3 Works have been completed to voids to allow 869 new tenancies to start. Service Provider capacity has improved, to meet demand and address historical void backlogs.

6.1.4 Key compliance activities undertaken from 1st April 2023 to 7th February 2024 include;

- 12,637 Gas safety checks
- 1,557 Electrical installation condition reports
- 276 Fire Risk Assessments / Fire Risk Assessment reviews

6.1.5 Total revenue expenditure for the financial year 2023/24 is expected to be within budget. This is a significant improvement from the position reported in October 2023 where a £1m overspend was anticipated.

6.1.6 Key factors that have supported the reduction in spend include;

- Easing of material cost increases
- More directly employed labour by Term Service Providers reducing the need to sub-contract work
- Increased inspection of repairs and voids by PCC Surveyors to ensure that works are defined and within the scope of service to undertake the right repair at the right time.

6.2 Capital Expenditure

6.2.1 Within the Council Housing Maintenance and Improvements budget for 2023/24, a £30.39m programme of works was outlined against a budget contribution to the Major Repairs Allowance of £26.5m. Full expenditure of the programme would have resulted in a £3.89m draw from the Major Repairs Reserve.

6.2.2 This budget was allocated against the following areas, along with a provision of £1.5m for associated fees;

- Response Capital £13.7m - for replacement of kitchens, bathrooms, heating, disabled adaptations
- Building Capital Projects - £13.19m - capital planned maintenance schemes to undertake major improvements to the building fabric, fire safety, legislative areas
- Engineering Capital Projects - £2m - capital planned maintenance schemes to undertake major improvements to engineering services including lighting improvements, electrical upgrades and lift replacement

6.2.3 As of 7th February 2024, the following Response Capital installations had been completed;

- 302 Kitchens
- 416 Baths
- 520 Over bath showers
- 430 Boilers
- 228 Disabled Facilities Grant (DFG) installations

6.2.4 As of 7th February 2024, 19 Building Capital Projects have been worked on, broken down as follows;

- 8 projects completed
- 7 projects on site
- 4 projects at the tender or mobilisation stage

6.2.5 The total predicted capital spend for 2023/24 is estimated to be at most £26.5m, meaning that an in-year draw on reserves will not be necessary for 2023/24 with any resultant underspend carried forward into the Major Repairs Reserve.

6.2.6 Whilst the in-year capital position has improved significantly due to the reset of the Capital Programme in October 2023 and project slippage as is detailed in section 8, the resultant underspend is allocated to schemes in 2024/25 and does not mitigate the significant maintenance demands on the horizon.

7. Industry Forecast

7.1 The Building Cost Information Service (BCIS) Quarterly Briefing for December 2023 indicates stagnation in the construction industry, however, at this point a recession has not materialised.

- 7.2 Previous issues in relation to material shortages and cost increases have eased, with generally the supply of most materials readily available and associated costs predicted to fall slightly by 0.8% in Q4 of 2023. It should be noted that despite the current easing of material prices, there were significant cost rises between Q4 2020 and Q2 2023 resulting in base prices being significantly higher than might have been otherwise.
- 7.3 As reported in October 2023, the key driver for cost increases remains wage growth borne from inflation and a skills shortage in the construction industry. Annual growth from the BCIS Labour Cost Index is forecast at 6.9% in Q4 2023.
- 7.4 Annual growth in tender prices followed a downward trend in 2023, falling from an 8.6% increase in 1Q2023 to 3.5% in 4Q2023 on the same period in 2022. It is predicted that growth in tender prices will ease to a 2.1% increase in 4Q2024.
- 7.5 Feedback from PCC Term Services Providers, is generally in line with the industry forecast. They report that material supply and material cost pressures are easing however still face challenges around wage increases necessary to ensure the recruitment and retention of staff. It is anticipated that increases in the region 6%-7% will be necessary to remain competitive in the market.

8. Future Budget Pressures and Mitigation Measures

- 8.1 In the Interim Report on Progress of Council Housing Maintenance and Improvements Programme 2023/2024 that was presented in October 2023, in year budget pressures were outlined with a predicted overspend on the Revenue budget of £1m and a predicted £3.69m draw on the Major Repairs Reserve.
- 8.2 Subsequent to the October report a significant amount of work has been undertaken to reduce in year pressures and prevent draw on reserves, this has improved the in-year forecast resulting in predicted Revenue being within budget.
- 8.3 Capital expenditure is estimated to underspend by c.£2m, however, this is largely due to the reset of the Capital Programme as agreed in October 2023 and slippage to some projects that will see their expenditure move to 2024/25 resulting in a higher than budgeted spend for 2024/25.
- 8.4 Whilst there is increased control of both Revenue and Capital expenditure to better align expenditure to available budgets, due to an aging housing stock and significant increased regulation through the Building Safety Act 2022 and Social Housing (Regulation) Act 2023, maintenance demand continues to increase.
- 8.5 Whilst Repairs and Maintenance is currently undertaken via a demand led service, it will be increasingly necessary to prioritise and target works to meet statutory requirements and undertake repairs with the greatest need. There is potential that a review of the scope of the repairs service will be necessary to ensure a balanced budget.

8.6 In addition to usual maintenance demands there are a number of high value work streams that need to be built into the current and future years programme, these include;

- **Building Safety Case Work** - Building Safety Case are currently being prepared for 22no. high rise (18m+) blocks of flats. The work involves a review of the fire safety provisions to each block alongside extensive investigation, introducing a requirement to undertaken more intrusive investigations. This alongside increased regulation means that the Safety Cases are likely to generate a need for significant capital investment to a number of blocks. Funding for this has increase in the 2024/25 to £4.3m however it is likely that further increases will be needed in subsequent years.
- **Charles Dickens Heat Network** - this provides heating and hot water to 538 homes and has reached the end of its serviceable life. An allowance has been made in the proposed 2024/25 budget to commence initial project design work, however, the overall project value is likely to be in the region of £6m. Whilst it is anticipated that access to grant funding will be available, the project will still require a significant contribution from the HRA.
- **Asset Management Strategy** - Work is underway to renew the existing HRA Asset Management Strategy so that the Repairs and Maintenance service responses to the challenges of an aging housing stock and additional legislative requirements ensuring a long-term economically sustainable position for the HRA. Early work has included increasing the level of stock condition surveys undertaken, that will inform maintenance programmes. It is vital that the capital budget is managed to allow substantial funding to resource future schemes.

8.7 In summary, whilst the reset of the Capital Programme in October 2023 and increased inspection of response repairs to ensure the right repair at the right time have mitigated in-year financial pressures, there still exists significant financial pressures on the HRA Revenue and Capital budgets that may necessitate changes to service provision through the Asset Management Strategy to meet essential maintenance demands.

9. Resident consultation and engagement

9.1 Where demand for a capital project is identified the PCC Project Manager will develop a suitable consultation and engagement strategy for the specific project tailored to resident and project needs.

9.2 Where works are likely to significantly impact residents' early engagement with them will be undertaken. This can be undertaken through a variety of methods including holding open day events, attending resident meetings, one to one engagement as well as communicating with letters and newsletters.

9.3 The purpose of the consultation and engagement is to take on board the views of residents regarding the proposed works, offer them choice around the works where appropriate and take on board feedback so that measures can be put in place to minimise the impact of the works on them.

- 9.4 Prior to works commencing the Project Manager and contractor will write to residents, providing details of the works and key contacts. Ongoing communication will be tailored to the needs of each project, and may include monthly newsletters, resident events or one to one consultation.
- 9.5 Examples of recent consultation and engagement include;
- **Building Safety Cases** - for each block resident engagement events are held to understand how residents wish to be engaged with and the level of information they wish to receive. This has allowed for a resident engagement strategy to be developed that will be used for when undertaking any project work arising from the Safety Cases.
 - **Handsworth House Sprinklers** - due to the nature of works impacting residents inside their home, engagement events in conjunction with Hampshire and Isle Wight Fire and Rescue Service were arranged early in the evaluation stage of the project, including the undertaking of a pilot flat to show residents how the installation of the system would impact their home whilst also advising them of the benefits and answering any questions around the works.
- 9.6 Upon completion of projects, further engagement is undertaken with residents to gather feedback on the project so that any learning can be taken on board to improve future schemes.
- 9.7 It is planned that the allocated of revenue and capital budgets will be presented at future meetings to both the Residents Consortium and Resident Repairs Working Group.

10. Integrated impact assessment (IIA)

- 10.1 An Integrated Impact Assessment is contained in Appendix D.

11. Legal implications

- 11.1 There are no legal implications to add to this report.

12. Director of Finance's comments

- 12.1 The Housing Revenue Account budget for 2024/25 approved on the 26th January 2024, contained a revenue provision of £30.465m to fund the works set out in Appendix A.
- 12.2 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.

12.3 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. A total of £28.541m has been allocated to Capital Expenditure within the Major Repairs Allowance. Whilst the total planned capital expenditure for 2024/25 in Appendix B totals £30.572m, this is in part funded through the anticipated carry forward of budget from 2023/24 of circa £2m as detailed in section 8.3.

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

Appendices:

Budget Plan 2024/25 - Appendices A-C

- Appendix A - Council House Maintenance and Improvements - Revenue Budget
- Appendix B - Council House Maintenance and Improvements - Capital Programme
- Appendix C - HRA Assets (Non-Dwelling) Capital Programme

Appendix D - Integrated Impact Assessment (IIA)

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 |
|--|---|
| <i>Portsmouth City Council - Budget & Council Tax 2024/25 & Medium Term Budget Forecast 2025/26 to 2027/28</i> 13 th February 2024 | (Public Pack)Portsmouth City Council - Budget & Council Tax 2024/25 & Medium Term Budget Forecast 2025/26 to 2027/28 Agenda Supplement for Full Council, 13/02/2024 14:00 |
| <i>Council Housing Budget 2023/24 (including rent setting)</i> 2 nd February 2023 | Council Housing Budget 2023-24 Report FINAL.pdf (portsmouth.gov.uk) |
| <i>Interim Report on Progress of Council Housing Maintenance and Improvements Programme 2023/2024</i> 26 th October 2023 | 20230922 - Interim report on Progress of Council Housing Maintenance and Improvements Programme.pdf (portsmouth.gov.uk) |



The recommendation(s) set out above were approved/ approved as amended/ deferred/ rejected by the Cabinet member for Housing and Preventing Homelessness on 14th March 2024.

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

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Portsmouth
CITY COUNCIL

Housing, Neighbourhood and Building Services

Maintaining and Improving Our Properties

Budget Plan 2024/25

Appendices A - C



Appendix A - Council House Maintenance and Improvements - Revenue Budget

| Cost Centre | HRA Revenue Budget Heading | Summary 2024/25 |
|-------------|---|---------------------|
| | Building Maintenance, Servicing & Compliance (HBM) | |
| HR3BM | General Repairs | £ 17,200,000 |
| 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 |
| NEW CODE | Acquired Stock Repairs (Clarion) | £ 430,000 |
| NEW CODE | Damp and Mould Works | £ 500,000 |
| | TOTAL HR3BM: | £ 28,130,000 |
| | Engineering Services Maintenance & Servicing | |
| HR3BS | Passenger Lift Repairs | £ 600,000 |
| HR3BS | Central Communications System | £ 70,000 |
| | Drys Risers, Fire Alarm, AOVs servicing and repair | £ 65,000 |
| HR3BS | CCTV - D2D repairs, servicing, maintenance, control room staffing | £ 290,000 |
| NEW CODE | PV Panel Servicing and maintenance | £ 100,000 |
| | TOTAL HR3BS: | £ 1,125,000 |
| | Planned Revenue (HBM) | |
| HR3PR | Blocks of Flats External Decoration, Repair and Improvement | £ 500,000 |
| | TOTAL HR3PR: | £ 500,000 |
| | 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 |
| | Contingency | £ 500,000 |
| | TOTAL HRA REVENUE | £ 30,465,000 |

Appendix B - Council House Maintenance and Improvements - Capital Programme

| Cost Centre | HRA Capital Programme Heading | 2024/2025 |
|-------------|---|---------------------|
| | HRA Response Capital | |
| ZH4BMC | Asbestos Removal | £ 1,300,000 |
| ZH4BMC | Disabled Facilities Grants | £ 2,000,000 |
| ZH4BMC | New Bathroom | £ 1,500,000 |
| ZH4BMC | New Kitchen | £ 2,800,000 |
| ZH4BMC | New Over Bath Shower | £ 500,000 |
| ZH4BMC | Mechanical & Electrical Plant Service Provider Upgrades | £ 100,000 |
| ZH4BMC | New Property Entrance Doors | £ 500,000 |
| ZH4BMC | New Heating Installations | £ 2,000,000 |
| ZH4BMC | Void Capital Works | £ 3,000,000 |
| NEW CODE | Fire Risk Assessment Actions | £ 300,000 |
| NEW CODE | Acquired Stock Capital Works (Clarion) | £ 317,000 |
| | TOTAL HRA RESPONSE CAPITAL | £ 14,317,000 |
| | | |
| | HRA Building Capital Projects | |
| ZH4173 | West Leigh - Window Replacement | £ 575,000 |
| ZH4194 | Handsworth House Sprinkler Installation | £ 1,100,000 |
| ZH4195 | Hawthorn Crescent - External Refurbishment inc replace roof | £ 650,000 |
| ZH5551 | Replacement External Panels | £ 90,000 |
| ZH4201 | Social Housing Decarbonisation Fund Works | £ 1,500,000 |
| ZH4205 | Horndean House/The Quad - External Improvements | £ 1,600,000 |
| ZH4209 | The Landport Courts - Major External Improvements | £ 1,100,000 |
| ZH4111 | Buckland Area - Waste Collection Improvements | £ 750,000 |
| ZH4111 | Almondsbury Road - Waste Collection Improvements | £ 200,000 |
| ZH4149 | Individual Property Refurbishments | £ 600,000 |
| ZH4223 | Projects Voids | £ 900,000 |
| ZH4224 | Disabled Adaption (Major Works) | £ 250,000 |
| ZH4225 | Building Safety Case Work | £ 4,300,000 |
| ZH5094 | Development Preliminary Design Work | £ 400,000 |
| | TOTAL HRA BUILDING CAPITAL PROGRAMME | £ 14,015,000 |

| | HRA Engineering Capital Schemes | |
|----------|--|---------------------|
| ZH4048 | Lighting Improvements | £ 200,000 |
| ZH400N | Passenger Lift Installations & Refurbishments | £ 500,000 |
| ZH400L | Mechanical & Electrical Main & Secondary Distribution | £ 20,000 |
| ZH400L | Mechanical & Electrical BMS & Boiler Upgrade | £ 80,000 |
| ZH4181 | Warden Control System Upgrade Phase Two | £ 1,100,000 |
| ZH4181 | Warden Control System Upgrade Phase Three | £ 180,000 |
| ZH4181 | Ladywood House - Warden Call and Lift Upgrades | £ 60,000 |
| NEW CODE | Charles Dickens Heat Network - Preliminary Design Work | £ 100,000 |
| | TOTAL HRA ENGINEERING CAPITAL PROGRAMME | £ 2,240,000 |
| | | |
| | HRA RESPONSE CAPITAL | £ 14,317,000 |
| | HRA BUILDING CAPITAL PROGRAMME | £ 14,015,000 |
| | HRA ENGINEERING CAPITAL PROGRAMME | £ 2,240,000 |
| | OVERALL HRA CAPITAL PROGRAMME | £ 30,572,000 |

All figures include fees

MAINTENANCE AND IMPROVEMENTS CAPITAL PROGRAMME 2024/25

West Leigh - Window Replacement

Property: 13-27 Froxfield Road

Work: External repair and improvement works including, replacement of the roof and increasing roof insulation levels, replacement windows and installation of external wall insulation to improve the thermal performance of the building.

Handsworth House Sprinkler Installation

Property: 1-153 Handsworth House

Work: Installation of a sprinkler system within properties and an evacuation alarm system to improve the fire safety of the block.

Hawthorn Crescent - External Refurbishment inc replace roof

Property: 266-296 (Evens) and 298-320 (Evens) Hawthorn Crescent

Work: Continuation of a project to replace the roofs and increase roof insulation to 2no. blocks together with external repair and decoration.

Replacement External Panels

Property: 1-189 Estella Road and 2-238 Grafton Street (10 blocks)

Work: Continuation of a project to replace windows/panels to the east elevation to improve fire safety of the blocks.

Social Housing Decarbonisation Fund Works

Property: Up to 141 properties located in Leigh Park and Paulsgrove

Work: Properties are of a non-traditional construction with a Energy Performance Certificate (EPC) rating of D or below. Work consists of various measures to improve the EPC rating to a at least a C, including installation of external wall insulation, replacement windows and additional loft insulation. A funding application has been made to the Social Housing Decarbonisation Fund and if successful, external funding of up to £1.9m could be received towards the project.

Horndean House/The Quad - External Improvements

Property: 1-23 Denmead House, 1-19 Horndean House, 1-19 Petersfield House

Work: Continuation of external refurbishment works to 3no. blocks of flats. Main works include the removal of the courtyard ball park, to be replaced by a landscaped courtyard garden. Other works include external lighting improvements, installation of photovoltaic panels, door replacement and general external repair and decoration.

The Landport Courts - Major External Improvements

Property: 1-101 Crown Court, 1-44 King Albert Court, 1-78 Lords Court, 1-58 Wimpole Court (16 blocks)

Work: Continuation of a project to undertake external repair and decorations and improve the security of the blocks. Works include improvements to external lighting, upgrades to the CCTV system and installation of a new door entry system.

Buckland Area - Waste Collection Improvements

Property: Various blocks of flats across the Buckland area

Work: A range of works to multiple blocks in the Buckland area to improve refuse facilities. Works will provide additional waste sorting provision to blocks to promote recycling and improve accessibility for waste collection.

Almondsbury Road - Waste Collection Improvements

Property: 1-6 Almondsbury Road, 1-12 Oaklands House, 1-12 Thornbury House, 1-12 Parkfield House, 1-6 Milbury House and Almondsbury Road

Work: Works include improvements to the bin stores for each of the blocks to improve access and allow storage of additional bins to promote recycling. Works also include the installation of ramped access to Almondsbury Road to improve the safety of the collection of the bins.

Individual Property Refurbishments

Property: Various properties across the HRA stock as demand arises

Work: Major refurbishment or conversion of properties. Funding is allocated in year as demands arise. Typically works may relate to refurbishment of properties following a dwelling fire, refurbishment/conversion of a vacant property for an alternative use or where major works are required such as structural repair.

Projects Voids

Property: Various properties across the HRA stock as demand arises

Work: Major works to void properties. Typically, projects are in excess of £30k in value and require the replacement of major items such as kitchens, bathrooms, heating systems alongside general repairs prior to letting of the properties. Funding to be allocated in-year to dwellings across the entirety of the HRA stock as demands arise.

Disabled Adaption (Major Works)

Property: Various properties across the HRA stock as demand arises

Work: Projects are identified as demand arises following assessment of cases by Occupational Therapists. Typically residents have significant needs with works usually taking the form of extensions to properties to provide ground floor sleeping and washing facilities or major adaptation within a property to allow safe access to and within it.

Building Safety Case Work

Property: All blocks within scope. 22no. high rise blocks of flats (18m+).

Work: Building Safety Cases are currently being undertaken to all of the high-rise blocks of flats in scope, these involve an extensive review of the buildings including an assessment of fire and structural safety through the undertaking of a range of surveys and invasive investigations. As the Safety Cases are completed recommended actions arising from them will be reviewed with capital schemes undertaken prioritised based on risk.

Typical works that may be required to be undertaken include, installation of fire doors, fire stopping works to improve compartmentation, replacement of external wall materials or systems.

Development Preliminary Design Work

Property: Various sites across the HRA stock as demand arises

Work: Design development and site investigation works in relation to the preliminary design stages of HRA developments.

Appendix C - HRA Assets (Non-Dwelling) Capital Programme – 2024/25

Housing IT Capital Investment

up to £240,000

- **£30,000** - Standard maintenance and updates on the Housing Management IT System servers, whilst options are reviewed for either a potential move to the existing supplier cloud service, or a change and upgrade of the complete system.
- **£120,000** - Increased regulation of social housing along with changes in customer behavior mean that the Local Authority Housing system needs to provide a joined-up view of a tenancy including all aspects of the services we provide to tenants and will allow for tenants to self-serve more via a customer portal/app. On a recent training day, users of the existing systems unanimously identified the current systems as a barrier to them providing efficient and effective services in that they currently need to navigate different platforms to provide tenancy management.

External Consultancy is required to help get the requirements of a new system right for the procurement process, support with data migration, integration and testing, and help set up the 'future roadmap' for how the system is managed going forward.

- **£90,000** - With the corporate funding for the My City Wi-Fi network not being renewed, there will also be a need to work with colleagues in IT to maintain a secure, public access Wi-Fi network in several HRA sites. These may include Play and Youth sites, Community Centres and Local Area Offices.

Adventure Playground Equipment - Replace & Renew

£120,000

- The six HRA Adventure Playgrounds undergo Health & Safety inspections annually. Equipment at end of life is removed / restricted and there is a priority list of equipment requiring replacement / areas likely to fail. The amount of equipment that is no longer in use is becoming untenable and the playgrounds less appealing for visitors. Investment plans include large climbing frames, swings, zip wires, decking area, sandpit and timbers.
- **£5,000** - Landport Adventure Playground including supporting work to fortress structure.
- **£5,000** - Portsea - seasonal work to splashpool and work to swings.
- **£25,000** - Paulsgrove - work to repair decayed timber steps and work to safeguard climbing structures.
- **£40,000** - Somerstown - work to recommission climbing structures previously decommissioned because of safety concerns, work to replace timber deck on roof space currently closed because of poor condition of decking.
- **£30,000** - Stamshaw - various works to reinstate play equipment out of use because of repairs needed and works to kitchen area.
- **£15,000** - Buckland - seasonal work to splash pool, repairs to reinstate climbing equipment, repair fencing and relay wood chipping.

Stamshaw Youth Hub

£500,000

- Grant funding of £500,000 has been received from BAE to build a small youth hub within the Stamshaw adventure playground site. The hub will be used to deliver youth provision and will also be used by careers in the daytime. Space may also be hired out to external youth providers.

Homelessness - White Goods Provision

£30,000

- Supply of white goods for residents in temporary accommodation where furnishing and provision of white goods are beyond the capacity of the resident to provide. A typical example may where a resident has had to leave their property at short notice due to domestic abuse.

| | |
|------------------|------------------------------|
| Form name | Integrated Impact Assessment |
| Reference | IA587994333 |
| Date | 19/02/2024 |



Policy details

| | |
|--|--|
| Request date | 19/02/2024 10:38 |
| Directorate | PCC Housing, Neighbourhood and Building Services |
| Service | Building Services |
| Title of policy, service, function | Council Housing Maintenance and Improvements and Non-Dwelling Capital 2024/2025 |
| Type of policy, service, function | Changed |
| What is the aim of your policy, service, function, project or strategy? | Inform member and all council house residents of the Housing Revenue Account (HRA) revenue and capital expenditure proposed for the financial year 2024/2025. |
| Has any consultation been undertaken for this proposal? | yes |
| What were the outcomes of the consultations? | <p>Consultation and engagement has been undertaken for various schemes within the capital programme with feedback taken on board to minimise disruption to residents. As outlined in section 9 of the report further engagement will be undertaken for each project.</p> <p>It is proposed to discuss the programme at meetings of the Residents Consortium and Residents Repairs working group.</p> |
| Has anything changed because of the consultation? | no |
| Did this inform your proposal? | no |

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

| | |
|---|---|
| <p>With the above in mind and following data analysis, who is the policy, service, function, project or strategy going to benefit or have a detrimental effect on and how?</p> | <p>The overarching Council Housing Maintenance programme will benefit all residents living in HRA dwellings through the undertaking of repairs and maintenance works.</p> |
| <p>Will any of those groups be affected in a different way to others because of your policy, project, service, function, or strategy?</p> | <p>N/A</p> |
| <p>If you are directly or indirectly discriminating, how are you going to mitigate the negative impact?</p> | <p>N/A</p> |
| <p>Who have you consulted with or are planning to consult with and what was/will be your consultation methodology?</p> | <p>Residents will be consulted as outlined in section 9 of the report.</p> |
| <p>How are you going to review the policy, service, project or strategy, how often and who will be responsible?</p> | <p>Demand for maintenance and capital schemes is regularly reviewed throughout the year. Progress and expenditure of the budget is reviewed on a monthly basis. The Assistant Director of Buildings will bring an interim report to members in October 2024 to report in year progress and expenditure.</p> |

Crime - Will it make our city safer?

| | |
|---|---|
| <p>Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?</p> | <p>All residents who live in Housing Revenue Account (HRA) properties will benefit from ongoing budget spending. Some revenue repair and capital expenditure will directly improve the safety and security of residents homes as well as providing an improved environment to live.</p> |
| <p>How are you going to measure/check the impact of your proposal?</p> | <p>Customer satisfaction feedback from residents. Direct interactions with resident's consortium and members. Analysis of repair data and review of ongoing measures.</p> |

Housing - will it provide good quality homes?

| | |
|---|---|
| <p>Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?</p> | <p>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</p> |
| <p>How are you going to measure/check the impact of your proposal?</p> | <p>Customer satisfaction feedback from residents. Direct interactions with resident's consortium and members. Analysis of repair data and review of ongoing measures.</p> |

Health - will this help promote healthy, safe and independent living?

| | |
|---|--|
| <p>Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?</p> | <p>Ongoing investment in HRA stock will help to maintain and improve the living environment for residents that has potential to improve their quality of life. Capital expenditure around disabled adaptations has potential to improve residents use of their home and improve both physical and mental health. Works that involve increasing insulation to properties will help residents to heat their homes, improving the internal environment. There is specific funding allocated to resolve instances of Damp and Mould within properties that will help to provide safe, healthy homes.</p> |
|---|--|

| | |
|--|--|
| How are you going to measure/check the impact of your proposal? | Customer satisfaction feedback from residents. Direct interactions with resident's consortium and members. Analysis of repair data and review of ongoing measures. |
|--|--|

Income deprivation and poverty - will it consider income deprivation and reduce poverty?

| | |
|--|--|
| Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts? | The ongoing investment in HRA properties will support low income households through the undertaking of works such as boiler replacements and improvements to insulation ensuring that residents can effectively and affordably heat their homes. |
| How are you going to measure/check the impact of your proposal? | Customer satisfaction feedback from residents. Direct interactions with resident's consortium and members. Analysis of repair data and review of ongoing measures. |

Carbon emissions - will it reduce carbon emissions?

| | |
|--|--|
| Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts? | The ongoing investment includes for energy efficiency / decarbonisation work to HRA properties including building fabric improvements, heating and electrical improvements. Projects such as the environmental improvements will encourage recycling. |
| How are you going to measure/check the impact of your proposal? | Analysis of utility bills and consumption. Analysis of waste and recycling levels. |

Energy use - will it reduce energy use?

| | |
|---|--|
| <p>Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?</p> | <p>The ongoing investment includes for energy efficiency / decarbonisation work to HRA properties including building fabric improvements, heating and electrical improvements. Projects such as the environmental improvements will encourage recycling.</p> |
| <p>How are you going to measure/check the impact of your proposal?</p> | <p>Analysis of utility bills and consumption.</p> |

Climate change mitigation and flooding - will it proactively mitigate against a changing climate and flooding?

| | |
|---|--|
| <p>Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?</p> | <p>The ongoing investment includes for energy efficiency / decarbonisation work to HRA properties including building fabric improvements, heating and electrical improvements.</p> |
| <p>How are you going to measure/check the impact of your proposal?</p> | <p>Analysis of utility bills and consumption.</p> |

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

| | |
|---|--|
| <p>This section is not applicable to my policy</p> | <p><input checked="" type="checkbox"/></p> |
|---|--|

Air quality - will it improve air quality?

| | |
|---|--|
| <p>This section is not applicable to my policy</p> | <p><input checked="" type="checkbox"/></p> |
|---|--|

Transport - will it make transport more sustainable and safer for the whole community?

| | |
|---|--|
| <p>This section is not applicable to my policy</p> | <p><input checked="" type="checkbox"/></p> |
|---|--|

Waste management - will it increase recycling and reduce the production of waste?

| | |
|---|--|
| <p>Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?</p> | <p>Projects such as the environmental improvements will encourage recycling.</p> |
| <p>How are you going to measure/check the impact of your proposal?</p> | <p>Analysis of waste and recycling levels.</p> |

Culture and heritage - will it promote, protect and enhance our culture and heritage?

| | |
|---|--|
| <p>This section is not applicable to my policy</p> | <p><input checked="" type="checkbox"/></p> |
|---|--|

Employment and opportunities - will it promote the development of a skilled workforce?

| | |
|---|--|
| <p>Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts?</p> | <p>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 and repairs 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.</p> |
|---|--|

| | |
|--|---|
| How are you going to measure/check the impact of your proposal? | Measurement of social value delivered through repairs and maintenance contracts |
|--|---|

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

| | |
|--|--|
| 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? | Measurement of social value delivered through repairs and maintenance contracts |

Social value

| | |
|---|--|
| Please explain how your policy, service, function, project or strategy delivers Social Value | All Service Providers and PCC Contractor Frameworks include a requirement to deliver social value, this can take the form of offering training and employment opportunities for local people, supporting local charities and initiatives as well as reducing carbon emissions. |
|---|--|

Involvement

| | |
|--|---|
| Who was involved in the Integrated impact assessment? | Adam Hardwick - Assistant Director of Buildings |
| Name of the person completing this form | Adam Hardwick - Assistant Director of Buildings |
| Date of completion | 2024-02-19 |

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Agenda Item 4



| | |
|-------------------------------|--|
| Title of meeting: | Cabinet Member for Housing and Preventing Homelessness |
| Date of meeting: | 20 March 2024 |
| Subject: | Local Authority Housing Landlord Services Complaints Policy |
| Report by: | Sally Scattergood, Assistant Director for Housing Management Louise Jones, Business Compliance & Projects Manager |
| Cabinet Member: | Councillor Darren Sanders |
| Wards affected: | All |
| Key decision: | No |
| Full Council decision: | No |

1. Purpose of report

1.1. The purpose of the of the report is to inform members of new Local Authority Housing Landlord Services Complaints Policy and to seek approval for implementation of the policy.

1.2. This policy will apply to anyone who has been directly affected by Local Authority Housing Landlord Services.

2. Recommendations

2.1. The Cabinet Member for Housing and Tackling Homelessness approves the Local Authority Housing Landlord Service Complaints Policy (Appendix A - Local Authority Housing Landlord Service Complaints Policy V1.6) and that Housing, Neighbourhood and Building Services implement the policy from 1 April 2024 to support the ongoing response to The Charter for Social Housing Residents, Social Housing (Regulation) Act 2023 and Housing Ombudsman Complaints Handling Code.

2.2. The following key points are covered within the policy which will complement the Corporate Complaints Policy:

2.2.1. The management of Landlord specific complaints to sit within Housing, Neighbourhood and Building Services to enable accurate reporting and improved customer experience.

2.2.2. Clarity of the customers that are affected by the policy and circumstances under which is applied. This includes tenants,

leaseholders, former tenants as well as anyone acting on behalf of someone who is affected by actions or decision made by Portsmouth City Council as a Local Authority Housing Landlord.

- 2.2.3.** The introduction of the Complaints Lead role who will be responsible for implementation of the policy and overall ownership and development of the policy as demand is understood through clear reporting and measures from the start of the service delivery.
- 2.2.4.** Clear definition of the meaning of a complaint and the way in which a landlord specific complaint will be defined to allow purposeful management of complaints relevant to the service.
- 2.2.5.** Clarity around expected response times to Stage 1 and Stage 2 complaints and details of how customers can expect complaints to be managed within the stages.
- 2.2.6.** Details of how complaints can be made to the new service, including guidance around Verbal and Anonymous complaints as well as complaints raised via a representative or advocate.
- 2.2.7.** Clear information regarding the new complaints procedure, detailing Landlord responsibilities in terms of investigation and response to assist customers understanding and expectations of the service, as well information about how complaints relating to contractors will be managed.
- 2.2.8.** Information relating to the Housing Ombudsman is included to be available from the outset, ensuring compliance with the Housing Ombudsman Complaint Handling Code.
- 2.2.9.** Specific details explaining the communications that a customer will be able to expect from the service and process, along with examples of the types of remedies that could be expected and how Housing, Neighbourhood and Buildings Services would manage these outcomes to demonstrate ongoing learning from complaints.
- 2.2.10.** Information about how the process will be monitored and reviewed to ensure constant improvement as well offering the assurance of ongoing compliance in relation to all relevant guidance and legislation.

3. Background

- 3.1.** The Charter for Social Housing Residents brings a requirement for Landlords to be responsible for the management of complaints relating to landlord functions. As a Local Authority, this is a new requirement and changes to the current process of managing complaints via the City Helpdesk are needed to ensure compliance.

3.2. The move of Landlord specific complaints to the management of Housing, Neighbourhood and Buildings Services will lead to greater visibility of the content and learning to be gained from these complaints by the service. It is essential that a close working relationships with the City Help Desk team is maintained. This will allow for joined up reporting to develop in a way that ensures excellent learning for all teams, as well as giving opportunities to establish where change and improvement is needed within the new process to best meet the needs of the customer.

3.3. We are awaiting outcomes from LGSCO and Housing Ombudsman joint complaint handling code consultation. Publication of this information this may result in some minor changes to policy, likely to impact areas such as response times for Landlords. There is currently no date for the findings and amended code to be published. Information from the Ombudsman gives 'early 2024' as the guidance currently.

4. Reasons for recommendations

4.1. To ensure compliance with The Charter for Social Housing Residents, Social Housing (Regulation) Act 2023 and Housing Ombudsman Complaints Handling Code.

4.2. To improve the complaints process for landlord specific services, enabling a consistent approach to be shared throughout Housing, Neighbourhood and Buildings Services, recognising that landlord specific complaints are not always made by tenants.

4.3. To ensure excellent cross-directorate working in relation to management and reporting of complaints, with the aim of improving the information available to customers and regulators for full transparency.

4.4. Better visibility and reporting for customers to demonstrate ongoing learning and improvement from complaints in a clear and transparent manner that allows compliance with all relevant legislation and guidance.

4.5. Improved data collection and reporting will allow for better reporting and live-time visibility of complaints for staff to in turn inform customers and regulators, offering improved and measurable identified learning outcomes.

5. Integrated impact assessment

5.1. An Integrated Impact Assessment has been completed and submitted and is shown in Appendix B

6. Legal implications

6.1 There are no legal implications to add to this report.



7. Director of Finance's comments

7.1. The cost of the move of landlord specific complaints to Housing, Neighbourhood and Building Services, as far as it was known, was included in the approved Housing Revenue Account revenue budget for 2024/25. The adequacy of this budget will be kept under review as the complaints service develops.

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

Appendices:

Appendix A: Local Authority Housing Landlord Service Complaints Policy V1.6
Appendix B: Landlord Complaint Policy - 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 Charter for Social Housing Residents | The charter for social housing residents: social housing white paper - GOV.UK (www.gov.uk) |
| Social Housing (Regulation) Act 2023 | Social Housing (Regulation) Act 2023 (legislation.gov.uk) |
| Housing Ombudsman Complaint Handling Code | The Housing ombudsman's Complaint Handling Code (housing-ombudsman.org.uk) |

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

.....
Signed by:

Appendix A

Local Authority Housing Landlord Services Complaints Policy

| | |
|----------------|--|
| Summary | <p>Portsmouth City Council have a Corporate Complaints policy, this policy complements and focuses on our statutory duty as a Local Authority Housing Landlord.</p> <p>While we always strive to provide a good service, we know that sometimes things can go wrong. When this happens, we want to know about it, so we can make it right. We want to ensure that your voice is heard and take complaints very seriously. We will respond as soon as we possibly can and always in line with regulations.</p> <p>This policy provides a clear, simple and accessible opportunity for our customers to be able to raise complaints and have them promptly, politely and fairly handled.</p> |
| Effective date | 1 April 2024 |
| Review | We will review this Policy at least every 2 years or earlier if there has been an update to legislative, regulatory, best practice or operational changes. |
| Version | 1.0 |

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| 1. Scope | Page 2 | 11. Persistent complaints and unreasonable behaviour from complainants | Page 10 |
| 2. Purpose | Page 3 | 12. Comments and compliments | Page 10 |
| 3. Definitions | Page 3 | 13. Monitoring and reviewing our service | Page 11 |
| 4. Difference between a complaint, enquiry or service request | Page 4 | 14. Your voice | Page 11 |
| 5. How we manage complaints | Page 4 | 15. What have we done to make sure this Policy is fair? | Page 12 |
| 6. How can a complaint be made? | Page 5 | 16. Regulation and legislation | Page 13 |
| 7. When can a complaint be made? | Page 6 | 17. Related documents | Page 13 |
| 8. Complaints Procedure | Page 7 | 18. How to feedback | Page 13 |
| 9. Communicating a decision and putting things right | Page 9 | | |
| 10. Complaints about Portsmouth City Council Contractors | Page 10 | | |

1. Scope

This policy applies to anyone who has been directly affected by us, our homes or our services in Local Authority Housing (LAH) Landlord Services, which could include:

- Tenants, homeowners, leaseholders and former tenants
- A person who receives or has received the service
- Someone acting on behalf of someone with their consent
- A person who is affected or likely to be affected by the actions or decisions made by us as a Local Authority Housing Landlord

Any reference in this policy to 'we', 'our' or 'us' refers to Portsmouth City Council, Local Authority Housing

2. Purpose

We are committed to engage and learn from our customers, developing our services to meet changing expectations. This policy and approach enables us to continually improve what we do, by identifying root causes, learning from complaints, making improvements and developing a positive complaint culture.

We aim to resolve complaints quickly and fairly and will try to sort out any mistake or misunderstanding straight away. Sometimes it may take longer, but we will tell you how long it will take and keep you updated.

We value your feedback and are committed to identify areas of the service where we need to make changes and improvements making sure we deal with complaints effectively and consistency.

Making a complaint will not affect your right to receive our services

The purpose of this policy is to:

- provide customers with clear guidance / expectations and timeframes
- work in partnership with the Corporate Complaints team and specialist agencies where appropriate
- support customers, ensuring they are also meeting the obligations as a tenant in line with the Tenancy agreement.
- support staff to recognise complaints, effective recording of the complaint and awareness of the process to deliver a continued improvement to the service we provide
- Should we decline to accept a complaint we will explain why the matter is not suitable for the complaints process and advise our customer of their right to approach the Housing Ombudsman.
- meet our regulatory and legal requirements.

3. Definitions

What is a complaint?

A complaint is any expression of dissatisfaction, however made, about a standard of service, actions or lack of action by us, our staff or those acting on our behalf, affecting a customer or resident, or a group of customers or residents.

A complaint is not a request for a service or enquiry about a service. It may become a complaint, if we fail to deliver our services efficiently and effectively after receiving the initial enquiry.

It is always helpful for us to know from you what you want us to do to put things right. You do not need to use the word complaint for it to qualify as one, we will seek to ensure we recognise the difference between a request for a service and a formal complaint.

We will take steps to resolve issues as quickly as possible. We will treat a complaint in accordance with our policy and processes and ensure we follow the Housing Ombudsman Complaint Handling Code.

A complaint submitted via a third party or representative will be handled in line the LAH Complaints policy, with consent.

We will accept a complaint unless there is valid reason not to do so.

Valid reasons for not accepting a complaint include:

- the issue is, or have been subject to legal proceedings
- there is a liability issue that is subject to an insurance claim
- the complaint has not been raised in a reasonable timeframe
- the issue has already been considered as a complaint

If we decide not to accept a complaint, we will explain clearly why the matter is not suitable for the complaints process

4. Difference between a complaint, enquiry or service request

The Housing Ombudsman Service defines a service request as

‘a request from a resident to their landlord requiring action to be taken to put something right’.

When you first let us know about your concern, as a starting point we’ll ask you what you’d like us to do to put things right. We can often resolve service requests, such as a missed appointment, immediately with an apology and by providing another appointment. We may be able to resolve this outside of our complaints process. If we need to make further enquiries to resolve the matter, or if you ask us to and the matter meets our criteria we’ll log it as a complaint.

All complaints and service requests/enquiries are unique and each one needs to be considered individually in determining how it should be handled.

If you are in any doubt as to whether something should be managed as a complaint or a service request, ask the LAH landlord complaints lead for advice.

5. How we manage complaints

All complaints are managed confidentially.

We will handle all complaints fairly and honestly regardless of who is making a complaint.

All complaints will be responded to promptly, and in accordance with the set timescales wherever possible. Where we are unable to meet the timescales set out in the policy, we will let the customer know there has been a delay.

Customers will be kept informed of the progress of their complaint and of any delays.

If a complaint is made to a Councillor(s), the customer will be referred to corporate complaints and the complaint will be managed in line with their policy and may link in with the LAH Landlord Complaints Lead if required. The Councillor(s) will be provided with a copy of the response to the complaint. This would not prevent the customer from raising a complaint themselves, if they were unhappy with the outcome from the initial enquiry.

Support for customers who want to make a complaint

We are committed to making sure the way we handle complaints does not place anyone, irrespective of disabilities or other characteristics, at a disadvantage, and we will make reasonable adjustments if the way we handle complaints would otherwise place a person with disabilities or other characteristics at a substantial disadvantage.

Customers who would like us to make a reasonable adjustment to enable them to make a complaint should make a request to the LAH Landlord Complaints Lead. A request for a reasonable adjustment can be made through any channel, or via a representative

6. How can a complaint be made?

We want it to be easy and accessible for all our customers to raise dissatisfaction and you can tell us about your issue in a variety of ways:

- By email
- By text
- By telephone
- In person
- In writing
- Through a representative or advocate (where consent has been provided)

These will be managed centrally by the LAH Landlord Complaints Lead who receives the complaints and assesses whether they should be treated as formal complaints or managed as an enquiry, service request.

They will oversee the complaints process and provide advice to managers carrying out complaint investigations and responding to complaints in a timely manner.

We will accept a complaint unless there is a valid reason not to do so, as described in section 3. We will always provide a detailed explanation setting out the reason why the matter is not suitable for our complaints process and your right to escalate to the Housing Ombudsman.

We will always manage your expectations from the beginning, being clear where the desired outcome is unreasonable or unrealistic.

If a complaint is received in another way, Corporate Complaints will refer it to the LAH Landlord Complaints Lead and they will manage the complaint in line with this

policy.

Complaints made via social media

If customers make complaints via social media channels, the complaints will be managed offline to ensure the customer's privacy and confidentiality are maintained and signposted to the correct team.

Verbal complaints

Verbal complaints will be confirmed with the person making the complaint. If we confirm the complaint verbally, we will follow up with a written confirmation. Once agreed, complaints will be processed in line with this policy.

Anonymous complaints

Anonymous complaints will not be processed in line with this policy. The LAH Landlord Complaints lead will review the content of the complaint and signpost accordingly. This could be forwarding it to the relevant team as a suggestion, to ensure action is taken wherever appropriate and we learn from all our customer feedback or refer to an alternative internal process ie. whistleblowing policy

Complaining through a representative

Everyone has the right to appoint someone else to act on their behalf. A representative can be, for example, a parent, a husband, wife, or civil partner, an adult child, a friend, an attorney, advocate, or solicitor, or a local councillor or MP. You can [find details of your local councillors and MP online](#).

Regardless of the closeness of the relationship between the customer and the person acting on their behalf, we must have consent from the customer before we can correspond with the representative.

If a complaint is made through a representative, we will need to ensure we have consent from the customer. This would usually be written consent from the customer giving the representative permission to act on their behalf, or other evidence, for example evidence of lasting power of attorney.

7. When can a complaint be made?

We will consider complaints made within 12 months of the issue becoming apparent to the person making the complaint. We may still look into a complaint made outside of the timescales under exceptional circumstances.

Identifying and accepting a complaint

No matter how complaints are received, LAH Landlord complaints Lead will review the complaints in the first instance

All complaints will be reviewed, considering:

- whether the complaint is a complaint within the complaint definition, or whether it is an enquiry or service request
- whether the complaint should be accepted, with reference to the reasons a complaint cannot be considered
- whether the complaint should be considered under the LAH Landlord Services complaints policy, or whether it falls under a different policy

If a complaint is valid, it will be logged by the LAH Landlord complaints lead as a Stage One complaint.

We use the same Complaints system as the Corporate Complaints team so all complaints are recorded in a consistent way.

As a Landlord, we are required to report on our statutory requirements, and we manage the complaints effectively in line with our Data Protection privacy notice [Housing management - privacy notice - Portsmouth City Council](#).

8. Complaints Procedure

There is a two stage complaint process.

Stage One

We aim to send the customer an acknowledgement in writing by email, or by post if an email address is not provided, within five working days of logging the complaint.

In acknowledging the complaint, we will briefly confirm:

- our understanding of the complaint and the outcomes being sought
- what will happen next
- when the customer can expect a response
- who is undertaking the investigation and how they can be contacted

In acknowledging the complaint, we will offer the customer the opportunity to discuss their complaint, so we can make sure our understanding of the complaint and the outcome being sought is clear.

If the complaint is unclear, we will seek clarification from the customer before the complaint is logged.

If the complaint is in relation to Building Safety, any immediate safety concern will be raised with Building Safety Manager and managed in line with this policy. The Fire Safety Group / High-Rise Group may be consulted with in providing a response at Stage One

Once a complaint has been logged and acknowledged, it will be passed to the relevant manager to investigate and respond. The quality of investigations and responses will be ensured by LAH Landlord Complaint Lead.

Investigating a complaint

You may be contacted by the complaint investigator by telephone or email to offer you the opportunity to discuss your complaint in more detail and to understand the outcome that you are seeking. Once we have defined the complaint, we will need to gather information and evidence to be able to reach a decision. We will use this information to decide two things:

- What happened?
- What should have happened?

We will investigate the issue, taking into account the available facts and evidence. We will then make a decision on the matter.

It is not always possible for us to make decisions 'beyond all reasonable doubts'. We will therefore make decisions 'on the balance of probabilities', that is whether something was more likely to have occurred than not.

If we believe we were at fault, we will further consider:

- how the fault disadvantage the customer
- what we need to do to put things right (section 9)

We aim to respond to a Stage One complaint within 10 working days of the complaint being logged in line with the Housing Ombudsman Complaints Handling Code.

If we are not able to meet these timescales, we will let the customer know and discuss the reasons we are unable to meet the initial timescale.

Escalation to Stage Two

If the customer is unhappy with the response for Stage One, then they can escalate to a Stage Two, the LAH Landlord Complaints Lead would discuss the case with the customer. The Complaints Lead will review the request to escalate and consider whether further consideration of the complaint is appropriate, understanding why the customer is unhappy with the Stage One response and the outcome the customer is seeking.

If they agree that it is appropriate to consider the complaint further, they will manage the complaint accordingly, this could be a review of the Stage one if new information has been presented or an escalation of the complaint to Stage Two. If they decide that further consideration of the complaint is not appropriate, they will let the customer know the council has reached its final decision on the matter and provide details for the Housing Ombudsman.

A request to escalate a complaint to Stage Two should be made within 30 working days but we may consider requests outside this timescale if there are exceptional circumstances.

We will send the customer an acknowledgement in writing by email, or by post if an email address is not provided, within five working days of logging the Stage Two escalation request.

Stage Two

This is the final stage of the complaint's procedure. The complaint will be further considered either:

- by the appropriate director, or
- by an appropriate senior manager and reviewed by the director.

We aim to respond to a Stage Two complaint within 20 working days of logging the Stage Two complaint. If we are not able to meet these timescales, we will let the complainant know.

If the complaint is in relation to Building Safety it will be managed in line with this policy. The HNBS (Housing, Neighbourhood and Building Services) Safety Buildings Group may be consulted with in providing a response at Stage Two.

Housing Ombudsman Service

If a customer with a housing complaint is still unhappy after following the council's complaints process, they can contact the Housing Ombudsman Service.

- Online complaint form at www.housing-ombudsman.org.uk
- Telephone 0300 111 3000

This policy is in line with the [Housing Ombudsman's Complaint Handling Code](#).

9. Communicating a decision and putting things right

We will respond to complaints in writing. Our decision letters will clearly explain:

- our understanding of the complaint, agreed at the beginning of the process
- the steps we have taken to investigate the complaint
- the information and evidence we have taken into account
- our decision and our reasons for reaching that decision
- acknowledging where something has gone wrong, when and how we will put it right, considering the possible resolutions
- where appropriate, any changes we will make to processes and policies following the complaint
- how the customer can challenge our decision if they disagree

Complaints can be resolved in a number of ways. We will seek to ensure remedies offered reflects the extent of any and all service failures, and the level of detriment caused to the customer as a result. We will refer to the Housing Ombudsman guidance on remedies, they may include:

- acknowledging when things have gone wrong

- providing an explanation, assistance or reasons
- apologising
- taking action if there has been a delay
- reconsidering or changing a decision
- amending a record
- changing policies, procedures or practices
- providing a financial remedy

Any issues identified as a result of complaints will be put right as quickly as possible: we will not wait until the complaints process is concluded.

When responding to complaints we will consider whether the customer needs support to understand the outcome and will offer alternatives, including meetings to discuss, where appropriate.

10. Complaints about Portsmouth City Council Contractors

We contract organisations to provide commissioned services on our behalf. If a complaint is made about a service provided by a contractor or third party, it should be managed in line with this policy. They are expected to comply with the policy, including providing information to us as requested and provide assistance with further investigations as appropriate.

If we receive a complaint that relates to a service provided by one of the council's contractors, we will provide a response.

A contractor who receives a complaint is expected to notify the council of the complaint via the LAH Landlord Complaints Lead. Notifications should be made in line with the timescales in the policy, and the contractor should provide a notification initially, at any escalation stage and at conclusion, so the complaint can be logged and monitored.

11. Persistent complaints and unreasonable behaviour from complainants

We expect complaints to be made in a reasonable way so we can investigate. This means communicating with us in a way that is reasonable, both in terms of the nature and frequency of contact. If this is not followed, then this will be managed in line with sections 9 and 10 in our Corporate Complaint Policy.

12. Comments and compliments

We want to provide the best service we can. To help us do this we would like to hear your views on the services that you use. If you are pleased with a member of staff or service, please let us know.

We record and manage comments and compliments in the same way as complaints. We will report on these to customers in the same way as we do with complaints.

13. Monitoring and reviewing our Service

We monitor and analyse the types of complaints / compliments we receive and the way they have been handled and make this available for customers.

The monitoring and analysis we do helps us to ensure that our policy is fit for purpose, our process is being managed in a fair and consistent manner, our staff training is appropriate, we deliver against our resolution promises, and we are fulfilling our statutory duties as a Landlord.

It is important to us that we are compliant, accountable and transparent in our complaint process. We continually learn and ensure that staff are supported and engaged in the complaints process and has a positive impact of future service delivery.

Self-assessment

We must carry out an annual self-assessment against the Housing Ombudsman Complaints Handling Code to ensure our complaint handling remains in line with its requirements.

We must carry out a self-assessment following a significant restructure and/or change in procedures.

Following each self-assessment, we must:

- report the outcome of our self-assessment to our elected members
- publish the outcome of our assessment on our website and make accessible to residents
- include the self-assessment in our annual report section on complaints handling performance

We are required to repeat the self-assessment following a formal investigation with the Housing Ombudsman if there are significant concerns over our complaint handling.

14. Your Voice

- We will never ignore complaints, and we always want to hear your ideas, comments and compliments.
- We will seek feedback in relation to our complaints process as part of a drive to encourage a positive complaint and learning culture.
- We will use data to understand trends in complaints to inform us of areas to focus and improve on.
- We provide tenants a wide range of meaningful opportunities to influence and scrutinise the Landlord Strategies, policies and services through resident engagement.

15. What have we done to make sure this Policy is fair?

We completed an Integrated Impact Assessment (IIA) to consider the positive and

negative impacts this Policy may have on people with protected characteristics under the Equality Act 2010. This Policy should have direct and positive equality and diversity impacts.

16. Regulation and legislation

We recognise legislation regarding complaints and we will continue to monitor relevant legal guidance. The list below reflects some of the existing legal framework and relevant publications:

- [Housing Ombudsman's Complaint Handling Code](#)
- Housing and Regeneration Act 2008
- GDPR together with the new Data Protection Act 2018
- Equality Act 2010
- Housing Act 1996

17. Related documents

This policy must be read in conjunction with:

- Local Authority Housing Landlord Policies link
- Tenancy Agreement / Leasehold agreement
- [HIVE Portsmouth](#)
- Corporate Complaints Policy
- Anti Social Behaviour Policy

18. How to feedback

You can get this policy in large print, Braille, audio or in another language by contacting your Housing Office.

Compliments: TBC

Complaints:

If a customer is unhappy, they can refer to our LAH (Local Authority Housing) Landlord Complaint Policy - link

- Online complaints form xxxxxxxx
- Telephone: xxxxxxxx
- Email address: xxxxxxxxxx

| | |
|------------------|------------------------------|
| Form name | Integrated Impact Assessment |
| Reference | IA583768617 |
| Date | 05/02/2024 |



Policy details

| | |
|--|---|
| Request date | 05/02/2024 08:21 |
| Directorate | PCC Housing, Neighbourhood and Building Services |
| Service | HNBS - Landlord Responsibilities |
| Title of policy, service, function | Landlord Complaints Policy |
| Type of policy, service, function | New |
| What is the aim of your policy, service, function, project or strategy? | Compliments the Corporate Complaints Policy, however we have a statutory duty as a landlord and we need to report to the Housing Ombudsman and ensure we meet the new legislation - Social Housing (regulation) Act 2023. |
| Has any consultation been undertaken for this proposal? | yes |
| What were the outcomes of the consultations? | Policy amended in line with feedback and the Housing Ombudsman Handling code |
| Has anything changed because of the consultation? | yes |
| Please provide details | Linked with the legislation, PCC corporate complaints policy and Housing Ombudsman handling code |
| Did this inform your proposal? | yes |
| Please provide details | Ensured contents are accurate and relevant and that the policy will inform practice going forward |

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

| | |
|---|--|
| <p>With the above in mind and following data analysis, who is the policy, service, function, project or strategy going to benefit or have a detrimental effect on and how?</p> | <p>It will benefit all customers and it is clear how they can raise concerns / complaints and request any reasonable adjustments to support them regardless of their protected characteristics</p> |
| <p>Will any of those groups be affected in a different way to others because of your policy, project, service, function, or strategy?</p> | <p>No</p> |
| <p>If you are directly or indirectly discriminating, how are you going to mitigate the negative impact?</p> | <p>N/A</p> |
| <p>Who have you consulted with or are planning to consult with and what was/will be your consultation methodology?</p> | <p>We have linked with the PCC Corporate Complaints Policy, Housing Ombudsman Handling code and the new legislation. Residents will also have oversight and be able to comment on policy.</p> |
| <p>How are you going to review the policy, service, project or strategy, how often and who will be responsible?</p> | <p>We will review this Policy at least every 2 years or earlier if there has been an update to legislative, regulatory, best practice or operational changes.</p> |

Crime - Will it make our city safer?

| | |
|---|--|
| <p>This section is not applicable to my policy</p> | <p><input checked="" type="checkbox"/></p> |
|---|--|

Housing - will it provide good quality homes?

| | |
|---|-------------------------------------|
| This section is not applicable to my policy | <input checked="" type="checkbox"/> |
|---|-------------------------------------|

Health - will this help promote healthy, safe and independent living?

| | |
|---|-------------------------------------|
| This section is not applicable to my policy | <input checked="" type="checkbox"/> |
|---|-------------------------------------|

Income deprivation and poverty - will it consider income deprivation and reduce poverty?

| | |
|---|-------------------------------------|
| This section is not applicable to my policy | <input checked="" type="checkbox"/> |
|---|-------------------------------------|

Carbon emissions - will it reduce carbon emissions?

| | |
|---|-------------------------------------|
| This section is not applicable to my policy | <input checked="" type="checkbox"/> |
|---|-------------------------------------|

Energy use - will it reduce energy use?

| | |
|---|-------------------------------------|
| This section is not applicable to my policy | <input checked="" type="checkbox"/> |
|---|-------------------------------------|

Climate change mitigation and flooding - will it proactively mitigate against a changing climate and flooding?

| | |
|--|-------------------------------------|
| This section is not applicable to my policy | <input checked="" type="checkbox"/> |
|--|-------------------------------------|

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

| | |
|--|-------------------------------------|
| This section is not applicable to my policy | <input checked="" type="checkbox"/> |
|--|-------------------------------------|

Air quality - will it improve air quality?

| | |
|--|-------------------------------------|
| This section is not applicable to my policy | <input checked="" type="checkbox"/> |
|--|-------------------------------------|

Transport - will it make transport more sustainable and safer for the whole community?

| | |
|--|-------------------------------------|
| This section is not applicable to my policy | <input checked="" type="checkbox"/> |
|--|-------------------------------------|

Waste management - will it increase recycling and reduce the production of waste?

| | |
|--|-------------------------------------|
| This section is not applicable to my policy | <input checked="" type="checkbox"/> |
|--|-------------------------------------|

Culture and heritage - will it promote, protect and enhance our culture and heritage?

| | |
|---|-------------------------------------|
| This section is not applicable to my policy | <input checked="" type="checkbox"/> |
|---|-------------------------------------|

Employment and opportunities - will it promote the development of a skilled workforce?

| | |
|---|-------------------------------------|
| This section is not applicable to my policy | <input checked="" type="checkbox"/> |
|---|-------------------------------------|

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

| | |
|---|-------------------------------------|
| This section is not applicable to my policy | <input checked="" type="checkbox"/> |
|---|-------------------------------------|

Social value

| | |
|---|-------------------------------------|
| This section is not applicable to my policy | <input checked="" type="checkbox"/> |
|---|-------------------------------------|

Involvement

| | |
|---|------------|
| Who was involved in the Integrated impact assessment? | Sara Craig |
| Name of the person completing this form | Sara Craig |
| Date of completion | 2024-02-05 |

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Agenda Item 5



Portsmouth
CITY COUNCIL

| | |
|-------------------------------|---|
| Title of meeting: | Cabinet Member for Housing and Tackling Homelessness |
| Date of meeting: | 20 th March 2024 |
| Subject: | Local Authority Housing ASB Policy |
| Cabinet Member: | Councillor Sanders – Cabinet Member for Housing and Tackling Homelessness |
| Report by: | Sally Scattergood - Assistant Director – Housing Management Lauren Taylor - Head of Community Safety |
| Wards affected: | All |
| Key decision: | No |
| Full Council decision: | No |

1. Purpose of report

- 1.1 The purpose of the report is to update members of the Council's Housing Services processes for managing Anti-Social Behaviour (ASB) and to approve the ASB policy.
- 1.2 To seek approval to implement a new policy for dealing with ASB. It covers all incidents:
 - Involving our local authority homes owned by PCC and our tenants or members of their household
 - that occur within a neighbourhood in which we manage properties and the ASB involves PCC residents, or,
 - that take place at our 'workplace' affecting or caused by tenants and leaseholders in Portsmouth and Havant, taking into account the wider strategic picture.

2. Recommendations

- 2.1 The Cabinet member for housing and tackling homelessness approves the new ASB Policy (Appendix A – ASB policy) and asks Housing, Neighbourhood and Building Services to implement the new policy with immediate effect.

3. Background

- 3.1 The previous ASB policy was implemented in February 2018.

- 3.2 The government published its Social Housing White Paper in 2020 and introduced a new Charter for Social Housing Residents which includes local authority landlords.
- 3.3 The Social Housing Regulation Act became law on the 20 July 2023 and provides the legal basis for many of the measures set out in the Charter for Social Housing Residents.
- 3.4 The Regulator has set 5 consumer standards for social housing providers to adhere to;
- Home Standard quality of accommodation and repairs and maintenance
 - Tenancy Standard – how properties are allocated/exchanged and terms around tenure
 - Neighbourhood and Community Standard – issues around neighbourhood and communal areas and anti-social behaviour
 - Tenant Involvement and Empowerment Standard – customer service and complaints, tenant rights and involvement
 - Tenant Satisfaction Measures Standard – reporting against the TSMs, which cover information on areas such as repairs, safety checks and complaints (applies from 1 April 2023).
- 3.5 2.3.1 - of the standards states Registered providers shall publish a policy on how they work with relevant partners to prevent and tackle anti-social behaviour (ASB) in areas where they own properties.
2.3.2 - In their work to prevent and address ASB, registered providers shall demonstrate:
- (a) that tenants are made aware of their responsibilities and rights in relation to ASB
 - (b) strong leadership, commitment and accountability on preventing and tackling ASB that reflects a shared understanding of responsibilities with other local agencies
 - (c) a strong focus exists on preventative measures tailored towards the needs of tenants and their families
 - (d) prompt, appropriate and decisive action is taken to deal with ASB before it escalates, which focuses on resolving the problem having regard to the full range of tools and legal powers available
 - (e) all tenants and residents can easily report ASB, are kept informed about the status of their case where responsibility rests with the organisation and are appropriately signposted where it does not
 - (f) provision of support to victims and witnesses
- 3.6 The government also launched its Anti-social Behaviour Action Plan in 2023 which aims to focus agencies on working together to make use of the tools and powers

available to address antisocial behaviour in our communities in a more urgent and effective way.

- 3.7 Alongside the Regulator of Social Housing governments review, Housing, Neighbourhood and Building Services (HNB) initiated several actions to review the management of Anti-Social Behaviour which included a review of local authority housing using systems thinking methodology.

4. ASB Policy

- 4.1 The ASB policy outline's what residents, third parties or members of staff can expect when reporting ASB. This includes immediate actions to support and safeguard residents and communities depending on what has been reported.
- 4.2 The ASB policy mirrors the tenancy agreement of how we expect residents behave. *'Residents should not do anything which may cause nuisance or harassment to other people. Local authority housing residents are responsible for the conduct of all members of their household, lodgers and visitors whilst they are on the premises, and you shall take all reasonable steps to ensure they do not cause nuisance or harassment to other people'*
- 4.3 When ASB is reported, staff work with the complainants and accused (an alleged perpetrator). If we decide that a report is not ASB, we will advise the complainant of this decision and may still be able to help or offer advice on alternative routes / specialist agencies to resolve the issues raised.
- 4.4 Examples of incident we would not determine to be ASB include normal household noise such as vacuuming, smells from cooking and DIY within sociable hours.
- 4.5 Staff will be trained and equipped with guidance, risk management frameworks, policies and procedures so that they can deal with cases of ASB effectively, utilising the appropriate enforcement tools.
- 4.6 We will work closely with partner agencies to maximise opportunities to resolve ASB offering support when needed to eliminate the route cause.
- 4.7 Staff should also seek to understand any underlying causes associated with ASB, including hate crime, domestic abuse, and safeguarding.

- 4.8 When possible, we will seek to prevent ASB by better trying to stop it once it has occurred. This could include ensuring external spaces have defined use producing clear site lines, working in partnership with other agencies and keeping estates clean and tidy.
- 4.9 In some cases, enforcement action will be appropriate to resolve ASB. We will work in line with legislation, policies, and processes to seek the best route. This may include out of court disposals such as community protection warning and notices to modify behaviour or in more severe cases, ASB closure orders and eviction proceedings.
- 4.10 We recognise that some accused perpetrators may be vulnerable and need help to deal with underlying causes of their behaviour. We will seek to identify the right support and signpost appropriately.
- 4.11 Residents can expect the council to treat all reports of ASB seriously recognising that it is a big step for residents to report ASB.
- 4.12 Staff will complete a risk assessment to assess the risk posed by the reported anti-social behaviour and assess support needs of those involved. We will agree appropriate actions with the complaint which could range from signposting, words of advice, out of court disposals or tenancy enforcement action.

5 Consultation and Engagement

- 5.1 The resident consortium has been consulted about the ASB policy. Feedback received was about the management of mixed tenure roads / blocks. Policy was updated to include 'neighbourhoods. Any ASB reported relating to a local authority housing resident will be managed in accordance with the policy regardless of location.
- 5.2 The ASB policy will be reviewed every 3 years unless there is a requirement to do so.
- 5.3 The new ASB policy will be published on Portsmouth City Councils website as well as being documents in flagship and housetalk.

6 Reasons for recommendations



6.1 It is recommended that the ASB Policy is implemented in light of the changes outlined in this report and to ensure that HNB are complying with regulator for social housing.

7 Integrated impact assessment

7.1 An Integrated Impact Assessment has been completed and submitted and is shown in Appendix C.

8 Legal implications

8.1 There is no further legal implication other than the legislation that is embodied in to the report itself at section 3.

9 Director of Finance's comments

9.1 There are no financial implications that result directly from the approval of the recommendations in this report. Approving and implementing the new ASB Policy will not significantly change the cost of the related activity.

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

Appendices:

- Appendix A - Local Authority Housing ASB Policy
- Appendix B - Risk Assessment
- Appendix C - 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:

Appendix A

Local Authority Housing Anti-Social Behaviour Policy

| | |
|----------------|---|
| Summary | <p>We take anti-social behaviour seriously and believe everyone should feel safe in their home and local community. We are committed to providing you with an excellent service and if anti-social behaviour is affecting your quality of life, our trained teams are here to help support and advise you.</p> <p>We are members of the Community Safety Partnership and will utilise appropriate frameworks when working with partners, assessing, managing risk and use their individual powers to help resolve anti-social behaviour.</p> <p>Appendix 1 – Risk Assessment Matrix</p> |
| Effective date | 1 April 2024 |
| Review | We will review this Policy within three years or before where there has been an update to legislative, regulatory, best practice or operational changes. |
| Version | 1.0 |

Contents

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| 1. Scope | Page 2 | 11. Case closure | Page 9 |
| 2. Purpose | Page 2 | 12. Keeping you informed | Page 9 |
| 3. Definitions | Page 3 | 13. Complaints and appeals | Page 10 |
| 4. What you can expect from us? | Page 4 | 14. Your voice | Page 11 |
| 5. Resident Responsibilities | Page 5 | 15. What have we done to make sure this Policy is fair? | Page 11 |
| 6. How do we deal with a report of anti-social behaviour & hate incidents | Page 6 | 16. Support | Page 11 |
| 7. What action do we take to reduce and prevent ASB & hate incidents | Page 6 | 17. Regulation and legislation | Page 11 |
| 8. Enforcement and legal action | Page 7 | 18. Related documents | Page 12 |
| 9. Young people (age 10-17) | Page 8 | 19. How to feedback | Page 12 |

1. Scope

This policy applies to reports of anti-social behaviour (ASB), including reports of hate crime and hate incidents.

It covers all incidents:

- Involving Portsmouth City Council (PCC) residents or members of their household
- that occur within a neighbourhood in which we manage properties and the ASB involves PCC residents or,
- that take place at our 'workplace'

When this policy refers to ASB, this includes incidents of hate crime.

Any reference in this policy to 'we', 'our' or 'us' refers to Portsmouth City Council, Local Authority Housing.

2. Purpose

We are committed to enabling residents to live peacefully within their homes without fear, intimidation, threats of harm, nuisance, or unreasonable behaviour from others with freedom for themselves, their families and their communities to live in a safe and peaceful environment.

The purpose of this policy is to:

- help residents stop or manage behaviour that affects them or their local area
- Support and empower residents to report and engage with us and the right agencies to minimise the risk of further incidents by encouraging early reporting and a rapid response.

We will:

- provide the support needed for residents to sustain tenancies and feel safe in their home
- Provide residents with appropriate confidential supports, and referrals to other specialist agencies where appropriate.
- Signpost residents to appropriate agencies to provide wellbeing support and advice, in line with our regulatory and legal requirements.
- work in partnership with other external organisations and specialist agencies where appropriate.
- take the necessary management intervention and legal action to deal with the accused (an alleged perpetrator) of ASB and hate crime in line with our tenancy agreement and responsibilities as a social housing provider

3. Definitions

What is Anti-Social Behaviour?

The Anti-social Behaviour Crime & Policing Act 2014 defines ASB as conduct:

- that has caused, or is likely to cause, harassment, alarm or distress to any person, or that is
- capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises, or that is
- capable of causing housing-related nuisance or annoyance to any person.

We have adopted this definition.

We will use our professional judgement and look at all reports of ASB on a case by case basis, Examples of ASB (some examples of ASB are listed in our tenancy, occupancy and license agreements) include, but are not limited to:

- unreasonable noise
- nuisance / harassment
- verbal or physical abuse
- damaging or putting graffiti on any of our properties or within the neighbourhood
- behaving in an intimidating manner
- hate crime and hate incidents
- substance misuse / drug dealing
- county lines
- cuckooing
- gang crime
- exploitation

We don't define the following as ASB, however it may be considered

amongst a pattern of other behaviours

- normal household noise, e.g. vacuuming, children playing inside, children crying, occasional door slamming
- smells from cooking
- one off gathering including BBQs (providing they don't cause an unacceptable disturbance)
- DIY within sociable hours

- noisy plumbing or appliances
- parking disputes (unless there is physical or verbal intimidation)
- children arguing or fighting
- children playing outside or youths congregating (unless they are behaving anti-socially)
- feeding birds or other wildlife

What is Hate Crime and what are Hate Incidents?

A hate crime is defined as 'Any criminal offence which is perceived by the victim or any other person, to be motivated by hostility or prejudice based on a person's race or perceived race; religion or perceived religion; sexual orientation or perceived sexual orientation; disability or perceived disability and any crime motivated by hostility or prejudice against a person who is transgender or perceived to be transgender.'

A hate incident is any incident which the victim, or anyone else, thinks is based on someone's prejudice towards them because of their race, religion, sexual orientation, disability or because they are transgender

Hate crime is as any incident, which may or may not constitute a criminal offence, which is perceived by the victim or any other person, as being motivated by prejudice or hate.

The hatred, bias or prejudice is based upon the actual or perceived race, colour, religion, national origin, gender/transgender status, age, disability, or sexual orientation of an individual or group. Additionally, any hatred, bias or prejudice against an individual or group's personal characteristic/s will be investigated as hate crime (e.g. subculture groups such as Goths, Travellers or hair colour).

The Safeguarding policy and Domestic Abuse policy will be referred to when reports of hate crime are received.

Other definitions

- Accused (an alleged perpetrator) – person accused of carrying out ASB
- complainant – person making the complaint of ASB
- victim – a victim is a person who has experienced nuisance, harassment, alarm or distress or any other anti-social behaviour
- witness – a person who observes a crime or incident that has taken place

4. What you can expect from us

We will treat all reports of ASB seriously and we recognise that it is a big step to report ASB. We will take into consideration the diverse needs of residents reporting ASB taking into account their diverse needs and preferred communication type.

We will respond to reports of anti-social behaviour, quickly, effectively, sympathetically, and appropriately.

We will use our risk assessment (appendix 1) to assess the risk posed by the reported anti-social behaviour and assess support needs of those involved. This will also help in determining any appropriate actions or signposting required based on knowledge of the circumstances in each case.

We will assess the circumstances and agree appropriate actions with the complainant / residents. This may include regular contact, multi-agency meetings, additional security requests, tenancy changes and alternative accommodation requests, if required and within our ability as your landlord.

It may include formal legal action against the accused such as but not restricted to injunctions or possession action, or other actions such as Acceptable Behaviour Agreements, banning notices to exclude individuals from our buildings and surrounding areas.

We understand that those reporting ASB may be concerned about their information being disclosed to third parties. We will treat all information we receive in confidence and will seek consent before sharing it in a form that is likely to identify its source. However, in some cases, residents need to be aware that it may be apparent to the accused (an alleged perpetrator) who the complainant is.

In some instances, we are legally obliged to share information with a third party e.g. Where a child or a vulnerable adult may be at risk. In these cases, we may be required to share information without seeking consent following relevant legislation and policies.

5. Residents Responsibilities

We expect that residents to take responsibility for their own behaviour and that of their household and visitors, to respect others and to not damage property.

Our tenancies state:

You shall not do anything which may cause nuisance or harassment to other people. You are responsible for the conduct of all members of your household, lodgers and visitors whilst they are on the premises, and you shall take all reasonable steps to ensure they do not cause nuisance or harassment to other people'

The premises include your home plus common areas such as lifts, stairs, balconies, paths, walkways and gardens that are in the locality of your home'

We expect residents to try to resolve minor issues themselves as appropriate, and we actively encourage them to do so in the first instance.

We believe residents have the right to enjoy their homes and are entitled to live their day to day lives without having concerns that complaints of ASB will be made against them unreasonably.

We will work in partnership with other agencies and organisations to prevent and reduce ASB and to ensure the best outcome for everyone concerned.

We take a victim-centred and robust approach to tackling ASB, including prevention and early intervention.

6. How do we deal with a report of anti-social behaviour & hate incidents

ASB can be reported to the Housing Office by a resident, third parties or by a member of staff observing or experiencing ASB.

In situations where someone or a property or person is in danger, a serious disruption to the public is likely or when a crime is taking place, the complainant should contact the police on 999 before contacting us.

Complainants should call 101 for non-emergency enquiries or report online to Hampshire Police.

We will deal sensitively with all reports of ASB and will remain professional and non-judgemental when working with both the complainant and accused (an alleged perpetrator).

We will work with the complainant and accused (an alleged perpetrator).

If we decide that a report is not ASB, we will advise the complainant of this decision and may still be able to help or offer advice on alternative routes / specialist agencies to resolve the issues raised.

We recognise that some accused (an alleged perpetrator) may be vulnerable and need help to deal with the underlying causes of their behaviour and will signpost and work with specialist agencies to assist them in sustaining their tenancy.

We will refer to our Domestic Abuse and Safeguarding policy as required and follow the appropriate process in line with the policies.

7. What action do we take to reduce and prevent ASB and hate incidents

We provide staff with training, clear guidance / framework, policies and procedures so that they can deal with cases of ASB effectively, use the appropriate enforcement tools, and are aware of the wider issues and underlying causes associated with ASB, including hate crime, domestic abuse and safeguarding.

Preventing anti-social behaviour happening in the first place will always be better than trying to stop it once it has occurred. Wherever possible we will use a range of measures to prevent this. For example:

- ensuring external spaces have defined uses

- producing clear sight lines with well-lit routes to a building entrance
- providing car parking, storage and visible play spaces
- keeping estates clean and tidy to encourage respect for the environment
- We support the provision of free access to adventure playgrounds and youth facilities in many of our communities

Other examples of how we prevent and reduce ASB include:

- Spending time on our estates and in our communities to identify any potential triggers for ASB.
- Having effective pre-tenancy checks
- setting out clear expectations on behaviour when new residents sign their tenancy agreements
- assess suitability for Housing for a tenant who has previously been evicted because of ASB
- working in partnership with the police, and other agencies on preventative strategies and planned solutions
- identifying support needs of prospective and new residents and working with partners to meet that need
- having clear and specific tenancy clauses on hate crime, illegal drug use, distribution, and harassment
- using permanent or mobile CCTV where appropriate
- funding local projects and initiatives through our community grants.

We will take a balanced approach to preventing and reducing ASB; any action we take will be based on the circumstances of each case and will be proportionate to the behaviour.

We recognise that by addressing ASB early, it is more likely to be able to stop problems escalating in the majority of cases. Examples of the informal actions we may take include:

providing advice and assistance to victims at an early stage including encouraging a neighbour to find their own solution

- interviewing the accused (an alleged perpetrator)
- verbal and written warnings
- making referrals for support
- using mediation services at an early stage and where appropriate
- using Acceptable Behaviour contracts
- using Good Neighbour Agreements
- providing diversionary activities on Youth diversions.

8. Enforcement and legal action

Our primary aim is to prevent or help resolve anti-social behaviour. However, in some cases enforcement action will be appropriate in order to resolve it. In line with legislation, policies and processes, there are a number of enforcement routes available, which could include, but not limited to:

- Eviction proceedings using either discretionary or mandatory grounds
- Civil Injunctions
- Community Protection Notices (CPN) and Community Protection Warnings Notices (CNWN)
- Possession Orders
- Closure Orders (Full and partial)
- Forfeiture of lease
- Dispersal orders

The type of action we take will be determined on a case-by-case basis, taking all of the relevant circumstances into account, having due regard to the Human Rights Act 1998 and Equality Act 2010.

Legal proceedings are started after appropriate investigations have been carried out and all alternative approaches have been considered.

There may be situations where other agencies have the best tools to help resolve the ASB and in these cases, we will work with that specialist agency to support their specific action.

Supporting vulnerable Accused (an alleged perpetrator)

We recognise that some accused (an alleged perpetrator) may be vulnerable and need help to deal with the underlying causes of their behaviour. We will refer to the Safeguarding Policy where we feel a safeguarding referral may be needed.

Where we know the accused (an alleged perpetrator) has identified support needs and it is appropriate to do so, we will offer support. This can include:

- Using an acceptable behaviour contract
- Signposting and/or making a referral to an external support agency.

Where possible, we will consider the vulnerability of the accused (an alleged perpetrator) before taking any legal action.

Some support can only be met by external specialist support agencies. We cannot guarantee that the accused (an alleged perpetrator) will be offered external support, but we will try and ensure that all the appropriate agencies are involved and hold MARM (Multi Agency Risk Management) meetings where necessary to help with engagement and responsibility.

9. Young people (age 10-17)

Where the accused (an alleged perpetrator) is aged between 10 and 17, their parents or carers will be encouraged to attend any meetings to which the accused (an alleged perpetrator) is invited to discuss their conduct. Where practicable and/or appropriate, we will seek to address the underlying causes of the behaviour by facilitating support through partnership working.

Where a young person is involved in a serious and/or persistent ASB we may consider taking legal action against them and/or against their parent/ carer (if our tenant).

10. Working in partnership

We work in partnership with other specialist agencies to prevent and reduce ASB and ensure the best outcome for everyone Examples of this are:

- arranging and/or participating in multi-agency meetings to resolve complex cases
- regularly participating in local Community Safety Partnership meetings with the police and other agencies
- developing strong working relationships with the local police, probation and support services
- participating in local procedures for an ASB case Review. The ASB case review is designed to give victims of anti-social behaviour the right to a review of their case, bringing together partner agencies to find a joined-up solution or identify additional tasks that may bring about a resolution.

We also sign up to local information sharing protocols and share information with other agencies where relevant and where the law allows us to.

11. Case closure

There is no set time frame for closing a case; it will depend on the nature of the issues involved.

Examples of reasons for closing a case include:

- the ASB has been resolved or it has stopped
- after an initial investigation, the behaviour cannot be reasonably regarded as ASB
- there is no or insufficient evidence to take action
- the complaint is withdrawn by the one person who had reported it.
- we believe that we are not the right resource to investigate the ASB issue and have referred the complainant to the relevant external organisation.

We will always inform the complainant of our intention to close a case and explain our reasons for doing so.

If a case has been closed, it can be re-opened at a later date if more evidence or information is made available.

12. Keeping you informed

We ensure that the wider community is aware of the successful outcomes of our work to prevent and tackle ASB through effective publicity.

We ensure our residents understand what ASB is and how they can report incidents to us.

We decide where to publicise action we have taken on a case by case basis. We will always balance the rights of the individual against those of the community.

We record and monitor incidents of ASB and use this information alongside customer feedback to monitor our performance. We continuously improve our range of ASB services, by listening to our residents and other key partners, through customer feedback.

At times, we may also contact residents to ask them about their experience of reporting ASB to the council to gain feedback for continuous improvement.

13. Complaints and appeals

ASB Case Review

Complainants and communities have the right to request a review of their case where a local threshold is met, and to bring agencies together to take a joined up, problem-solving approach to find a solution for the victim.

The Threshold is defined by the local agencies, but not more than three complaints in the previous six-month period. It may also take account of:

- the persistence of the anti-social behaviour;
- the harm or potential harm caused by the anti-social behaviour;
- the adequacy of the response to the anti-social behaviour.

The case review will be undertaken by the relevant partnership agencies. They will share information related to the case, review what action has previously been taken and decide whether additional actions are possible.

The local ASB Case Review procedure should clearly state the timescales in which the review will be undertaken;

- the review will see the relevant bodies adopting a problem-solving approach to ensure that all the drivers and causes of the behaviour are identified and a solution sought, whilst ensuring that the victim receives appropriate support and is kept updated of progress;
- the victim is informed of the outcome of the review. Where further actions are necessary an action plan will be discussed with the victim, including timescales

Additionally, residents who have been involved in an ASB case handled by us who want to make a complaint regarding how the complaint has been handled, should contact our Local Authority Landlord Complaints Lead.

14. Your voice

We provide residents a wide range of meaningful opportunities to influence and scrutinise the Landlord Strategies, policies and services

We will respect the experiences and use their feedback to improve and shape services.

15. What have we done to make sure this Policy is fair?

We completed an Integrated Impact Assessment (IIA) to consider the positive and negative impacts this Policy may have on people with protected characteristics under the Equality Act 2010. This Policy should have direct and positive equality and diversity impacts.

16. Support

We know that ASB can have a major impact on victims and that this can be especially serious where victims are vulnerable.

Our risk assessment is designed to establish any vulnerabilities the complainant and/or the accused (an alleged perpetrator) may have and the impact the ASB is having on the complainant's (including their household's) well-being. This allows us to make a decision on what action and support is required. Where it has been identified that extra support is needed, the case handler will sensitively manage this in line with the risk assessment, for example:

- visiting residents in their own home or somewhere they prefer, at their convenience
- providing additional security measures to victims of harassment where appropriate
- referring and/or signposting victims to external support agencies.

Where there is deemed a risk to harm, we will offer protective measures to help those at risk and feel safer in their home.

The measures will be agreed with affected parties and provided free of charge; however, we will determine which measures are appropriate. In some circumstances where there is considerable risk of harm, we may consider a priority move in line with our lettings policy.

17. Regulation and legislation

We recognise the vast amount of legislation regarding Anti-Social Behaviour, and we will continue to monitor relevant legal guidance. The list below reflects some of the existing legal framework and relevant publications:

- The Housing Act 1996
- Anti-social Behaviour Crime & Policing Act 2014
- Neighbourhood and Community Standard,
- Equality Act 2010
- Human Rights Act 1998
- Crime and Disorder Act 1998
- Data Protection Act 2018
- Regulation of Investigatory Powers Act 2000
- Police Reform Act 2002
- Anti-social Behaviour Act 2003
- Police and Justice Act 2006
- Crime and Disorder Act 1998
- Human Rights Act 1998.
- Racial and Religious Hatred Act 2006
- Protection of Harassment Act 1997
- Anti-terrorism crime and security Act 2001
- Racial and religious hatred Act 2006

18. Related documents

This policy must be read in conjunction with:

- Local Authority Housing Landlord Policies link
- Domestic Abuse Policy
- Safeguarding Policy
- LAH (Local Authority Housing) Landlord Services Complaints Policy
- Tenancy Agreements / Leasehold Agreements

19. How to feedback

You can get this policy in large print, Braille, audio or in another language by contacting your Housing Office.

Compliments: TBC

Complaints:

If a customer is unhappy, they can refer to our LAH (Local Authority Housing) Landlord Complaint Policy - link

- Online complaints form xxxxxxxx
- Telephone: xxxxxxxx

- Email address: xxxxxxxxx

Housing Ombudsman:

If a customer with a housing complaint is still unhappy after following the LAH (Local Authority Housing) Landlord Complaint Policy, they can contact the Housing Ombudsman Service.

- Online complaint form at www.housing-ombudsman.org.uk
- Telephone 0300 111 3000

www.norfolk.gov.uk

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Local Authority Housing Anti-Social Behaviour Policy Appendix B - Risk Assessment Matrix

The Anti Social Behaviour (ASB) risk assessment helps to assess the vulnerability of the complaint at the earliest opportunity following a report of ASB.

Outcomes of the assessment should be used when making decisions about what action to take and assessing the level of risk associated with the incident and or ASB case.

The form should be completed when each ASB case is opened and periodically when reviewing ASB cases to ensure the needs of the Victim are taken into consideration.

The Risk assessment is not a check list and should not be treated as such. It is an additional tool to support dynamic decision making.

| | | Resident Name | | | Case ID |
|---------------|----|--|-----------|-------------|-------------|
| | | Resident Address | | | |
| | | Date Completed | | | |
| | | Completed By | | | |
| | | Questions | Drop Down | Score | Rationale |
| History | 1 | Other than this occasion - how often do you have problems | | #N/A | |
| | 2 | Do you think the current incident is linked to previous incidents? If so why? | | #N/A | |
| | 3 | Do you think that incidents are happening more often and/or are getting worse? | | #N/A | |
| | 4 | Do you know the accused? | | #N/A | |
| | 5 | Does the Accused (or their associates) have a history of or reputation for intimidation or harassment? | | #N/A | |
| | 6 | Have you informed any other agencies about what has happened? If yes, are you happy for us to discuss this problem with them? | | #N/A | |
| Vulnerability | 7 | Who do you think this incident deliberately targeted | | #N/A | |
| | 8 | Do you feel that this incident is associated with your faith, nationality, ethnicity, sexuality, gender or disability? | | #N/A | |
| | 9 | In addition to what has happened, do you feel that there is anything that is increasing you or your household's personal risk (e.g. because of personal circumstances) | | #N/A | |
| | 10 | How affected do you feel by what has happened? | | #N/A | |
| Support | 11 | Has yours or anyone's health been affected as a result of this and any previous incidents? | | #N/A | |
| | 12 | Do you have a social worker, health visitor or any other type of professional support? Can we speak to them about this? | | #N/A | |
| | 13 | Do you have any friends and family to support you? | | #N/A | |
| | 14 | Apart from any effect on you, do you think anyone else has been affected by what has happened? | | #N/A | |
| Total | | | | #N/A | #N/A |

| | |
|--------|----|
| Low | 1 |
| Medium | 16 |
| High | 22 |
| Severe | 28 |

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| | |
|------------------|------------------------------|
| Form name | Integrated Impact Assessment |
| Reference | IA587938828 |
| Date | 19/02/2024 |



Policy details

| | |
|--|--|
| Request date | 19/02/2024 08:47 |
| Directorate | PCC Housing, Neighbourhood and Building Services |
| Service | HNBS - Landlord Responsibilities |
| Title of policy, service, function | LAH Anti Social Behaviour Policy |
| Type of policy, service, function | New |
| What is the aim of your policy, service, function, project or strategy? | Statutory duty as a Landlord in line with new legislation - Social Housing (regulation) Act 2023 |
| Has any consultation been undertaken for this proposal? | yes |
| What were the outcomes of the consultations? | Policy amended in line with feedback |
| Has anything changed because of the consultation? | yes |
| Please provide details | Information set out more clearly, with additional areas referenced. Also linked with Partnership working and supports available and consulted with Residents |
| Did this inform your proposal? | yes |
| Please provide details | Ensured contents are accurate and relevant and that the policy will inform practice going forward |

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

| | |
|---|--|
| <p>With the above in mind and following data analysis, who is the policy, service, function, project or strategy going to benefit or have a detrimental effect on and how?</p> | <p>The policy sets out our approach taken in the landlord function of our service, referencing our commitment to those with protected characteristics.</p> |
| <p>Will any of those groups be affected in a different way to others because of your policy, project, service, function, or strategy?</p> | <p>A positive impact as there is explicit reference to groups with protected characteristics and ensuring accessibility and fair treatment</p> |
| <p>If you are directly or indirectly discriminating, how are you going to mitigate the negative impact?</p> | <p>N/A</p> |
| <p>Who have you consulted with or are planning to consult with and what was/will be your consultation methodology?</p> | <p>We have consulted with Residents and referred to our partnership working.</p> |
| <p>How are you going to review the policy, service, project or strategy, how often and who will be responsible?</p> | <p>We will review this Policy at least every 5 years or earlier if there has been an update to legislative, regulatory, best practice or operational changes</p> |

Crime - Will it make our city safer?

| | |
|--|---|
| Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts? | The policy mentions our responsibilities to work to prevent intimidation, threats of harm, nuisance, or unreasonable behaviour to live in a safe and peaceful environment. Risk assessments will be carried out and reviewed and action taken / signposting accordingly. |
| How are you going to measure/check the impact of your proposal? | We will review this Policy at least every 2 years or earlier if there has been an update to legislative, regulatory, best practice or operational changes. Also ongoing consultation and learning from tenant satisfaction measures. |

Housing - will it provide good quality homes?

| | |
|--|-------------------------------------|
| This section is not applicable to my policy | <input checked="" type="checkbox"/> |
|--|-------------------------------------|

Health - will this help promote healthy, safe and independent living?

| | |
|--|---|
| Please expand on the impact your policy/proposal will have, and how you propose to mitigate any negative impacts? | Ensuring we monitor and manage ASB effectively, ensuring we support our residents and providing proactive early help ensures tenancies are sustained and helps residents to live well within our accommodation. |
| How are you going to measure/check the impact of your proposal? | Monitoring cases regularly to ensure we managing cases effectively. |

Income deprivation and poverty - will it consider income deprivation and reduce poverty?

| | |
|--|-------------------------------------|
| This section is not applicable to my policy | <input checked="" type="checkbox"/> |
|--|-------------------------------------|

Carbon emissions - will it reduce carbon emissions?

| | |
|---|-------------------------------------|
| This section is not applicable to my policy | <input checked="" type="checkbox"/> |
|---|-------------------------------------|

Energy use - will it reduce energy use?

| | |
|---|-------------------------------------|
| This section is not applicable to my policy | <input checked="" type="checkbox"/> |
|---|-------------------------------------|

Climate change mitigation and flooding - will it proactively mitigate against a changing climate and flooding?

| | |
|---|-------------------------------------|
| This section is not applicable to my policy | <input checked="" type="checkbox"/> |
|---|-------------------------------------|

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

| | |
|---|-------------------------------------|
| This section is not applicable to my policy | <input checked="" type="checkbox"/> |
|---|-------------------------------------|

Air quality - will it improve air quality?

| | |
|---|-------------------------------------|
| This section is not applicable to my policy | <input checked="" type="checkbox"/> |
|---|-------------------------------------|

Transport - will it make transport more sustainable and safer for the whole community?

| | |
|--|-------------------------------------|
| This section is not applicable to my policy | <input checked="" type="checkbox"/> |
|--|-------------------------------------|

Waste management - will it increase recycling and reduce the production of waste?

| | |
|--|-------------------------------------|
| This section is not applicable to my policy | <input checked="" type="checkbox"/> |
|--|-------------------------------------|

Culture and heritage - will it promote, protect and enhance our culture and heritage?

| | |
|--|-------------------------------------|
| This section is not applicable to my policy | <input checked="" type="checkbox"/> |
|--|-------------------------------------|

Employment and opportunities - will it promote the development of a skilled workforce?

| | |
|--|-------------------------------------|
| This section is not applicable to my policy | <input checked="" type="checkbox"/> |
|--|-------------------------------------|

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

| | |
|--|-------------------------------------|
| This section is not applicable to my policy | <input checked="" type="checkbox"/> |
|--|-------------------------------------|

Social value

| | |
|--|-------------------------------------|
| This section is not applicable to my policy | <input checked="" type="checkbox"/> |
|--|-------------------------------------|

Involvement

| | |
|--|------------|
| Who was involved in the Integrated impact assessment? | Sara Craig |
| Name of the person completing this form | Sara Craig |
| Date of completion | 2024-02-19 |

Agenda Item 6



Portsmouth
CITY COUNCIL

THIS ITEM IS FOR INFORMATION ONLY

(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 & Tackling Homelessness |
| Subject: | HNBS Estate Services self-assessment for meeting requirements of the Social Housing Regulation Act 2023 and proposed Neighbourhood and Community Standard. |
| Date of meeting: | 20 th March 2024 |
| Report by: | Phil Bentley, Head of Estate Services Phil Bentley, Head of Estate Services |
| Cabinet Member: | Cllr Darren Sanders |
| Wards affected: | All |

1. **Requested by** Cllr Darren Sanders, Cabinet Member for Housing and Tackling Homelessness

2. Purpose

2.1 The report outlines the approach taken by taken by the Estates Service team within the Housing, Neighbourhood and Building Services Directorate, and considers how this meets the requirements introduced by the Social Housing Regulation Act 2023 and the proposed Neighbourhood and Community Standard due to come in to effect from April 2024.

3. Background

- 3.1 In line with the Social Housing Regulation Act 2023 and proposed housing regulatory standards registered providers must provide tenants with information about the:
- available landlord services, how to access those services, and the standards of service tenants can expect
 - responsibilities of the registered provider and the tenant for maintaining homes, communal areas, shared spaces and neighbourhoods.
- 3.2 The relevant points of the Social Housing white paper relevant to Estate Services are:
- Chapter 2 - Know how your landlord is performing.

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- Collecting and publishing tenant satisfaction measures linked to neighbourhood management.
 - Chapter 6 - To have a good quality home and neighbourhood to live in.
 - Creating / designing good neighbourhoods.
 - Keeping neighbourhoods safe and clean.
 - Housing tenants to be able to access and enjoy good neighbourhoods.
- 3.3** We have assessed our approach to the delivery of 'neighbourhood services' and our approach to the delivery of services. The approach taken by Estate Services is set out in Appendix A and provides assurance that we are meeting requirements set down by the regulator, in terms of our day-to-day services, however we recognise that there are further actions that we need to undertake.
- 3.4** The Social Housing Charter emphasises the importance of improving tenant satisfaction and engagement. It encourages housing providers to involve tenants in decision-making processes and to prioritise their needs and preferences. Appendix A demonstrates alignment with this requirement by outlining strategies for resident involvement and consultation in various aspects of Estate Services, such as greening projects and waste reduction initiatives. However, future refreshment of Estate Services strategies requires more specific consultation with tenants associated to service strategies and their publication. This task will take place over the next financial year.
- 3.5** Another key aspect of the Social Housing Charter is ensuring the safety, cleanliness, and maintenance of social housing properties and neighbourhoods. Appendix A addresses this requirement by describing Estate Services' efforts to maintain safe, clean, and tidy housing estates through initiatives such as cleaning services, grounds maintenance, and estate warden patrols. By prioritising these activities, Estate Services contributes to safety and cleanliness requirements outlined in the Social Housing White Paper.
- 3.6** The Social Housing Charter promotes environmental sustainability and encourages housing providers to adopt green initiatives. Estate Services aligns with this requirement by outlining sustainability initiatives, such as transitioning to eco-friendly cleaning products, enhancing biodiversity, and adopting green technologies. By implementing these measures, Appendix A illustrates that Estate Services contributes to creating healthier and more sustainable living environments for tenants, which is in line with the objectives of the Social Housing White Paper.



THIS ITEM IS FOR INFORMATION ONLY

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4. Areas of further work for the wider service

- 4.1 The proposed Neighbourhood and Community Standard requires that social housing providers maintain shared spaces (those not owned by the landlord) working co-operatively to assist in resolving issues affecting the upkeep and safety of the shared spaces associated with their homes; and that registered providers, having taken account of their strategic objectives, the views of tenants and their presence within the areas where they provide social housing, must also:
- a) identify and communicate to tenants the roles registered providers play in promoting social, environmental and economic wellbeing and how they will achieve them; and
 - b) co-operate with local partnership arrangements and the strategic housing function of local authorities where they are able to assist them in achieving their objectives.
- 4.2 We will seek to ensure that the wide and varied work undertaken by the service, working in partnership with Local Authorities is better communicated with residents and build understanding of what residents would like to see from the service in future.

5.0 Summary

- 5.1 Following the self-assessment of Estate Services against the Social Housing Charter requirements, we are satisfied that other than the following action points Estate Services meets the requirements of the Housing Charter.
- 5.2 We will use this financial year to:
- Update our website to ensure that our current and approach is visible so that the service can be held to account.
 - Reflect on our tenant satisfaction levels captured across 2023/24 and engage with residents to ensure that our services meet their needs, for example through estate walkabouts, customer satisfaction surveys and resident panel meetings.
 - Consider our future strategy and begin consultation with residents later this year.
 - Ensure any new strategy co-ordinates with all relevant departments in creating the 'Neighbourhood Strategy', meeting the proposed neighbourhood and community standard.

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



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Appendices:

Appendix A: Estate Services Approach 2022-2025

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 |
|---|---|
| Cabinet Member for Housing & Tackling Homelessness Update on our preparedness for the Social Housing Regulation Act and Building Safety Act. 22 February 2024 | (Public Pack)Agenda Document for Cabinet Member for Housing and Tackling Homelessness, 22/02/2024 10:00 (portsmouth.gov.uk) |
| Social Housing (Regulation) Act 2023 | https://www.legislation.gov.uk/ukpga/2023/36 |
| Charter for Social Housing 2020 | https://www.gov.uk/government/publications/the-charter-for-social-housing-residents-social-housing-white-paper |
| Building Safety Act 2022 | https://www.gov.uk/guidance/the-building-safety-act |



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Appendix A

Portsmouth City Council, Estate Services approach 2022-2025

Introduction

As part of the Housing, Neighbourhoods and Buildings Directorate, Estates Service operates at the heart of our Housing Estates delivering our service purpose - which is:

'To help keep the city safe, clean and tidy and to provide support and advice when needed.'

The service purpose helps Estate Services stay focused on what is important to housing tenants and the buildings and estates we care for, which is aligned to the Social Housing Charter.

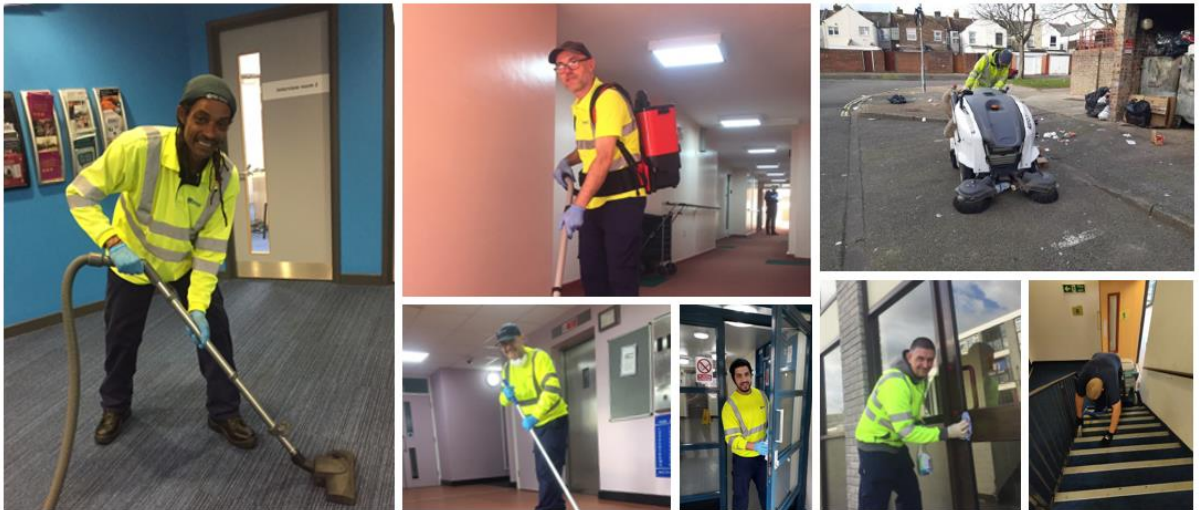
Estate Services is made up of 4 main teams:

- **Green and Clean** - responsible for all communal cleaning and grounds maintenance within PCC's housing stock / land.
- **Estate Wardens** - responsible for estate-based functions such as fire alarm checks, block checks, investigations of ASB or fly tipping within PCC's Housing stock / land.
- **Housing depot** - responsible for collecting bulky waste, high reach window cleaning, jet washing and green waste collection within PCC's Housing stock / land.
- **Landport Community Garden** - A free space designed to connect community through nature, by taking part in gardening and learning related skills. Whilst the garden is open to everyone there is a focus on engaging with PCC housing tenants.

The following is a description of the service areas of Estate Services in more detail:

Green & Clean. A large in-house team responsible for the cleaning and grounds maintenance of over 1000 PCC housing sites across the Portsmouth city, and large areas of Leigh Park, Crookhorn, and Wecock Farm.

1 Cleaning



- 1.1 Cleaning of our communal housing areas is demand-led with demand captured on a database fed from several sources including reports from tenants, other departments, and our own staff. This database is used by management to determine where resources should be best utilised based. Demand is captured and work issued by our Resource Controllers based on priority/location. Being demand-led ensures work is focused where it needs to be, and resources are used efficiently. Cleaning teams are made up of a mixture of operatives on foot and in vehicles.
- 1.2 Data collection within Estate Services enables quantitative analysis important for future compliance with the Social Housing white paper. This includes tracking tenant service requests by housing block, distinguishing between unique and repeat issues - ensuring quality neighbourhood management.
- 1.3 As well as our PCC housing areas we also undertake the cleaning of other sites under what we call Service Level Agreement (SLAs (Service Level Agreements)) where we are paid by other parts of the council or other outside organisations, such as schools, to undertake cleaning work on a regular or seasonal basis. For these sites work may be more scheduled to ensure compliance, or the demand may be more predictable. These sites include offices, such as the Civic, family hubs, secondary schools etc.,
- 1.4 The benefit of an in-house service means we can react quickly and efficiently to changes in demand to ensure the best possible service for the customer.
- 1.5 Whilst tenants already can contact Estate Services to report demand, the detail of the service is not available to them. It is intended to place descriptive information onto the PCC external website specific to the services offered and provide tenants information about the service and how to report cleaning demand (and other demands for Estate Services). This will be helpful in engaging tenants and reporting on future requirements of tenant satisfaction.

1.6 Report Cleaning - An example of how to report Estate Services demand is as follows - If you wish to report a cleaning issue, please call 02392 688444 or email sharedmailbox.housingdepot@portsmouthcc.gov.uk or [click here](#) and use the report it form.

2 Gardening

2.1 The Green and Clean team oversees the maintenance of communal gardens and open spaces, including parks, across various areas of Portsmouth's housing stock. Operating in five key areas - Leigh Park & Wecock, Paulsgrove, Buckland, Landport & Portsea, and Somerstown - the team ensures the upkeep of all communal housing land owned by Portsmouth City Council in these areas.

2.2 Gardening of our PCC housing areas is seasonal and managed via gardening rounds. Through site visits and measures we have learned that ground maintenance tasks are more predictable than cleaning and are best managed via gardening rounds that operate over a set rotation. Typically, we complete gardening cycles between 21-28 calendar days. From March – October our teams are cutting grass, hedges, watering and maintaining flower beds to ensure the areas are well kept.

2.3 During this season we also maintain gardens on the complementary gardening scheme - a service we offer to residents receiving certain benefits who are unable to maintain their gardens. This involves cutting their grass, cutting back hedges and making safe and tidy. The scheme has proven successful, and we currently have many people that we assist in this way. While spaces do become available occasionally there is currently no capacity to expand the scheme. Please call 02392 688444 or email sharedmailbox.housingdepot@portsmouthcc.gov.uk if you need to discuss this with a member of the team.

2.4 We also complete gardening work on void properties when they are vacant before being handed over to the new tenants, meaning the gardens are in the best possible condition for the new tenant to care for going forward.

2.5 Between November - February we undertake planned work including planting trees, shrubs and bulbs, removals and reductions, moss treatment, clearing of leaves and laying of wildflower meadows.



2.6 Whilst tenants already can contact Estate Services to report demand, the detail of the service is not available to them. It is intended to place descriptive information onto the PCC external website specific to the services offered and provide tenants information about the service and how to report gardening demand (and other demands for Estate Services). This will be helpful in engaging tenants and reporting on future requirements of tenant satisfaction.

2.6 Report Gardening issues - If you wish to report a gardening issue, please call 02392 688444, email sharedmailbox.housingdepot@portsmouthcc.gov.uk, or [click here](#) and use the report it form.

3 Housing Depot

3.1 The Housing Depot is at the centre of our Estates Service. This is where the Resource Controller team work from, taking demand 'pulls' for our service and deploy all resources within Estate Services on a priority basis. This ensures consistent use of a database which is integral to feeding performance data used by management to inform them about the estates they care for.

3.2 In addition to the Resource Controllers, the Housing Depot Operatives work from this location who carry out bulk collection and specialist cleaning tasks across all areas of PCC Housing stock. This is likely to work well in future with measuring how satisfied tenants are with the service.



3.3 Whilst tenants already can contact Estate Services to report demand, the detail of the service is not available to them. It is intended to place descriptive information onto the PCC external website specific to the services offered and provide tenants information about the service and how to report demand for Estate Services. This will be helpful in engaging tenants and reporting on future requirements of tenant satisfaction.

4 Estate Wardens



4.1 The Estate Warden team support our cleaning and grounds maintenance teams by carrying out investigations of estate-based issues such as fly tipping, misuse of waste bins and anti-social behavior and will work with the community to engage, educate, and inform tenants ensuring compliance with their tenancy agreements and other PCC policies. In addition, investigating anti-social behavior and carrying out block/site checks for damage, misuse, safety, fire risks and arranging for repairs when needed.

4.2 Our Estate Wardens also perform routine tasks such as block checks and fire alarm/equipment checks. This helps us keep sight of any issues before they lead to accidents or dangerous conditions.

4.3 On our housing stock/land in areas like Leigh Park, our Estate Warden's regularly liaise with other services/councils such as Havant Borough Council and Hampshire Highways to report and resolve issues that impact our service. This can include issues such as waste collection and land ownership queries.

- 4.4 Estate Services are responsible for ensuring communal areas are safe, clean, and tidy. Estate Wardens are there to engage with tenants about communal areas and work with tenants to resolve any issues. Communal areas include hallways, stairwells, lifts, drying areas, and communal balconies and any space outside housing blocks that is shared with other residents. However, drying areas and gardens can be more risk tolerant if these areas are outside of the main building, meaning the focus is on keeping these areas tidy and free from high-risk items. Portsmouth City Council's position on communal areas is covered under the tenancy / leasehold agreement and fire safety policy.
- 4.5 The Estate Wardens are a presence on our estates, often serving as the first point of contact for our tenants and residents seeking help or information on estate-based issues.
- 4.6 Whilst tenants already can contact Estate Services to report demand, the detail of the service is not available to them. It is intended to place descriptive information onto the PCC external website specific to the services offered and provide tenants information about the service and how to report demand for Estate Services. This will be helpful in engaging tenants and reporting on future requirements of tenant satisfaction.

5 The Community Garden



Community Garden

A bright, welcoming garden where community groups, residents and their families feel safe and relaxed. Residents are encouraged to come in and grow veg & plants and help in the garden or just sit and enjoy the surroundings in the quite seating areas.

- 5.1** The Community Garden based in Landport is a free and safe space designed to connect the community through nature. We do this in several ways including:
- Offering plots to community groups and residents to be able to grow their own fruit and vegetables; prioritising PCC residents that have no access to a garden.
 - Working with other organisations including the Hampshire Wildlife Trust to create fun events that educate, inform, and involve children and adults on relevant topics such as climate change and greening.
 - Running a gardening club based off island at Arthur Dann where we are growing flowers that can be planted throughout our housing areas to improve the look and feel of the estates.
- 5.2** We are always looking for opportunities to improve biodiversity, greening, air quality and give the community access to healthy living through local projects such as the installation of beehives and community orchards.
- 5.3** Whilst tenants already can contact Estate Services in relation to the community garden. The detail of the role of the community gardener, and the associated community projects that operate are not available to them. It is intended to place descriptive information onto the PCC external website specific to this service and provide tenants with information about how to enquire about taking part with community projects. This will be helpful in engaging tenants and reporting on future requirements of tenant satisfaction.



6 Estate Services Strategy and link to the day-to-day operation

- 6.1** We regularly refresh our service strategy most recently in 2019 and 2022 - aspiring for outcomes by 2025.
- 6.2** Engagement in creating this strategy included reviewing customer demand, liaising with internal services, and horizon scanning and reviewing current legislation.
- 6.3** Customer voices were captured through the review of demand and are always valued at the point when local projects are being designed. For future revisions

of this strategy, we will seek resident engagement and allow residents to influence the strategy going forward.

7 Introduction to the Integrated Strategy for Environment, Sustainability, and Staff Development in Estate Services



7.1 Estate Services takes a holistic approach to building a cleaner, greener community while nurturing the growth and development of our staff. Therefore, our strategy focuses on two main elements: 'environmental sustainability' and 'staff development'.

8 Operational Approach - .

8.1 Estate Services operational approach encompasses a framework tailored to the specific services offered. Committed to ensuring each aspect of the operation reflects overarching goals of environmental ambitions and staff empowerment.

8.2 Cleaning Services - We have transitioned to eco-friendly cleaning products and practices, minimising our ecological footprint while maintaining the highest standards of cleanliness. Our staff are trained in the use of these sustainable cleaning solutions, ensuring that our operations align with our environmental goals.

8.3 Additionally, we employ demand-led cleaning approaches, ensuring resources are utilised efficiently and effectively, further reducing our environmental impact.

8.4 Grounds Maintenance - Our grounds maintenance services are guided by principles of biodiversity enhancement and environmental conservation. We

prioritise native plant species and sustainable landscaping practices, creating green spaces that promote environmental resilience.

8.5 Furthermore, our staff are trained in specialised skills such as chainsaw operation, enabling them to undertake grounds maintenance tasks with precision and efficiency while minimising environmental harm.

8.6 We utilise a range of greening options to enhance our estates, including grass, wild meadows, green walls, hedging whips, flower beds, and trees. Grass is predominantly used for softening the landscape, promoting biodiversity, and providing cost-effective green spaces. Wild meadows feature a variety of native plants that attract wildlife and require minimal maintenance. Green walls are employed in built environments to improve air quality, regulate temperature, and enhance biodiversity. Hedging whips are planted alongside roads to mitigate carbon emissions and noise pollution. Lower beds incorporate native species to improve biodiversity and resilience, with intermittent flowering for year-round colour and minimal maintenance requirements. Trees are strategically planted to suit the environment, with measures taken to ensure health and disease prevention, including sourcing from reputable suppliers, using native varieties, and implementing regular monitoring and maintenance programs. Fruit trees are also introduced near schools and communities to promote access to fresh produce and encourage healthy living.

8.7 Staff Management and Development

8.8 Staff management and development are integral components of our operational approach. We invest in the continuous professional development of our staff through training and opportunities for qualifications and apprenticeships. By enhancing their skills and knowledge, we empower our staff to deliver exceptional service.

9 The following are some examples of sustainability Initiatives that are linked to the Estate Services strategy

9.1 In alignment with our commitment to environmental stewardship, Estate Services has implemented a range of sustainability initiatives aimed at reducing our ecological footprint and promoting responsible resource management. These initiatives are integrated into our operations as follows.

10 Cleaning chemicals

10.1 In 2019, we undertook a review of the cleaning products utilised within our cleaning operations, aiming to enhance results while aligning with our sustainability goals. The review highlighted several key areas for improvement:

- Disposable Materials: Each management area was disposing of significant numbers of cloths and mop heads monthly, many of which contained integrated non-recyclable plastic components. This not only had significant environmental impact but also represented an unnecessary expense for Estate Services.

- **Water Usage:** Our operations were characterised by high water usage, with operatives transporting significant volumes of water, leading to inefficiencies and wastage.
- **Product Quality:** Despite being designed for Green and Clean use, the quality of existing chemicals had diminished over time due to changes in the product provider.

10.2 Following testing, we made the decision to transition to key eco-friendly cleaning products. The key Benefits of these included.

- **Concentrated product supply:** The new products are in concentrate form, significantly reducing storage requirements and the frequency of store orders - minimising the need for storage space and reducing throwaway plastics.
- **Reusable Packaging:** Each new product comes in a reusable bottle, further reducing the reliance on single-use plastics and optimising storage space.
- **Reduced Disposable Materials:** Red cloths will be the only disposable cloth used, with reusable cloths and mops lasting for hundreds of uses before they need disposing, minimising the need for storage space and store orders. This does require each area to have a washing cycle in place to ensure reusable materials are cleaned.

10.3 By transitioning to these eco-friendly cleaning products and implementing efficient storage and usage practices, we are enhancing the quality of our cleaning operations but also reducing our environmental impact and promoting sustainability within Estate Services.

11 Enhancement in Grounds Maintenance -

11.1 In our commitment to promoting sustainability and biodiversity, Estate Services places a strong emphasis on enhancing green spaces within our communities. When selecting areas for greening, we consider factors such as air quality, deprivation rates, canopy cover, resident feedback (all elements of PCC's greening strategy), and the current condition of sites. By prioritising locations that align with our goal of creating a cleaner, safer, and greener housing sites, we ensure that our greening investments have the most significant impact where they are needed most.

11.2 Collaborating closely with other departments such as Landscape Architects and Arboriculturist teams, we develop tailored planting plans for each site.

11.3 Additionally, we incorporate features such as wildflower areas, spring bulb planting, and strategically placed trees to provide long-term habitat for birds and insects while contributing to the overall aesthetic of our housing estates. By using a mix of native and non-native species, we enhance the diversity and resilience of urban ecosystems which are visually pleasing.

12 Pesticide use

- 12.1** In line with Portsmouth City Councils commitment to the phasing out of pesticides over a 3-year period, we aim to control weeds where needed and to allow growth where we can accommodate the biodiversity this creates. For example, many of the plants we deem as weeds are beneficial for our insects and do not need to look unsightly. Some grassed areas do not need to be kept as lawns but can be left to grow longer to encourage biodiversity or even planted as wild meadow areas to create beautiful sites, that benefit insects and birds.
- 12.2** Pesticides are no longer routinely used to treat weeds on the Housing estates except for essential ad hoc use of selective herbicides on wild meadows and glyphosate treatment on Japanese knotweed.

13 Engagement with residents

- 13.1** This strategy outlines our approach to consultation, resident involvement, and community partnership in greening projects.
- 13.2** Tailored Engagement for Public and Open Spaces - For public realm sites, owned by PCC housing, we recognise the importance of engaging with stakeholders to ensure project alignment with community needs and preferences. Estate Operations Managers will communicate via letters, door knocking, or consultation events to inform residents and users about upcoming greening projects relevant to them.
- 13.3** Resident Consultation for Housing Communal Gardens - Consultation for communal gardens is necessary as it directly affects residents' living environments. Estate Operations Managers, in collaboration with Landscape Architects, the Resident Engagement Team, and the Community Gardener, will conduct resident consultations during the planning stages of greening projects. Various consultation methods are used including door-to-door communication, noticeboard postings, resident meetings, and specific consultation events to gather feedback and ensure projects meet residents' needs and preferences.

14 Waste Reduction and Recycling - Estate services are focused on educating residents about recycling and proper waste disposal while reducing fly-tipping on housing land. Through systematic processes led by Estate Wardens, these strategic ambitions are met through two work streams.

14.1 Reporting and Investigation:

- Residents are encouraged to report incidents of bulk fly-tips, black bags on balconies, and side waste.
- Estate Wardens investigate reported incidents, gathering evidence to identify responsible parties.

14.2 This fosters awareness among residents about the importance of proper waste disposal and recycling.

14.3 Enforcement and Resolution:

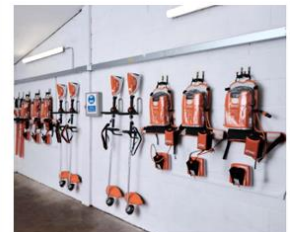
- Residents failing to comply with waste disposal guidelines receive warnings and may face charges for non-compliance.
- Repeat offenders or problem areas are addressed through coordinated efforts by management, emphasising the seriousness of proper waste management.
- By enforcing consequences for improper waste disposal, residents are motivated to adhere to recycling guidelines and avoid fly-tipping.

14.4 Continuous monitoring and improvement

- Ongoing monitoring ensures that follow-up actions are taken promptly to resolve waste issues.
- Regular inspections by Estate Wardens reinforce the message of responsible waste management among residents.

14.5 Through consistent education, the service aims to encourage a culture of recycling and proper waste disposal, reducing fly-tipping incidents on housing land.

15 Energy Efficiency and Green Technology Adoption - Battery Powered equipment for gardening.



15.1 In our operational approach, Estate Services prioritises the utilisation of technologies by scanning the market for available and suitable equipment.

15.2 To date, our focus has primarily been on transitioning petrol-powered hand-held equipment such as hedge guns, strimmers, and hand blowers to battery-powered alternatives. This strategic decision is the result of careful consideration and testing to ensure that these tools are not only effective but also safe and environmentally friendly.

15.3 By adopting battery-powered tools for hand-held equipment, we mitigate the risks associated with Hand Arm Vibration (HAV) for our staff while simultaneously enhancing operational efficiency. Additionally, these tools offer benefits such as

reduced noise levels, lower maintenance requirements, and zero emissions during use, aligning with our commitment to sustainability.

- 15.4** Providing a safe and environmentally conscious working environment for our staff while delivering high-quality service to our residents.

16 Fleet and Buildings



- 16.1** Estate Services, working with key stakeholders within PCC, have implemented innovative solutions to reduce carbon emissions and enhance energy efficiency across fleet and building operations.
- 16.2** At two sites in the city, The Housing Depot and Paulsgrove Housing Office, solar panel and battery systems have been installed to harness renewable energy and reduce carbon emissions. Equipped with Tesla Powerwall batteries, these systems capture solar energy for use in the buildings, significantly reducing energy costs and emissions. Since installation, these systems have supplied a substantial portion of the electricity needs at both locations, contributing to the council's goal of achieving a net-zero carbon Portsmouth by 2030.
- 16.3** In addition to building management, Estate Services fleet management forward thinking has introduced electric vehicles (EVs) for its Green & Clean team. Where possible, these EVs are powered by the green energy generated by the solar panels at the housing depot.
- 16.4** For some fleet vehicles such as caged tippers used for bulk collections there is currently no viable electric vehicle option on the market. To reduce carbon emissions from these vehicles Estate Services have transitioned to using Hydrotreated Vegetable Oil (HVO) fuel in its large transit-style vehicles. HVO fuel reduces tailpipe emissions by up to 80%, with no impact on the performance of the vehicles.

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