CABINET

DATE: Wednesday, 13 November 2019
TIME: 5.30 pm
VENUE: Council Chamber - Civic Centre, St Luke’s Avenue, Harrogate, HG1 2AE

Notice is hereby given that the above meeting will take place for the purpose following and, by virtue of Section 100B(4)(b) of the Local Government Act 1972, any other matter(s) which the Chair considers should be dealt with at the meeting as a matter of urgency.

AGENDA

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MATTERS TO BE REFERRED TO COUNCIL FOR CONSIDERATION

5. CAPITAL AND INVESTMENT PROGRAMME 2019/20 QUARTER 2: The Head of Finance to submit a written report.


MATTERS TO BE DETERMINED BY CABINET

8. HOUSING INVESTMENT PROGRAMME 2019/20 MONITORING: The Head of Finance to submit a written report.
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9. PURCHASE OF DWELLINGS FOR INCLUSION IN THE HOUSING REVENUE ACCOUNT AS SOCIAL RENTED HOMES: The Valuation Surveyor and Intermediate Housing Officer to submit a written report.
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10. ADOPTION OF A REVISED HOUSING ASSISTANCE POLICY: The Private Sector Housing Manager to submit a written report.
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11. SMART PARKING IN HARROGATE TOWN: PROGRESS UPDATE AND EXTENSION TO TRIAL PERIOD: The Economic Development Officer to submit a written report.
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12. 2019/20 OCTOBER FINANCIAL AND SERVICE PLAN PERFORMANCE UPDATE: The Head of Finance to submit a written report.
    217 - 242

13. CORPORATE PERFORMANCE REPORT, QUARTER TWO, 2019/2020: The Improvement and Development Manager to submit a written report.
    243 - 278

14. ARRANGEMENTS FOR DRY RECYCLING - FORWARD PLAN REF: 024PES19: The Direct Services Manager to submit a written report.
    279 - 292

15. SERVICING AND REPAIRS TO HEATING SYSTEMS IN COUNCIL OWNED DOMESTIC DWELLINGS - FORWARD PLAN REF: 026HP19: The Compliance Manager to submit a written report.
    293 - 296

16. TRANSFORMING CITIES FUND - FORWARD PLAN REF: 025PSEG19: The Executive Officer Economy and Transport to submit a written report.
    297 - 302

MEMBERSHIP: Councillor Richard Cooper (Chair), Councillor Graham Swift, Councillor Rebecca Burnett, Councillor Mike Chambers, MBE, Councillor Phil Ireland, Councillor Stanley Lumley and Councillor Andrew Paraskos.

Members are reminded that in order to expedite business at the meeting and enable Officers to adapt their presentations to address areas causing difficulty,
they are encouraged to contact Officers prior to the meeting with questions on technical issues in reports.

Members of the public are entitled to attend this meeting as observers for all those items taken in open session.

The agenda papers may be examined at the Civic Centre, Harrogate and a copy may be purchased for £6.00.

Please contact Elizabeth Jackson, Democratic Services Manager, at the Civic Centre, if you have any queries or need further information on this agenda - telephone or email Tel: 01423 500600 Email: democraticservices@harrogate.gov.uk.

Members of the public or press are entitled to record (e.g. film, audio, tweet, blog) this meeting. Any recording or reporting on this meeting should take place in accordance with the Council’s protocol on recording and reporting of public meetings. We request that any member of the public or press intending on recording the meeting notify Democratic Services at the earliest opportunity so that any reasonable adaptions can be made. Where we have received prior notification of the intention to record a meeting the Chair will make an announcement at the start of the meeting and give any direction needed.

EMERGENCY PROCEDURES FOR MEETINGS – FIRE: On hearing the fire evacuation alarm, you should leave the building by the nearest safe fire exit. Once outside the building, please assemble in the corner of the visitor car park at the front of the building opposite the main entrance. Persons should not re-enter the building until authorised to do so by the Fire and Rescue Service or the Emergency Co-ordinator.
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CABINET
HELD ON 16 OCTOBER 2019
(FROM 5.30 PM – 5.41 PM)

PRESENT:  Councillor Graham Swift in the Chair. Councillors Rebecca Burnett, Mike Chambers, Phil Ireland, Stan Lumley and Andy Paraskos.

Late Arrivals:  None

Early Departures:  None

48/19 – APOLOGIES FOR ABSENCE:  An apology for absence had been received from Councillor Richard Cooper.  

(5.30 pm)

49/19 – DECLARATIONS OF INTEREST:  There were no declarations of interest.  

(5.30 pm)

50/19 – MINUTES:  The Minutes of the meeting of Cabinet held on 18 September 2019 were submitted. It was noted that under Minute 35/19 the expression “took art in the debate” should be amended to read “took part in the debate”. The Minutes were then approved unanimously as a correct record and signed by the Chair. 

(5.32 pm)

51/19 – EXEMPT INFORMATION:  The appendices to the report considered at Minute 54/19 were considered to be exempt under paragraphs 1 and 3 of Schedule 12a to the Local Government Act. Discussion on the item, however, took place in open session. 

(5.32 pm)

MATTER REFERRED TO COUNCIL FOR CONSIDERATION

52/19 - TREASURY MANAGEMENT STRATEGY STATEMENT AND ANNUAL INVESTMENT STRATEGY - MIDYEAR REVIEW 2019/20:  The Head of Finance submitted a written report which provided a mid-year review of the authority’s Treasury Management activity and performance for the year 2019/20. The Treasury Management Strategy had been approved by Council in March 2019 and Cabinet were requested to endorse a proposed amendment to the investment strategy to include Property Funds and Money Market Funds as potential investment options.

The report had been prepared in accordance with the CIPFA Code of Practice on Treasury Management and began with an economic update, which set the context for the Council’s investment and borrowing strategy. The first half of the 2019/20 financial year had seen the UK experiencing political upheaval in relation to the uncertainties surrounding Brexit. This meant that interest rate forecasts were subject to change as the situation evolved and the Monetary Policy Committee had left the Bank Rate unchanged at 0.75% throughout 2019.
Section 9 of the report provided an update on the Council’s capital expenditure plans and how such plans were to be financed; Section 10 gave details of the Council’s investment portfolio and Section 11 outlined borrowing activities for 2019/20. The Council’s budgeted investment return for 2019/20 was £411k and performance for the first six months was £35k above budget. In addition no new external borrowing had been undertaken during the first six months of 2019/20. Within the first six months of 2019/20 the approved limits within the Annual Investment Strategy were not breached.

RECOMMENDED (UNANIMOUSLY):

That (1) the report be received; and

(2) the Investment Strategy be clarified to include Property Funds and Money Market Funds as potential investment options.

(5.32 pm – 5.33 pm)
MATTERS DETERMINED BY CABINET

53/19 – THE LOCAL LOTTO FOR THE HARROGATE DISTRICT ANNUAL REPORT AND REVIEW OF THE ELIGIBILITY CRITERIA: The Partnership and Engagement Manager submitted a written report which presented the performance outcomes from the first year of THE LOCAL LOTTO. In conjunction with the annual performance review the terms and conditions had been reviewed and a small amendment was suggested to allow organisations such as school Parent Teacher Associations (PTAs) to apply to benefit from the fundraising platform. A copy of the Annual Report was attached at Appendix 1.

THE LOCAL LOTTO had been launched in July 2018 for local voluntary and community groups to sign up and use the lottery platform and also provided a way for players to support local organisations. Section 5.2 detailed the key performance outcomes of the previous 12 months. 50p from every £1 ticket went directly to charities, with a further 10p going into THE LOCAL FUND. 20p went into the prize fund, 17p to Gatherwell, the independent external lottery manager, and 3p VAT. In the year to 8 September 2018 84 groups had signed up to raise funds through the LOTTO, £49,503 had been generated by local groups through ticket sales and £18,845 had been raised for THE LOCAL FUND.

Over the first year a number of Parent Teacher Associations had asked if they could use the LOTTO to raise funds for their school. Cabinet were requested to approve removal of the small print which restricted PTA fundraising to activities not forming part of the core offer provided by the school.

RESOLVED (UNANIMOUSLY):

That (1) the performance outcomes in 5.2 and the appendix are noted and that the Council continue to support the development of THE LOCAL LOTTO across the Harrogate District. This will ensure it continues to be a sustainable source of unrestricted income for voluntary and community sector groups and organisations;

(2) That the words; ‘Organisations such as School PTAs may apply to join to fund raise for extracurricular activities that do not form part of the core offer provided by the school and that benefit the wider community’ are deleted from the Good Cause terms and conditions small print and as detailed in 5.3. This will allow Parent Teacher Associations to use the LOTTO to raise much needed additional funds that go towards developing and enhancing the school experience for children and young
people across the Harrogate district. THE LOCAL FUND for the Harrogate District would also benefit from this amendment which means even more community groups would benefit in the longer term from the increased income generated; and

(3) a further report will come back to Cabinet in the Autumn to provide considerations as to whether funds generated by the District Lottery could replace the existing funding provided through the Council’s general fund for small grants. This will follow once work around a place based giving strategy for the Harrogate district is drafted by THE LOCAL FUND project group.

Reasons for decisions:

When THE LOCAL LOTTO was established and launched there was no indication as to how successful it would be. The outcomes evidenced over the last 12 months showed that it had been received well by the voluntary and community sector across the district. Given the amount that it had generated in additional funds for the sector over the reporting period it had proven to be a successful platform for smaller groups to generate a monthly income. It brought with it minimal administrative burden which was ideal for the smaller groups who were mainly volunteer led.

Following the initial setting up period and establishing a core of good causes that were using the LOTTO to generate funds the focus had been on sustaining the sales and identifying further signing up opportunities. The sound base and range of organisations using the platform helped to attract others. It was therefore the right time to review the eligibility criteria and acceptance guidance so to maximise on the benefits that the LOTTO could bring to other groups who worked to benefit residents and service users across the Harrogate district.

It was agreed that a further report would be brought back to Cabinet for consideration once the LOTTO had been operating for 12-18 months and an indication to the value of the funds that were being generated was available.

Alternative options considered and recommended for rejection:

Not to support the further development of THE LOCAL LOTTO would have a negative impact on both the existing good causes that are signed up and using the LOTTO and other groups who may choose to use it in the future. The wider community would be at a disadvantage as there would be no additional funds raised through THE LOCAL LOTTO for THE LOCAL FUND.

(5.33 pm – 5.37 pm)

54/19 – THE OFFER TO VOLUNTARY PURCHASE THREE EMPTY PROPERTIES IN THE BOROUGH OF HARROGATE – FORWARD PLAN REF: 022HP19: The Empty Homes Officer submitted a written report which sought approval to take steps to purchase three empty properties in the Borough of Harrogate at market value and to get approval for power to be delegated to the Cabinet Member for Housing and Safer Communities to purchase other specified
properties in the future.

The Empty Homes Strategy was approved by Cabinet on 6 February 2019 with the intention of bringing long-term empty homes back into use; it was not the intention of the strategy for the Council to make a profit or to add to its housing stock. Whilst the strategy could ultimately lead to a recommendation to make a compulsory purchase order, the Council must first make an offer to voluntarily purchase properties at market value. Appendix 2 detailed the scoring system used and those with the highest scores were prioritised for return to use. Exempt Appendices 1 and 3 gave details of the valuations for the three empty properties and justifications for offering to voluntary purchase.

**RESOLVED (UNANIMOUSLY):**

That (1) the Head of Housing and Property negotiate the purchase of three empty properties in the borough: 21 Oatlands Drive, Harrogate, HG2 8JT; 16 Richmond Road, Harrogate, HG2 9AR; 18 Borrage Lane, Ripon, HG4 2PZ, up to a maximum total value of £625,000; and

(2) future approval of offers to purchase empty properties pursuant to the Empty Homes Strategy is delegated to the Cabinet Member for Housing and Safer Communities in consultation with the Head of Housing and Property, and that a written record will be made of the decision.

**Reasons for decision:**

To ensure a continued flow of empty properties to the market it was necessary to make offers to purchase the properties from owners who had yet to make any progress with occupying their property. This was particularly important in instances where properties had scored highly as part of the Empty Homes Strategy, approved by Cabinet on 6 February 2019.

In cases where an offer was refused this formed the basis of reviewing further enforcement action such as compulsory purchase, enforced sale or an Empty Dwelling Management Order.

To enable the Empty Homes Officer to more effectively progress enforcement action it would be more efficient to delegate responsibility of approving offers to purchase empty properties to the Cabinet Member for Housing and Safer Communities.

**Alternative options considered and recommended for rejection:**

To not approve taking steps to purchase three empty properties and to find another means of returning them to use. This would limit the powers of the Empty Homes Officer and prevent further action being taken should the home remain empty.

To not delegate power to the Cabinet Member for Housing and Safer Communities to approve the purchase of other properties pursuant to the Empty Homes Strategy. This could prolong the amount of time to secure approval, compromise the effectiveness of the Empty Homes Strategy and reduce the number of empty
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properties brought back into use.

(5.38 pm – 5.41 pm)

(D)
By virtue of paragraph(s) 3 of Part 1 of Schedule 12A of the Local Government Act 1972.

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1.0 PURPOSE OF REPORT

1.1 This report introduces the Housing Strategy 2019-24, Appendix 1.1, which replaces the 2015-20 Housing Strategy.

1.2 Approval is sought from cabinet to submit the Housing Strategy 2019-24 to council for adoption.

2.0 RECOMMENDATION/S

2.1 It is recommended that cabinet approves the Housing Strategy 2019-24 and associated documents, prior to the documents being considered by council for adoption.

3.0 RECOMMENDED REASON/S FOR DECISION/S

3.1 Although no longer a statutory requirement to have a Housing Strategy, it is considered to be good practice; it demonstrates the council’s longer term strategic ambitions and objectives for the delivery of housing and housing services.

3.2 To revise Harrogate’s Housing Strategy and to produce a delivery plan are Service Plan actions for Housing and Property and Place Shaping and Economic Growth respectively; these documents, and their adoption, are therefore critical to meeting those aims.

4.0 ALTERNATIVE OPTION/S CONSIDERED AND RECOMMENDED FOR REJECTION (Must be used for reports to cabinet & cabinet members)
Not to consider the attached documents for adoption is not recommended due to the reasons outlined above.

5.0 THE REPORT

5.1 Housing Strategy Background
To develop and publish a Housing Strategy is no longer a statutory duty for local authorities. However, it is imperative the council has a document which clearly states its housing ambitions and goals for the future. The current Housing Strategy is due to run until 2020. That strategy was developed at a time of significant shift, politically, socially and economically and much has changed on the national and local policy front since then. It is appropriate to refresh the Housing Strategy now setting out an action plan for the next five years.

5.2 The purpose of the strategy is to confirm to council, residents, partners, staff, tenants, developers and peers, the council’s approach to delivery of housing and housing services and its priorities and objectives for the coming years.

5.3 The revised Strategy incorporates the council’s approach to housing delivery, development, private sector renewal, social housing allocations and neighbourhood services, which were all in need of updating, and has been developed alongside our Housing Delivery Action Plan, Empty Homes Strategy and Homelessness and Rough Sleeping Strategy. This will enable the council and its partners to monitor and manage its strategic functions through the delivery of a single Housing Strategy for Harrogate, working together to meet the housing needs and aspirations of Harrogate Borough Council (HBC), its partners and its residents.

5.4 Strategic Links
The revised Housing Strategy for the Harrogate district allows for full alignment to other local and sub-regional strategies and will be in place alongside adoption of the Local Plan.

5.5 The Housing Strategy presented has been drafted in line with:
- Leeds City Region Strategic Economic Plan 2016
- York, North Yorkshire and East Riding Strategic Economic Plan 2016
- York, North Yorkshire and East Riding Housing Strategy
- Public Service Leadership Board Plan on a Page
- Harrogate Borough Council Corporate Plan 2018
- Harrogate District Draft Local Plan
- Harrogate Borough Council Welfare Strategy 2018
- 2024 Programme priorities

5.6 Process
The strategy has been drafted using the Local Plan evidence base, our district profile and alongside our knowledge of local housing issues, internal performance indicators and using projections and priorities from the strategies listed above.
In writing the strategy we have assessed the strengths and challenges facing the district both now and based on projected changes in the district over the coming years.

**Consultation**

Developing the new strategy has been undertaken carefully, with consultation carried out with Housing and Property Leadership Team and the Place-Shaping and Economic Growth Leadership Team, individual officers within those services and other strategy owners (Executive Officer Housing Delivery & Strategic Sites, Partnership and Engagement Manager, Revenues, Welfare and Customer Services Manager, Business Intelligence & Performance Manager, Improvement and Development Manager).

An internal workshop was held, bringing together the Housing and Property Leadership Team and the Place-Shaping and Economic Growth Leadership Team to discuss the draft strategy; the workshop resulted in refinement of the strategy’s vision, aims and agreement of the undertakings within the action plan.

In order to seek wider views the review has been discussed with Strategic Management Board, the Public Services Leadership Board and the draft strategy presented to the Corporate Policy Group in October 2018.

Management Board and Cabinet Member were consulted on the Draft Strategy in January prior to public consultation. The Strategy was published for public consultation in June 2019. An online survey featured prominently on the council’s website with a link to the strategy; the consultation period ran until 23rd August 2019. The public responses to the Strategy are summarised in the Consultation Analysis which identifies and summarises the key issues and/or matters raised from the consultation as well as providing a council response to whether the issue results in proposed modifications to the strategies through clarification or rewording.

Following public consultation and amendments to the Strategy, Management Board and Cabinet Member have approved the additional points for inclusion.

**Proposed vision**

The Strategy proposes the following vision be adopted:

*Harrogate District to be a place where housing delivery meets the needs of those who live and work within it; where people have access to affordable and high-quality homes and excellent housing services; enabling residents to build secure, safe and healthy lives within sustainable and thriving communities.*

And that the vision will be achieved by HBC being:

*A proactive and ambitious organisation, which embraces the challenges ahead, using our influence to accelerate delivery of housing across all tenures, supporting residents and businesses and focusing our resources to ensure that housing services are customer focused, digitally enhanced and commercially sound.*

The strategy is built around four strategic objectives:
Accelerating delivery of housing units across all tenures and locations
- Taking a proactive role in the planning and development of housing units across the district, ensuring the appropriate housing mix. Using our resource and influence to support developers and registered providers to deliver new homes as well as delivering new build housing directly.

Maximizing use of existing assets
- Reviewing and addressing opportunities to bring property back into use for housing purposes, including empty homes and under occupied homes using our own land and assets to promote direct delivery of housing units.

Improving housing standards across all tenures
- Using our enforcement powers and advice services to ensure that all housing in the district is safe and decent. Ensuring that the housing needs identified within the Local Plan are delivered.

Conditions for Growth: Digital Services
- Working to improve access to housing services digitally and using technological advances to develop and implement solutions which help achieve our aims, particularly around independent living, energy efficiency and decent homes.

Conditions for Growth: Commercial Services
- Identifying and implementing opportunities for efficiencies and income generation. Having the correct performance, financial and commercial data available upon which to make sound decisions and the structures and skills necessary to make these ventures successful.

5.16 These themes are underpinned by:
- Clear and consistent promotion, communication and engagement activity.
- Strong internal and strategic partnership working.
- Clear organisational priorities and resource allocation.

Delivery and Monitoring
5.17 Delivery of the strategy will take place within existing resources, where possible. An outline Delivery Plan has been developed and it is proposed that the strategy will be reviewed on an annual basis to ensure that it reflects and responds to any changes in trends, policy or resources required to deliver the objectives.

5.18 In order to ensure that the refreshed Housing Strategy is achieving the desired aims the Delivery Plan includes SMART targets, both milestones and performance indicators, which will be incorporated into individual service plans to be monitored quarterly. For the first year of the strategy, a joint working group will be established, consisting of the Housing and Property and Place-Shaping and Economic Growth Leadership Teams to plan and monitor delivery of actions to ensure that working relationships are established.

6.0 REQUIRED ASSESSMENTS AND IMPLICATIONS

6.1 The following were considered: Financial Implications; Human Resources Implications; Legal Implications; ICT Implications; Strategic Property/Asset Management Considerations; Risk Assessment; Equality and Diversity (the Public Sector Equality Duty and impact upon people with protected characteristics). If applicable, the outcomes of any consultations, assessments, considerations and
implications considered necessary during preparation of this report are detailed below.

**Financial Implications**
In delivery of the strategy there will be a requirement for finance resource to be allocated on a project by project basis. Initial discussions have taken place regarding resource requirements however, further work is required to finalise the resource plan in coordination with Finance. Factors to consider include:
- Additional Housing Revenue Account (HRA) borrowing
- Actively seeking further external funding opportunities
- Increased procurement of housing outside the HRA
- Increased income from enforcement activity
- Invest to save in technology
- Increase in commercial activity
Expenditure (and income) associated with the council’s own housing stock will impact upon the HRA, whilst work related to private sector housing (including that of the Council’s Housing Company) will impact upon the General Fund.

**Legal Implications**
Although no longer a statutory requirement it is considered good practice for local authorities to hold a Housing Strategy. In delivery of the strategy there will be a requirement for legal resource to be allocated on a project by project basis. Initial discussions have taken place regarding resource requirements however, further work is required to finalise the resource plan in coordination with Legal and Democratic Services.

**ICT Implications**
In delivery of the strategy there will be a requirement for ICT resource to be allocated on a project by project basis. Initial discussions have taken place with the ICT Manager however, further work is required to finalise the resource plan in coordination with ICT.

**Equality Duty**
No negative impacts are foreseen as a result of implementation of this strategy. There are opportunities to advance equalities, improving access to services and improving housing standards for those who could be vulnerable due to protected characteristics. EIA is attached at Appendix E.

**Risk Assessment**
A draft risk assessment is included as Appendix F. Further risk assessments will be conducted on a project by project basis.

### 7.0 CONCLUSIONS

**7.1** This report presents the Housing Strategy 2019-2024, Delivery Plan and consultation analysis.

**7.2** The strategy sets out the council’s approach to housing delivery, development, private sector renewal, social housing allocations and neighbourhood services; setting out the council’s vision for the district and the key aims, actions and outcomes expected over the lifetime of the strategy.
7.3 Cabinet is asked to approve prior to the document moving forward to adoption by council.

Background Papers –

OFFICER CONTACT: Please contact Jamie Simpson, Policy and Strategy Officer if you require any further information on the contents of this report. The officer can be contacted at Housing Development, PO Box 787, Harrogate, HG1 9RW 01423-500600 or by e-mail – jamie.simpson@harrogate.gov.uk
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Foreword
Welcome to Harrogate Borough Council’s Draft Housing Strategy 2019-24. Harrogate District faces significant housing challenges, and tackling them is a key priority for the Borough Council.

With average house prices around eleven times the median annual income of people who work in Harrogate and average rents equally high, Harrogate is one of the most unaffordable places to live in England and the most unaffordable in Northern England. The high demand for housing and limited supply of it, primarily caused by constrained development opportunities, harms both Harrogate’s residents and local businesses, causing increasing hardship for some people and threatening the local economy. In addition, changes introduced by new legislation, Government policy and unprecedented reductions in national Government and county-level funding mean that the demand for Borough Council resources has greatly increased. To deliver more housing and effective, efficient neighbourhood services, housing standards enforcement, housing options and homelessness prevention services, the Council will need to prioritise activities to increase housing supply, improve access to quality affordable housing, and deliver more innovative approaches with existing and new partners.

This overarching strategy sets out the Council’s objectives for housing and how it will work in partnership to meet housing needs. It brings together our vision, making it easier for our customers and stakeholders to understand how we intend to build on our achievements to address the housing challenges Harrogate faces and improve the housing services we provide.

The objectives in this strategy will ensure that good quality housing and housing services contribute towards improving and enhancing the health and wellbeing of the residents of Harrogate, the economy of the District and have a positive impact on building sustainable and prosperous communities.

We want the Harrogate District to be a place where housing delivery meets the needs of those who live and work within it; where people have access to affordable and high-quality homes and excellent housing services; enabling residents to build secure and healthy lives within sustainable and thriving communities.

Where We Are Now
To develop and publish a Housing Strategy is no longer a statutory duty for the Council. However it is imperative the Council has a document which clearly states its housing ambitions and goals for the future. The current Housing Strategy is due to run until 2020 however, that strategy was developed at a time of significant shift, politically, socially and economically and much has changed on the national and local policy front since then. So, it is appropriate to refresh the Housing Strategy incorporating an action plan (Appendix A) for the next five years. This Strategy builds on the progress made over the past 4 years, setting out key objectives and how we aim to meet these.

The revised Strategy incorporates the Council’s approach to housing delivery, development, private sector renewal, social housing allocations and neighbourhood services, which were all in need of updating and has been developed alongside our Housing Delivery Test Action Plan, Empty Homes Strategy and Homelessness and Rough Sleeping Strategy. This will enable the Council and its partners to monitor and manage its strategic functions through the delivery of a
single Housing Strategy for Harrogate, working together to meet the housing needs and aspirations of Harrogate Borough Council, its partners and its residents.

Since our last Housing Strategy was published, the local housing market has changed further, the key issues being **affordability**; both of home ownership and privately rented properties, **accessibility**; due to slow rates of housing delivery and provision of mixed tenures, **standards** in the condition of housing across all tenures and **suitability** of the housing mix.

At the same time, government policy and the context in which we are operating as a local Housing Authority has shifted; In summer 2018 Harrogate Borough Council’s emerging Local Plan was submitted to government for examination, adoption is anticipated in winter 2019. A summary of the social and political context in which the strategy has been formed is available at **Appendix C**.

**Key Facts**

Harrogate is a District renowned for its historic features and rural landscape. It covers an area of 505 sq miles, made up of 4 settlements; Harrogate, Ripon, Knaresborough and Boroughbridge, complemented by villages and many more rural settlements. Around 160,000 people live in the District in 67,169 households.

The population of Harrogate District is expected to increase to 170,300 by 2030 which will only place more pressure on the District’s housing supply. Compared to the national average, the District has a lower percentage of people aged under 29 and a higher proportion aged 45 and over. 27% of the District’s population is aged 60 and over (22.4% nationally) and by 2020 the District’s population who are aged 65 and over is projected to rise by around 6,000 people - a 19% rise from current levels (POPPI 2013).

Whilst Harrogate is regarded as a relatively affluent District, there are pockets of deprivation and one particular area within the ward of Woodfield is ranked within the 20% most deprived in England (Indices of Multiple Deprivation (IMD) 2015). It is estimated that over 6,985 households in the Harrogate District could be experiencing fuel poverty, 10.4% of the total number of households; this is in line with the national average of 10.6%.

The National Housing Federation ‘Home Truths’ Report for Yorkshire and Humber 2015 found that house price to income ratios were higher than the average for England in four of the nine local authority areas. The top five least affordable areas in Yorkshire and Humber were in North Yorkshire, of these Harrogate was the least affordable and had the highest rents.

In line with the national trend there has been a steep rise in the private rented sector in the Harrogate District. According to the 2011 census 17.5% (11,771) of households in the Harrogate District are private rented, either through a letting agency or direct from a private landlord. This is higher than the national average of 16.5% and a 52% increase from March 2001.

More detail on the District’s housing can be found in **Appendix D**.
Internally the strategy will be supported by policies and procedures underpinning service delivery.

**Local Economy**

The *Economic Growth Strategy for the Harrogate District 2017-2035* sets out the economic strengths of the District alongside the vision: a co-ordinated, corporate approach to prioritise and support ‘good growth’ in the District, to achieve a sustainable and resilient economy by 2035 (featuring new higher value jobs, an increase in Gross value added (GVA) and a boost in average workplace wages to at least the regional average). However, the strategy also highlights one of the key challenges to economic growth being: unaffordable housing costs for an increasing number of employees and residents.

The Housing Strategy will focus on the delivery of affordable housing and improving access to housing products generally alongside links to key employers and making sure that through engagement their views are considered in future housing plans.

**Emerging Local Plan**

The *Harrogate District Emerging Local Plan* sets out the broad spatial planning and policy framework for the Harrogate District up to 2035. It includes a long-term vision and strategic objectives, policies to guide development, allocations for new homes and jobs, educational facilities, Local Green Space and Gypsy and Traveller provision as well as a broad location for growth for a new settlement.

The emerging Local Plan has been extensively consulted on during preparation and is due to be adopted in winter 2019.
**Housing and Health**
The links between housing standards and health outcomes are well documented. The Marmot review into health inequalities in England demonstrated that the ‘broader determinants of health (local environment, housing, transport, employment and social interactions) can be significantly influenced by how local authorities deliver their core roles and functions. Poor health can also affect an individual’s ability to access and maintain accommodation.

In the Harrogate District strong partnerships already exist between the council and our public health and social care partners and we will ensure that these are further developed, working together to deliver joined up services where applicable.

The successful delivery of the Housing Strategy and close working with health colleagues, should contribute to reduced levels of health inequality within Harrogate

**Housing Strengths**
The Harrogate District has a number of strengths:

- Harrogate District is a desirable place to live and to develop.
- Emerging Local Plan due for adoption winter 2019
- Housing Company established, to commence trading spring 2019
- Over 2638 units currently with planning permission
- Over 981 affordable units currently with planning permission
- Council led development of social and affordable housing
- Well established joint –commissioning partnership
- Council stock with 100% decent homes standard
- High levels of tenant satisfaction

**Housing Challenges**
In contrast, statistics, as well as evidence from our residents and partners, reveal that the District also faces a number of significant housing challenges. These include:

- High property and land values
- High private rent to wage ratio
- High levels of fuel poor households
- High levels of under occupation
- Ageing population
- Decreasing standards in private rented housing stock
- Historic under-performance of new housing delivery

**Where We Want To Be**
Our vision for the 2019-2024 Housing Strategy, for the District is for:

Harrogate District to be a place where housing delivery is at a pace which meets the needs of those who live and work within it; where people have access to affordable and high-quality homes; enabling residents to build secure and healthy lives within sustainable and thriving communities.
And we will get there by being:

A proactive and ambitious organisation, which embraces the challenges ahead, using our influence to accelerate delivery of housing across all tenures, supporting residents and businesses and focusing our resources to ensure that housing services are customer focused, digitally enhanced and commercially sound.

Aim
The Housing Strategy (2019-2024) is about the council adopting a coordinated, corporate approach to improving the District’s housing offer, provide the right quality and quantity of housing for the District to flourish; supporting economic growth and enabling sustainable communities which will contribute to the council’s ambition of making the District an excellent place to live, work and visit.

By working together across the Council and with partners across the public and private sectors we will build on our existing strengths and projects ensuring that we remain customer focused, commercially driven and fit for the future, proactively addressing the challenges that the District faces to secure the following outcomes:

- Increased number of housing units across all tenures, including social housing and intermediate housing (shared ownership).
- Improved standards across the private rented sector
- Increased number of residents enabled to live independently
- Increased security for residents (financial, tenancy, energy, domestic)
- Increased satisfaction with housing services

Whilst working with partners is important to the success of this strategy it should be noted that the council has a unique role to play, using its own resources, land assets and powers to proactively support this aim.

How will we achieve our aims?
We will identify and undertake a number of strategic and service level actions to contribute to delivery of our vision by 2024.

We recognise that our District is large and housing issues vary throughout our wards therefore, whilst some actions will be District wide, others will be centred upon a defined area, or tailored to reflect specific opportunities or challenges in different parts of the District, such as rural housing.

Action will be undertaken through the following strategic themes:

Accelerating delivery of housing units across all tenures and locations
- Taking a proactive role in the planning and development of housing units across the District, ensuring the right quality and quantity of homes in the right places. Using our resource and influence to support developers and registered providers to deliver new homes as well as delivering new build housing directly.

Maximizing use of existing assets

- Reviewing and addressing opportunities to bring property back into use for housing purposes, including empty properties and under occupied homes, using our own land and assets to promote direct delivery of housing units.

Improving housing standards across all tenures

- Using our enforcement powers and advice services to ensure that all housing in the District is safe and decent. Ensuring that the housing needs identified within the emerging Local Plan are delivered.

Conditions for Growth: Digital Services

- Working to improve access to housing services digitally and using technological advances to develop and implement solutions which help achieve our aims, particularly around independent living, energy efficiency and decent homes.

Conditions for Growth: Commercial Services

- Identifying and implementing opportunities for efficiencies and income generation. Having the correct performance, financial and commercial data available upon which to make sound decisions and the structures and skills necessary to make these ventures successful.

Partnership Working

Many of the housing issues faced by Harrogate are common to Districts across the region and nationally. Increasingly, councils and other agencies are working together within broad partnerships to tackle these issues. Harrogate Borough Council is a member of the Leeds City Region, the York, North Yorkshire & East Riding Local Enterprise Partnership, the North Yorkshire Strategic Housing Partnership, Better Homes Yorkshire and works alongside North Yorkshire County Council and voluntary and community sector organisations to address housing issues locally. The council is an Investment Partner in the Homes England Shared Ownership Affordable Housing Programme 2016-21 and leads on the Harrogate and Craven Development Partnership. Partnerships such as these can exert stronger influence, develop approaches, share good practice and achieve better integration between housing, health, regeneration and economic development.

Delivering the Harrogate Housing Strategy will require joint working between a wide range of statutory, voluntary and private sector organisations. We know there are some partnerships critical to the housing agenda that could be strengthened further. We will seek to continually develop these partnerships to achieve our shared goals.
Strategic Theme One: Accelerated delivery of all housing, across all tenures and locations

Introduction
Harrogate Borough Council recognise that overall housing delivery is crucial to achieving its wider objectives for the District. The council has ambitious plans for the delivery of housing across all tenures, including the development of our own homes and the realisation of a new settlement within the District.

We have a critical role in ensuring that planned level of housing growth is actually delivered in the required timescale as set out in our emerging Local Plan. This will require an acceleration of delivery rates compared to those achieved over the last 10 years.

The emerging Local Plan sets out how many homes are to be provided in the District through a growth strategy that is centred on key transport corridors, ensuring that new homes and jobs will be met as far as possible in those settlements that are well related to key public transport corridors. A range of sites are allocated in the emerging Local Plan which could, during the plan period, deliver at least 7,700 homes plus the potential for a further 1,000 homes through the development of the new settlement in the Cattal/Green Hammerton area.

On average fewer than 350 homes have been built each year over the last 10 years. This is despite the fact that there are more than 6,000 homes in the pipeline for the District: these new homes have not been built sufficiently quickly and a step change in housing delivery will be required if the Local Plan annualised housing requirement of 669 dwellings per annum is to be achieved. Completion rates however, have increased significantly in the last few years (598 dwellings in 2017/18 and 659 dwellings in 2018/19) the council is now working with developers and partners to ensure the delivery of the sites within the pipeline, along with associated infrastructure.

The need for accelerated housing growth is reflected in the Government’s housing agenda which is challenging local authorities to be more proactive in increasing the speed and quantity of housing supply to meet the identified housing needs of their local area and, where appropriate, to produce a Housing Delivery Test Action Plan setting out the measures they propose to take to improve housing delivery.

The council has produced a Housing Delivery Action Plan, which identifies a number of short, medium and long term measures aimed at increasing delivery across the District. These are structured around two overarching themes:

• Improving the capacity and resilience of the Place-shaping & Economic Growth service in dealing with large scale housing developments; and

• Taking a more proactive role in housing delivery.

In 2015 Harrogate Borough Council began a programme of housing development, creating new build housing for social rent and shared ownership. In partnership with Homes England the council has, to date, built 16 new homes, with funding in place to deliver another 47 units up until 2022.
Recent announcements from central government indicate that there is an increasing role for local authorities in direct delivery of housing units and changes to Housing Revenue Account financing rules will make it easier for authorities to borrow the money they need to delivery. We will take a proactive role and will expand our new build programme as opportunities are presented.

In 2016 the council began a programme of directly providing shared ownership properties and have, to date, provided 30 shared ownership housing units. We will expand our shared ownership programme, delivering 60 units before 2024.

The council also supports Community Led Housing and is actively engaged in its delivery. The Community Led Housing fund is intended to promote community led housing in the District, i.e. affordable homes developed by local communities for local communities. It should help local people to play a leading and lasting role in solving local housing problems, creating genuinely affordable homes and strong communities in ways that are difficult to achieve through mainstream housing.

**Key Actions**
- We will adopt and implement our Local Plan
- We will develop the Housing Delivery Action Plan and review performance annually
- We will support the delivery of a new settlement through preparation of the New Settlement Development Plan Document (DPD)
- We will monitor and maintain the new sites pipeline, taking action to ensure appropriate speed of delivery
- We will expand our in-house new build programme across all tenures on council owned and acquired land.
- We will continue to provide affordable housing directly through our shared ownership programme
- We will encourage the use of modern methods of construction on new developments, including our in-house development programme.

**Summary of Planned Outcomes**
Local Plan adopted by winter 2019
New Settlement DPD adopted by autumn 2020
669 new housing units, including 208 affordable housing units, delivered per year
50 new build units provided through our in-house development team
60 Shared ownership units directly provided by Harrogate Borough Council
Strategic Theme Two: Maximizing use of existing assets

Introduction

We cannot rely solely on housing development to increase housing supply. There are actions we can take as a local authority to identify, enable and deliver housing units across all tenures.

It is important that we are aware of all of the housing assets and potential housing assets the District has at its disposal, how they can be unlocked and how we as a local authority can enable them to be occupied. The key to achieving these outcomes is data and our ability to both capture and analyse the information available to us in order to best plan interventions to ensure housing units are used to their maximum potential.

We are in the process of conducting a Strategic Land and Asset Review, this review will produce a comprehensive audit of all council owned land and assets and identify where they might be better used to further corporate objectives for example, providing housing units.

Empty homes in our District are a wasted resource and present an excellent opportunity for the council to directly intervene to bring more affordable housing to the market. We will implement a revised Empty Homes Strategy in order to address, through encouragement and enforcement, the number of long term empty properties in our District with the option for Community Led Housing groups to return these properties to use.

Under occupation of properties in both the private and social housing sector is prevalent in the Harrogate District, 43.5% of private households are under occupied by 2 or more bedrooms and 39% of the council’s own stock is under occupied. This provides an opportunity for the council to identify and work with tenants to better understand their housing needs and aim to make larger family homes available to those in housing need.

We must also continue to re-let our properties swiftly to ensure the stock of social homes is playing its full part in meeting local housing need.

In Harrogate District the Private Rented Sector has grown faster than any other tenure over the past 15 years. Currently, 20% of housing units in the District are privately rented, this is higher than the national average of 16.5%. Alongside this, private sector rents are higher than the national average and demand for units outstrips supply. Access to the private rented sector is therefore difficult for those on an average wage to secure. In 2017/18 our rent in advance bond scheme aided 150 households to secure private rented accommodation; we intend to expand the scheme, enabling more households to secure private sector tenancies.

One of the highest levels of household growth in our District is amongst older households. The changing aspirations of older people mean they wish to remain independent in their own home for longer, rather than go into traditional ‘specialist’ provision. We will continue to develop our independent living support to provide assistance to those who wish to remain independent in their own homes for longer. Much of the existing housing stock does not meet the needs of older people. Much of it will require some form of adaptation to ensure the occupier can remain independent and safe. In 2018 we refreshed our Housing Assistance Policy, expanding the range of assistance we offer to those who either required improvements making to their home or
assistance in downsizing to a more suitable property. We will continue to implement this policy and review its impact after 12 months.

For individuals requiring Extra Care Housing we will continue our collaborative relationship with partners to develop Housing with Care and Support that can better meet people’s needs and to promote their health, wellbeing and independence. Reducing our reliance on residential care by ensuring alternative options are available will help us manage the growing demand and financial pressures that the ageing population impacts on the County’s Health and Adult Services budgets and people on low incomes. An ageing population will also mean increased dementia rates. Harrogate Borough Council has recently become a signatory to the Alzheimer’s Society’s ‘Dementia Friendly Housing Charter’ and has prepared an action plan identifying work necessary to meet the various commitments in the Charter.

**Key Actions**
- Strategic Land and Asset Review
- Implementation of revised Empty Homes Strategy
- Review of under occupation in HBC stock
- Expansion of rent in advance scheme
- Implementation of Housing Assistance Policy

**Summary of Planned Outcomes**
- Release of local authority owned land for housing purposes
- Reduction in number of long term empty homes by 5% per year.
- Reduced under-occupation in social rented sector
- Number of households helped to access to private rented accommodation increased to 250 per year by 2024
- Increased number of residents enabled to remain independent in their own home through take up for independent living assistance.
- 500 DFGs completed

**Strategic Theme Three: Improving housing standards across all tenures**

**Introduction**
Home ownership brings with it a responsibility to look after the property and associated land. Keeping a home in good repair helps reduce running costs, either by avoiding more serious disrepair in the long term or by making the property more energy efficient. The quality of housing has a demonstrable impact on quality of life.

The council has a key role to play in both ensuring that new houses are built to a high standard and in improving the condition of existing private sector housing, particularly that in the private rented sector.

Over a third of all CO2 emissions come from the homes we live in. We must ensure new homes built meet high environmental standards. The council supports measures to address the climate emergency as outlined by the UN Intergovernmental Panel on Climate Change, and we have adopted a Carbon Reduction Strategy with the aim of achieving net zero carbon emissions by 2038. As part of the strategy we have established a climate change coalition for the Harrogate
District, bringing together businesses, environmental groups and politicians to promote carbon neutrality.

Under the priority area of domestic energy efficiency, our Carbon Reduction Strategy is to promote home energy efficiency via our separate Home Energy Conservation Act action plan, make the most of available funding to help retrofit housing within the District and ensure that council housing is as energy efficient as possible.

New Council homes will be built to the highest possible energy efficiency standards (determined on a case-by-case basis). Newly built homes will always represent a small proportion of the overall housing stock, so it’s important to ensure existing homes are well maintained so they can continue to serve the District’s housing needs well into the future. We must seek to promote and support measures that make existing homes more environmentally sustainable, working with partners delivering the Better Homes Scheme we will ensure that homes in our worst affected areas are offered energy saving measures, reducing fuel poverty and the negative effects of poorly insulated homes on health and wellbeing.

Key to improving standards in privately owned homes is a sound knowledge of the general condition of that housing stock. We will work to improve our knowledge and use of data to assess the Private Sector Stock condition across the District.

Where we find poor standards in private sector stock, whether privately rented or owner occupied we will use our powers of enforcement to ensure that properties are brought back into decent and safe condition.

Harrogate District currently has 75 licensed HMOs however, with affect from 1st October 2018; revised legislation alters definition of an HMO under the Housing Act 2004: for licensing purposes, a HMO will be any property occupied by five or more people, forming two or more separate households. We will conduct a full review of HMO licenses in line with The Licensing of Houses in Multiple Occupation (Prescribed Description) (England) Order 2018 SI 2018/221 & The Licensing of Houses in Multiple Occupation (Mandatory Conditions of Licenses) (England) Regulations 2018 SI 2018/616.

We, in common with all social landlords, also have an obligation to ensure our own stock meets decent standards and that our housing mix meets the current and future demands of the District, with that in mind we will commit to maintaining 100% decent homes standards and to undertake a review of all HBC stock to ensure that the housing stock we have remains both fit for purpose now and to meet future demands.

The Homelessness Reduction Act (HRA) 2017, implemented from April 2018, has fundamentally changed the way councils work with homeless people and those threatened with homelessness. The HRA, coupled with the governments Rough Sleeping Strategy, published in August 2018, places renewed emphasis on the work of Local Authorities in preventing and tackling homelessness and rough sleeping. We will review and implement a Homelessness and Rough Sleeping Prevention Strategy, setting out what action we will take to reduce the problem in our District and what we will do to prevent homelessness occurring.
Key Actions
- We will continue to support to the Better Homes Scheme and enforcement of energy efficiency standards
- We will analyse private sector stock condition to assess the true condition of housing across the District
- We will increase enforcement of poor standards in the private rented sector
- We will conduct a full review of HMOs across the District
- We will conduct a full HBC stock condition survey
- We will implement a revised Homelessness and Rough Sleeping Strategy

Summary of Planned Outcomes
- Reduction in fuel poverty across the District.
- Level of non-decent privately owned homes reduced by 5%
- Increase in enforcement notices served by 10% annually
- Continued suitability and standard of all HBC council properties, maintaining 100% decent homes standard.
- Increase percentage of successful homelessness interventions from 59% (Q1 18/19) to 75%.

Conditions for Growth: Digital Services

Introduction
Digital transformation in housing services is key to ensuring that our teams can provide efficient, customer focused housing services which are accessible, and provide value for money.

Offering customers the option to access services online reduces the amount of time they need to spend making requests or submitting information. And when successful, because of the number of people who will opt for digital services first, the experience is enhanced and the amount of time customers spend waiting if they do choose to use telephone or face-to-face services is reduced – increasing satisfaction all round.

We understand that digital is not an option for all of our customers and we will work to tackle digital exclusion in our communities in line with our corporate digital objective.

We will explore and implement the use of assistive technology and tele-health care in our housing stock and our independent living service. Use of this technology is recognised as providing an additional layer of essential support and a backstop that allows people to live independently, for their health to be more easily monitored and information shared between responsible agencies. This increased level of support is highly valued by older people, their relative and carers as well as fulfilling our responsibility as a responsible landlord.

The use of technology also expands from specialist housing into our general housing stock and there are opportunities to use SMART technology to provide both maintenance efficiencies and and home energy efficiencies for our residents. We will explore the opportunities and implementation of Smart solutions to improve the services we offer residents.
Key to digital transformation are the skills and equipment that our staff have. We will ensure that our staff have access to the technology which allows them to work whilst out in our communities

**Key Actions**
- We will make housing services available online
- We will tackle digital and social exclusion in our communities as part of the council’s digital strategy
- We will develop our use of assistive technology
- We will explore the use of SMART technology in our housing stock
- We will develop our staff to be agile/mobile, increasing community working

**Summary of Planned Outcomes**
- 100% housing services accessible online.
- 10% reduction in our residents who feel digitally excluded
- Business cases developed for the roll out of smart solutions within our housing stock by March 2020
- Mobile working rolled out to all Housing and Property staff by March 2022.

**Conditions for Growth: Commercial Services**

**Introduction**
A crucial challenge for local government currently is the need to design sustainable services which take advantage of commercial opportunities and deliver value for money whilst maintaining customer focus and expectation.

Commercialism isn’t just about making money, it’s about ensuring that our structures and processes are as lean as possible and that when opportunities arise we are in the best position possible to review and implement them.

Housing and Property Services offer many opportunities for income generation however, local competition, demand and markets mean that not every opportunity on paper is going to be successful. We have to be commercially minded and key to this is having the correct performance, financial and commercial data available upon which to make sound decisions and behind that, having the correct structures and skills necessary to make any venture successful.

With all this in mind, we have already made a start on our commercial journey. We have set up a Housing Company, which will initially deliver affordable housing units across the District with the potential to deliver other commercial services, subject to exploration of individual business cases.

**Key Actions**
- We will establish a Housing Company as a vehicle for housing provision
- We will establish a commercial lifeline and assistive technology service
- We will introduce a programme of continuous improvement and policy review
- We will explore further commercial opportunities in line with HBC’s Commercial Strategy

**Summary of Planned Outcomes**
- 40 housing units delivered by the Housing Company by 2024
- Commercial lifeline service established and generating income by March 2020  
- Increased income generation from commercial services  
- Continuous Improvement programme in place by September 2019 and savings identified by September 2020.

**Delivering, Monitoring and Reviewing the Strategy**

Given the challenging policy and financial environment it will be important to regularly review the priorities set out in this strategy to ensure they remain focused on the right areas. We must make the most of opportunities that present themselves, look to constantly innovate, think entrepreneurially and continue to direct the resources we have to where they are most needed.

**Promotion and Engagement**

Underpinning all of the outcomes detailed above is the need for us to actively engage with a wide range of people and to promote the District as an attractive place to develop, an excellent place to live and the council as a proactive, enabling housing authority and landlord.

We will review how we engage with Partners and Stakeholders on Housing matters and develop an engagement plan. We will also develop a communications plan to promote Harrogate as a place to live and develop alongside work with our tenant panels to ensure that residents feel involved in decisions about their homes and neighbourhoods and to measure resident satisfaction with our services through a bi-annual tenant satisfaction survey. We are committed to the council’s consultation principles and will develop our customer insight work to ensure that we know and deliver the best services for our tenants.

**Performance and Monitoring**

The accompanying Action Plan sets out what we hope to achieve and SMART targets. These actions and performance targets will form the basis of the Service Plans over the coming years as performance against target will be monitored via our corporate performance monitoring framework.

**Resources**

Delivery of the strategy will be reliant upon the council contributing its own resources, land assets and powers.

However, there are increasing opportunities for the council to access national funding pots, both independently and in partnership with others. The council should be proactive in its approach to such openings and continue to work with agencies such as Homes England to ensure that Harrogate’s reputation for delivering on funded programmes stands us in good stead for future consideration.

**Consultation**

In order to ensure that the development of this Strategy reflected the views, needs and priorities of our community and stakeholders, consultation was undertaken at various stages in its development.

**Methodology**

Consultation was undertaken through a range of methods…
• Housing Strategy Review Online Survey
• Tenant Representative Meeting
• Partnership and Engagement Meetings

The full outcome and analysis of the consultation responses is attached at Appendix B.

**Equality and Diversity**

We know that some types of households can have very different housing outcomes from others. This strategy shows how we will work towards tackling the disparities in outcomes for people where these are not a result of personal choice. We will work to actively remove the barriers some households face in accessing particular types of housing and the advice, information and support required to make informed housing choices.

This Strategy is aimed at improving housing services for all residents with housing or housing-related support needs. As such, no group in Harrogate should be adversely affected or disadvantaged as a result of the Strategy.

The Council is committed to equality and diversity issues and will comply with the requirements of the Equality Act 2010. An Equality Impact Assessment has been undertaken on this Strategy and can be found at Appendix E.

**Review**

At the time of writing this strategy there is significant policy shift from government, particularly around social housing regulation and Right to Buy and Housing Revenue Account finance regulations. As such, this strategy will be reviewed on an annual basis and will be subject to change based on national policy movement.
Housing and Health

Links between good quality housing and improved physical and mental health have been documented. The Marmot review\(^1\) into health inequalities in England demonstrated that the ‘broader determinants of health’ (local environment, housing, transport, employment and social interactions) can be significantly influenced by how local authorities deliver their core roles and functions. Poor health can affect an individual’s ability to access and maintain accommodation.

Poor housing conditions and a lack of housing-related support is associated with the following:

- Children and young adults living in poor housing conditions are up to 25% more likely to suffer from severe ill-health or disability than those in good quality housing;
- Homeless children are up to four times more likely than other children to have mental health problems\(^2\);
- Increased risk of cardiovascular disease and respiratory disease; and
- Increased risk of mental health problems such as anxiety and depression - mental health is frequently cited as a reason for tenancy breakdown and people with mental health problems are twice as likely to be unhappy with their housing.

Safe, healthy and accessible housing is essential in enabling older and disabled people to live independently.

The successful delivery of the Housing Strategy and close working with health colleagues, should contribute to reduced levels of health inequality within Harrogate. Life expectancy in Harrogate is lower than the national average and there are disparities between wards. For example, data shows people born in Woodfield live, on average, 4 years less than those born in the rest of the District.

Unsuitable accommodation also costs the NHS at least £2.5 billion a year nationally in treating people with illness directly linked to living in cold, damp and dangerous homes. Falls and fractures amongst the over 65’s is estimated to cost £2 billion according to the Royal College of Physicians.

Housing and Education

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\(^1\) Fair Society, Health Lives, 2010

\(^2\) Shelter, Chances of a lifetime: the impact of bad housing on children’s lives, 2006
Links can be made between housing conditions and levels of academic achievement:

Children who live in poor quality housing and overcrowded homes miss school more frequently due to illnesses and infections;

Homeless children are more likely to have behavioural problems, which affects academic achievement and relationships with peers and teachers;

Poor housing and homelessness can result in children finding it difficult to do their homework and struggling to concentrate and listen; and

Many children in homeless families have lower levels of academic achievement that cannot be explained by differences in their levels of ability.

Housing and Economy

The housing available in a community can contribute to the economic success of that community through:

The ability of a community to attract and retain people, especially wealth creators, and provide support for those who need it relies on good housing and attractive, inclusive neighbourhoods; and

Achieving the right housing offer, including executive, family and affordable housing, is vital in attracting and retaining skilled people, which will in turn encourage inward investment.

The long-term health problems and low educational attainment that are associated with poor quality housing increase the likelihood of a person being unemployed or working in a low-paid job.

On 30 April 2018 the National Housing Federation published new research which reveals “the staggering numbers of ‘hidden’ baby boomers that have been hit by the housing crisis”. The findings show that in the last year more than two-fifths (44%) of private renters in England aged 50 and over – almost 500,000 people – were forced to make potentially drastic decisions to cover the cost of their rent, including borrowing money from their own children, taking out loans and cutting down on food and heating. A quarter (25%) of those aged 50 plus – around 52,000 people – who moved house in the last three years have been forced to do so against their will. The research, which includes a YouGov poll of 3,935 people in England aged 50 and over, shows that in order to pay their rent in the last 12 months: more than one in ten (12%) private renters – around 130,000 people – have borrowed money from family and friends; around 40,000 people (3%) have borrowed money from their own children; at least 194,000 (17%) private renters have had to cut down on food and heating; and at least 113,000 (10%) have had to take out a loan, use their overdraft, or use a credit card.

National Policy Context

This Strategy has been developed at a time of significant change. National housing policy is changing fast and at a scale that we have never seen for some time. Reforms in national housing and welfare policies are resulting in substantial changes within the housing sector. Some of these legislative changes are currently in flux, which is creating uncertainty on the potential impact and is making it difficult in planning our response.
Emerging National Housing and Related Policies

The **Social Housing Green Paper**, including proposed changes to **Right to Buy** published in August 2018 “aims to rebalance the relationship between tenants and landlords, tackle stigma and ensure that social housing can be both a safety net and springboard into home ownership”

The Right to Buy element sets out proposals “to make it easier for councils to replace properties sold under Right to Buy and build the affordable homes their communities need”, potentially extending the amount of time Local Authorities have to spend right to buy receipts and allowing further flexibilities on the use of receipts to provide additional social housing units.

These publications, furthered by the October 2018 announcement that the Housing Revenue Account borrowing cap will be removed gives authorities some indication of the role Government is allocating to Local Authorities in delivering affordable housing.

The Housing White Paper, Fixing our broken housing market published in February 2017 proposed a number of changes to reshape the approach to house building and increase housing supply. These include; making it simpler for councils to put Local Plans in place ensuring sufficient land it allocated to meet housing needs, increasing certainty to support developers to build homes faster, diversifying the market by actively supporting more types of small and medium-sized builders to accelerate construction and helping people to buy their own home through a variety of financial products.

The Homelessness Reduction Act 2017 will wholly change the way councils work with homeless people and those threatened with homelessness. It requires councils to seek to prevent homelessness by engaging and working with those households threatened with homelessness 56 days in advance of the date on which they are expected to become homeless (28 days earlier than under the previous legislation). It also requires the provision of tailored advisory services to specified groups including (but not limited to) people leaving prison, young people leaving care, people leaving armed forces, people leaving hospital, people with a learning disability and people receiving mental health services in the community. The Act sets out that councils must assess and develop an agreed Personalised Housing Plan during the initial presentation to the service. In addition, they must help relieve homelessness where prevention has not been an option or successful for a period of 56 days (before any decision on the main homelessness duty) by taking reasonable steps to help those who are eligible for assistance to secure accommodation for at least six months. The Act dissolves the local connections rules at the prevention stage apart from a duty to provide care leavers with accommodation (under the Children Act 1989) to the age of 21.

The 2014 Care Act makes explicit the need for integration of housing along with health and care by including a ‘duty to cooperate’ and stating that “the provision of housing accommodation is a health-related provision”. It also sets out how people’s care and support needs should be met and introduces the right to an assessment for anyone, including carers and self-funders, in need of support. The act’s ‘wellbeing principle’ spells out a local authority’s duty to ensure people’s wellbeing is at the centre of all it does, including the suitability of one’s accommodation.

The Children and Social Work Act 2017, introduces a new duty on local authorities to publish a local offer for care leavers which should include reference to the offer from the local authority with regards to accommodation and wider support.
Welfare Reforms continue to present challenges for residents and Registered Providers. Changes that have already been implemented include: a reduction in the Benefit Cap to £20,000 for families and £13,400 a year for single people, the Under-Occupancy Charge that limits the Housing Benefit entitlement for claimants who are deemed to have one or more spare rooms. Universal Credit has been rolled out fully in Trafford and from April 2019 Housing Benefit will be moving to the Local Housing Allowance rate. Changes to Universal Credit, including scrapping the seven-day waiting period at the beginning of a claim, making a full month’s advance available within five days of making a claim and allowing claimants on housing benefit to continue claiming for two weeks, will help to soften the impact on claimant.

The Autumn Statement 2017 introduced new capital funding, guarantee and loan-based funding of £15.3 billion to support a commitment to provide 300,000 new homes per year by the mid-2020s. In addition, councils will secure extra borrowing capacity in high demand areas to build new affordable homes. Stamp duty has been scrapped on the first £300,000 for first-time buyers (on properties worth up to £500,000). It also announced a review to look at land banking, including considering compulsory purchase powers. The Statement also announced the increase of the empty property premium to 200% after 2 years, another tool in our arsenal tackling empty properties.

Since the Grenfell Tower Fire tragedy in June 2017, there has been a new focus on safety and listening to residents. It is likely that as a result of the Grenfell Inquiry there will be implications for social housing providers.

Additionally, the profile of housing has increased and was solidified with the renaming of the Department of Communities and Local Government to the Ministry of Housing, Communities and Local Government.

Sub-Regional Context

**NYYER Housing Strategy**

In May 2015 the North Yorkshire, York and East Riding Housing Strategy 2015-21 was agreed, identifying the 6 housing issues to be addressed across the sub-region:

- Supply and the affordability of homes,
- Our Geography,
- Changing Demography,
- Quality of our Housing Stock,
- Homelessness,
- Vulnerable Households and Specific Needs Groups

The HBC strategy aims to address each of these issues, in the context of how they affect our District.

**York, North Yorkshire and East Riding Strategic Economic Plan**

The YNYER LEP Economic Plan 2014 recognised the struggle the Harrogate District faces in terms of land released for housing and the infrastructure demands which must be met in order for growth to occur. The Partnership commissioned a special piece of work, working alongside the YNYER Housing Board’ The Contribution of Housing to Economic Growth in the York, North Yorkshire and East Riding LEP area, 16 December 2013 which highlighted these issues alongside their impact on sustainable economic growth in the area.
Leeds City Region Strategic Economic Plan (2016-2036)

A refreshed Strategic Economic Plan (SEP) was approved in May 2016 and sets out the priorities to deliver the growth agenda across the Leeds City Region. A key priority of the SEP is to increase house building across the City Region not only to deliver homes but also support economic growth and employment opportunities. Harrogate is not identified in the SEP as one of the housing growth areas but actions identified in the SEP to accelerate the pace and rate of house building across the region are relevant for the preparation of the Local Plan.

• Accelerate delivery of new homes in spatial priority areas in balanced and sustainable communities

• Deliver affordable home ownership options and sufficient supply of affordable rented homes

• Enhance support for SMEs in construction, including promoting an increase in self-build, custom build and modular homes delivery

• Explore models and options to influence the direct delivery of housing

• Improve the energy performance of housing to address fuel poverty and health impacts

Appendix D – Evidence Base

20180216-lga_research_report_housing_health_and_wellbeing_in_your_area-lga_research.pdf

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Housing Strategy Review

This report was generated on 27/08/19. Overall 32 respondents completed this questionnaire. The report has been filtered to show the responses for 'All Respondents'.

The following charts are restricted to the top 12 codes. Lists are restricted to the most recent 100 rows.

**To what extent do you agree or disagree with the vision of the strategy?**

- Agree (12) 39%
- Strongly Agree (10) 32%
- Neither Agree nor Disagree (3) 10%
- Disagree (3) 10%
- Strongly Disagree (3) 10%
- No Answer (-)

**If disagree, please explain how you would amend the vision to reflect your views:**

There are far too many houses being built that are unaffordable. There is no infrastructure to support all the new houses either or services, both public and private. There is no regard to safeguarding green space.

The vision is just words as there has persistently been insufficient access to affordable housing in the areas where there is relevant employment, i.e. housing is too expensive where much of the entry level work is. While the aspiration is great, the reality is it's a unicorn.

We don't have the infrastructure for ANY more houses

I don't think you can influence all these things. Your hands are not on the levers of power so I think the aims are unrealistic.

there need to be home to rent on a low rent in line council rents not what call affordable

HBC are ignorant to the fact that there is no affordable housing available to Harrogate residents. New build properties - ever with "help to buy" are circa £300k and the "first time buyers" will have many years of renting and mortgage to pay off.

The pace that you are building is far to excessive. It is not meeting the needs of those that work or live in Knaresborough if it was, more affordable housing would be built instead of houses above on average £300K plus. Residents cannot build secure and healthy lives when there are a lack of school places and medical and dental facilities. This is not a strategy about local people but all about money that HBC can take off people.
The draft strategy has been prepared with the following strategic aims, to what extent do you agree with each of the aims? (Accelerating delivery of housing units across all tenures and locations)

- Strongly Agree (8): 26%
- Agree (8): 26%
- Strongly Disagree (6): 19%
- Disagree (5): 16%
- Neither Agree nor Disagree (4): 13%
- Not Known (-)

The draft strategy has been prepared with the following strategic aims, to what extent do you agree with each of the aims? (Maximising use of existing assets)

- Strongly Agree (17): 55%
- Agree (9): 29%
- Neither Agree nor Disagree (2): 7%
- Strongly Disagree (2): 7%
- Disagree (1): 3%
- Not Known (-)

The draft strategy has been prepared with the following strategic aims, to what extent do you agree with each of the aims? (Improving housing standards across all tenures)

- Strongly Agree (13): 43%
- Agree (13): 43%
- Disagree (2): 7%
- Neither Agree nor Disagree (1): 3%
- Strongly Disagree (1): 3%
- Not Known (-)
If disagree please explain why you disagree with this being an aim of the strategy?

I agree with the headline for each aim but have specific feedback on some elements as follows. The strategy needs to support communities and groups who wish to help solve their own housing needs - this can be done using community led housing (CLH) approaches. HBC is already promoting and supporting CLH but it does not feature anywhere in the housing strategy - yet empowering and enabling keen communities who wish to build is a win for housing number and the local people.

I would signpost you to the LPA guide for CLH which gives lots of helpful tips for ensuring strategies and policies support CLH - https://communityfirstyorkshire.org.uk/plannersguide/wp-content/uploads/2019/07/190709-Planners-Guide-to-CLH-FINAL.pdf I would like to see in theme 1 CLH mentioned as part of the overall approach to the new settlement - it might not increase planned numbers of affordable units but it would create a sustainable income for the existing community and also be a way of opening a more constructive dialogue with communities opposing the development i.e. if some affordable housing was built and owned by the community for local residents of nearby villages only. In addition theme one, last action bullet point should specifically refer to technologies being used that will reduce fuel poverty. And outcomes should have a target for number of CLH units supported and built. Theme two - I would like to see some reference to CLH as a possible approach for bringing some empty properties back int

Too many houses the town is becoming swamped.

Housing is being built too quickly, without regard to infrastructure, or traffic congestion.

The impression is that Developers rule the roost and HBC dictates very little

Housing needs to be linked with employment so it cannot be everywhere in a manner that puts housing everywhere, i.e. where there are no social assets such as schooling, healthcare, social care, sports and employment, and it needs to understand the environmental impacts of the change of use of land and the impacts of additional cars etc.

We don't have the infrastructure for ANY more houses

there is too much housebuilding and most of it in unsuitable places with no real planning or infrastructure creation

More thought is required to correctly identify the tenures required, not all are suffering equally.

Location is key, keep housing near employment for those who need to save their money for other things than travel.

The real need for new housing seems to be less than the publicised level. Not enough use is made of brown field sites. Housing standards are good and do not need major improvement

Over development - too many new building sites - Harlow Hill, Skipton Rd, Killinghall. Present services cannot cope with all this new development. Roads unable to take present weight of traffic let alone the increase of traffic from new housing - hospital not being enlarged to cope with growing population, local GP's & schools not able to take more patients/pupils.

Affordable properties for local residents need to be created for home purchase

We feel there is a real need for more social housing for rent and we'd like to see this more clearly recognised in the strategy

The aim of the strategy is at the detriment to the living standards of people currently living in Knaresborough. You are destroying the environment by building on green fields, destroying the habitat of wildlife and increasing pollution within the area.

In your view, are there any other actions or outcomes that Harrogate Borough Council should be pursuing in order to achieve the vision or aims of the strategy?

Please see Q4. I would like to see action mentioned about your existing work to support CLH and planned actions to support more communities think about solving their own planning needs. I would really love to see a specific action around making some of the land at the new settlement available for neighbouring villages to build affordable homes for their own residents.I am always happy to talk more about CLH and community support - leah.swain@communityfirstyorkshire.org.uk
Housing Strategy Review

In your view, are there any other actions or outcomes that Harrogate Borough Council should be pursuing in order to achieve the vision or aims of the strategy?

More support for sheltering homeless people. Moving off the streets and encouraged into community support work to earn shelter perhaps. Begging and sleeping rough should be preventable. But rewarding those who give back with shelter and food to encourage a better system and desire for quality of life.

More affordable housing on the housing estates that are already being built.

More areas should be made traffic free, and more cycle paths provided.

Make sure empty properties and premises are filled. You set up an HBC property development company so get out there and develop & help boost the local economy that way.

Employment must be linked into the housing plan, otherwise it is simply housing for housing sake's. Without employment you do not get sustainable and thriving communities. In addition, environmental impacts are fundamental to understanding how a community can be sustainable and thriving - the environmental aspects are ignored in the vision and the actions of the council; sustainability is not the same are good for the environment.

Appeal to people with under occupied homes to take in and look after a homeless person, in much the same way as advertising for foster homes

produce a high quality environment into which the housing is built. Lets have cycle paths, green space, decent roads etc...

Better interaction with communities, we live in the areas and so should have a louder voice.

This may already be part of maximising existing units but wilful non use of precious housing must be stopped. Compulsory purchase at current market rates must be considered.

Establish true demand for housing.

Identify long-term closed-up domestic/commercial properties for housing use .

make homes the right sizes 2-3 bedroom some were for children to play

The houses available for younger people and working people to buy are in short supply.

Reduce the new building sites.

Affordable housing is vital for young people to be able to afford to live here.

Award more priority to availability of social housing and housing for the elderly

A return to traditional council owned tenancies rather than private landlords with HBC adopting a property as investment portfolio as well as supporting the development of council owned housing to be available for the most needy within the region

Even more co-operation and partnership working with other organisations to deliver this strategy. We would like to see planning more responsive to the strategy and being open minded to proposals for more rented accommodation.

HBC should focus building houses on sites that do not have an impact on the environment and local residents health. You should only build the amount of houses that is sustainable to the environment and local infrastructure.

Do you have any other comments about the draft Housing Strategy 2018-24 that you would like us to take into account when preparing the final strategy for adoption?

No

Taking on vacant aged properties and rebuilding, rather than building new ones on plots of land that make Harrogate a green area is better in my opinion.

As in the reply to Q4.

It needs a more determined and explicit commitment to carbon reduction. The levels of 2.7% are too low to meet the needs of the current climate emergency.
Do you have any other comments about the draft Housing Strategy 2019-24 that you would like us to take into account when preparing the final strategy for adoption?

Build smaller houses so people can downsize, also make some very affordable properties for Harrogate residents only who have been forced out of the local market. With all these houses being built in the area, can our roads deal with all the extra cars and people? One size does not fit all, different approaches are needed for different shortages and areas. A realistic measure of what is ‘affordable’ must be done.

Additional housing must be accompanied by appropriate levels of infrastructure in terms of (environmentally robust) transport, education, medical support and minimal impact on existing residents. Disperse the homeless into suitable communities rather than hostels.

I prefer to keep green fields green rather than full of houses. Existing properties either houses or industrial should be utilised before filling the fields. HBC should build their own housing estate via their own monies and use these as rental to gain ROI from council tenants and young families seeking a high quality property experience.

We would want to see the Council making more of its new build available on social rent; changes in Government policy means that local authorities can now do this with new build funded by Homes England. Drastically reduce the amount of houses that you intend to build before you destroy the wildlife and irreversible damage to the environment.

To what extent do you agree or disagree with the vision of the strategy?

<table>
<thead>
<tr>
<th>Agreement Level</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agree (16)</td>
<td>53%</td>
</tr>
<tr>
<td>Strongly Agree (12)</td>
<td>40%</td>
</tr>
<tr>
<td>Neither Agree nor Disagree (1)</td>
<td>3%</td>
</tr>
<tr>
<td>Disagree (1)</td>
<td>3%</td>
</tr>
<tr>
<td>Strongly Disagree (-)</td>
<td></td>
</tr>
<tr>
<td>No answer (-)</td>
<td></td>
</tr>
</tbody>
</table>
Dear Ann,

Harrogate Housing Strategy 2019 – 2024

Thank you for consulting North Yorkshire County Council on the draft Housing Strategy.

We welcome the desire to maintain an up to date Strategy for the Borough. This is an important tool in supporting our shared ambitions for growth, and will assist in achieving one of the County Council’s priorities of creating high quality places and increased housing provision.

Officers from relevant service areas have reviewed the draft Strategy. It is considered to be a generally positive approach, and we particularly welcome the theme of accelerating housing delivery.

We believe that there are opportunities to further enhance the Strategy, and would offer the following suggestions for your consideration:

Further explanation on the reasons for low rates of housing delivery and how the outstanding planning pipeline is to be addressed would be helpful.

There is opportunity to promote greater use of small sites to attract SME local builders to increase rates of delivery and diversity in the market.

More could be made of the principle of partnering with other public sector land holders to bring forward development in accordance with the Local Plan. This includes liaising with the County Council on the Strategic Land and Asset Review.

It will be important to ensure effective collaboration is maintained with the County Council where it has a statutory function for infrastructure such as roads and schools that can help to unlock sites.

At present the draft Strategy doesn’t fully recognise the role and value of Extra Care housing. There is opportunity to enhance reference to the role that the County Council’s Health and Adult Service plays in housing support services and how through effective collaboration we can jointly seek to address needs.

The Strategy does not particularly addresses the issues of an ageing population and the inflows of older people into Harrogate that drives a lot of our unit cost. The rapidly rising cost of care in Harrogate not only impacts on the County’s Health and Adult Services budgets, but also affects people on lower incomes who need care within the Borough. As the population ages
dementia rates will increase. A commitment to flexible designs and dementia friendly standards or highlighting the need for dementia specialist accommodation is required. The County Council is getting involved in the market to try and address some of the issues, however, it would be helpful to see a matching commitment from a planning perspective.

We believe that the approach to adapting homes for older people needs careful consideration to ensure that it is appropriately balanced and holistic. Older people are often in what were family homes that are now significantly under occupied and often inherently unsuitable for people with mobility issues. At present there appears to be a gap between meeting the needs of elderly residents and the ambition to address under occupancy. It would therefore be beneficial for the Strategy to consider a transitional approach to increasing the supply of accessible or age friendly housing such as bungalows. Whilst the commercial attractiveness of bungalows to developers may be limited at present, the Strategy can help to positively influence the market by defining the ambition and direction of travel required to meet local needs.

More should be done to recognise the housing needs of key workers such as teachers and those in the care sector, some of whom may only be earning £10 per hour. Affordable housing is required in locations that will enable effective service delivery, for example within walking distance of people needing care.

Wherever possible we would encourage an integrated approach with the County Council’s services to help avoid any duplication and enhance service delivery. For example, we have a very successful Assistive Technology contract which HBC is able to access.

These comments have been endorsed by the County Council’s Executive portfolio holders for Business and Environmental Services.

We remain open to continuing to collaborate with the Borough Council on the Housing Strategy as it is progressed.

Yours sincerely,

Matt O’Neill
Assistant Director
Growth, Planning & Trading Standards
Accelerated delivery of all housing, across all tenures and locations

We will promote the use of discretionary DFG's to provide moving assistance, enabling private rented tenants/owner occupiers to move to more suitable accommodation.

We will manage the development of housing at Council owned sites

We will carry out a full review of fees and charges across Housing and Property (Including immigration visits, civil penalties, HMO licensing, energy regulations, leaseholders, RTB deposit, viability appraisals, RP contributions)

We will monitor and maintain the new sites pipeline

We will review the rent in advance bond scheme

We will review our approach to empty property management.

We will review the effectiveness of the SAFE model in helping to secure housing.

We will develop our staff to be agile/mobile, increasing 'community' working

We will explore use of GIS/Open data for improving customer information ie. Waiting List Map

We will conduct a tenant/leaseholder satisfaction survey

We will explore further commercial opportunities, property maintenance, removals, safety checks, other traded services, staff expertise, letting agency

We will focus on building relationships with key partners to enable housing delivery ie. Homes England, Developers

We will make use of Right to Buy receipts to provide affordable rented units

We will ensure that wherever we have influence, apprenticeships are provided as part of housing development

We will carry out a Strategic Land and Asset Review of all council owned assets including identifying opportunities to provide housing units

We will carry out analysis of Private Sector Stock Condition to assess the true condition of housing in the district.

We will review our approach to empty property management.

We will review the use of community resources in providing housing

We will conduct a tenant satisfaction survey

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Appendix B – Consultation Analysis
Harrogate Borough Council Housing Strategy 2019-2024

Consultation

The views of our residents, partners and stakeholders are very important. All comments received from the consultation were considered as part of the development of the draft strategy before they were submitted to Council for final approval.

The Draft Housing Strategy was subject to consultation between 26th June 2019 and 23rd August 2019. This report identifies and summarises the key issues and/or matters raised from the consultation as well as providing a council response to whether the issue results in proposed modifications to the strategy through clarification or rewording.

Residents, tenants, officers, key partners and stakeholders were all involved in the consultation. It consisted of an online survey, Appendix 1, featuring prominently on the council’s website with a link to the strategy, Partnership/Engagement Meetings and a Tenants Representatives Panel workshop.

The online survey received 32 responses in total, Appendix 2, with a formal response received direct from NYCC, Appendix 3. It was well publicised through the council’s social media channels and through directly emailing key partners and stakeholders.

Specifically, we asked for views on each of the strategic aims of the draft strategy and whether people agreed or disagreed with each aim. There were also open-ended, free text boxes which allowed respondents to add additional comments to each theme.

Housing Strategy Online Survey Responses

Overall there was support for the overarching strategic aims, with a relatively high 71% in support of the housing vision. 52% supported accelerating delivery of housing units across all tenures and locations. 84% supported maximising use of existing assets, with 86% support for improving housing standards across all tenures.

Most of the free text responses reflected the themes that are already central in the strategy. For example, concerns were raised about affordability of housing, with respondents stressing the need for affordable properties for local residents and maximising existing units by making sure empty properties are filled.
Additionally, many comments show concerns about infrastructure levels given the extent of additional housing to the district.

Some of the key themes arising from consultation feedback include:

- Supporting people to access good quality, affordable housing across all types of tenure;
- Proving more affordable housing for Harrogate residents;
- Making use of empty homes;
- Investing in communities and neighbourhoods.

NYCC reviewed the strategy as a generally positive approach and particularly welcomed the theme of accelerating housing delivery. Many of their comments required a local plan/housing delivery input.

**Amendments to the Draft Housing Strategy**

There were areas of suggestion that have been fed into the final strategy at various stages. Key issues raised, responses and amendments to the strategy are documented in the table below:

<table>
<thead>
<tr>
<th>Key Issue/suggested modifications</th>
<th>HBC Response</th>
<th>Amendment to the strategy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Carbon reduction</td>
<td>The Council adopted a carbon reduction strategy in 2018 to continue the reduction in carbon emissions from the council’s own operations and support carbon emission reductions in the district as a whole, and notes that the carbon emissions from council operations have reduced by 16% since 2013 but now need to aim to achieve zero.</td>
<td>Page 12 within Strategic Theme Three add new paragraph (new text underlined): Over a third of all CO2 emissions come from the homes we live in. We must ensure new homes built meet high environmental standards. The council supports measures to address the climate emergency as outlined by the UN Intergovernmental Panel on Climate Change, and we have adopted a Carbon Reduction Strategy with the aim of achieving net zero carbon emissions by 2038 As part of the strategy we have established a climate change coalition for the Harrogate District, bringing together businesses, environmental groups and politicians to promote carbon neutrality. Under the priority area of domestic energy efficiency, our carbon reduction strategy is to promote home energy efficiency via our separate Home Energy Conservation Act action plan, make the most of available funding to help retrofit housing within the district and ensure that council housing is as energy efficient as possible.</td>
</tr>
<tr>
<td>- A more determined and explicit commitment to carbon reduction. The levels of 2.7% are too low to meet the needs of the current climate emergency. - Regarding code for sustainable homes, is that reference up to date?</td>
<td>In the notice of motion one of the specific actions was to investigate how to ensure that existing and future homes achieve the “highest possible energy efficiency standards”. What this will look like in practice is not stated, so there’s an action in the revised plan saying we will “investigate opportunities for further energy efficiency measures within the council’s existing and new housing stock”. Agreed wording needs to change to reflect this.</td>
<td></td>
</tr>
</tbody>
</table>
No mention of carbon reduction (Notice of Motion)

This Council supports measures to address the climate emergency as outlined by the UN Intergovernmental Panel on Climate Change and now needs to aim to achieve zero by 2030.

New Council homes will be built to the highest possible energy efficiency standards (determined on a case-by-case basis). Newly built homes will always represent a small proportion of the overall housing stock, so it’s important to ensure existing homes are well maintained so they can continue to serve the district’s housing needs well into the future. We must seek to promote and support measures that make existing homes more environmentally sustainable, working with partners delivering the Better Homes Scheme we will ensure that homes in our worst affected areas are offered energy saving measures, reducing fuel poverty and the negative effects of poorly insulated homes on health and wellbeing.

**Community Led Housing**

- The strategy needs to support communities and groups who wish to help solve their own housing needs through Community Led Housing approaches.

- Include a target for number of CLH units supported and built in the summary of planned outcomes.

- CLH housing should be mentioned as part of the overall approach to the new settlement DPD. With specific action around making some of the land at the new settlement.

HBC is promoting and supporting Community Led Housing and it is appropriate to make reference to the fund.

The council will promote and support CLH where they can and a target is included within the Housing Strategy Delivery Plan.

It is not the role of the housing strategy to stipulate this. The New Settlement Development Plan Document (DPD) will set out detailed policy requirements for the development, including the overall mix and types of housing. This DPD will be produced in consultation with key stakeholders and the local community. The emerging Local

Page 9 within Strategic Theme one add new paragraph (new text underlined):

‘The council supports Community Led Housing and is actively engaged in its delivery. The Community Led Housing fund is intended to promote community led housing in the district, i.e. affordable homes developed by local communities for local communities. It should help local people to play a leading and lasting role in solving local housing problems, creating genuinely affordable homes and strong communities in ways that are difficult to achieve through mainstream housing.’

No amendment
available for neighbouring villages to build affordable homes for their own residents. | Plan also contains a policy that requires self and custom build housing on strategic sites (Draft Policy HS3) so it is expected that self and custom build plots will be provided within the New Settlement. | Page 10 after empty homes information added text ‘with the option for Community Led Housing groups to return these properties to use.’ |

**Empty homes** | **Empty homes** |
---|---|
-Can we reference to CLH as a possible approach for bringing some empty properties back in. | Agreed reference should be made to CLH in the Empty homes narrative. |

-Accelerate delivery of affordable housing units across all tenures | This is central to theme one with a target set of 208 affordable housing units, delivered per year | No amendment |

-Establish true demand for housing | Evidence base to support the need for housing in the district comes from

- [Housing Background Paper Update](#)
- [Housing and Economic Development Needs Assessment (HEDNA)](#) | No amendment |

-No affordable housing available to Harrogate residents | All housing developments that meet the thresholds set out in PolicyHS2 in the emerging Local Plan will be expected to make affordable housing provision, the definition of which includes social rented as well as other affordable tenures. | No amendment |

-A realistic measure of what’s ‘affordable’ must be done | The emerging Local Plan seeks to deliver a range of house types that reflect and respond to identified housing needs. Draft policy HS1 outlines a range of evidence sources that will be used in negotiating the overall mix of housing. | No amendment |

**Size of planned housing** | **Size of planned housing** |
---|---|
-Build smaller properties. | The emerging Local Plan seeks to deliver a range of house types that reflect and respond to identified housing needs. Draft policy HS1 outlines a range of evidence sources that will be used in negotiating the overall mix of housing. |

-Make homes the right sizes 2-3 bedroom somewhere for children to play | | |

-Affordable rent mentioned when should be social rent. | Agreed. At the time of writing the strategy we were an affordable rent area. | Amend wording page 9 (new text underlined): In 2015 Harrogate Borough Council began a programme of housing development, creating new build housing for social rent and shared ownership.’
-Clarity needed around ‘all tenures’. Specified on page 9

Agreed.

Page 9 (new text underlined):
We will expand our in-house new build programme across all tenures on council owned and acquired land.

Amended paragraph on page 9 to read ‘We will take a proactive role and will expand our new build programme as opportunities are presented.’

| -It needs to understand the environmental impacts of the change of use of land and the impacts of additional cars | The growth strategy outlined in the emerging Local Plan seeks to focus growth in main settlements and those within key public transport corridors. The housing strategy supports this strategy and our community. Environmental impacts were fully considered throughout the development of the plan and these environmental assessments informed the final sites selected. | No amendment |

| -Employment must be linked to the housing plan | Addressed through the emerging Local Plan and The Council’s Economic Growth Strategy | No amendment |

| -The impression is that Developers rule the roost and HBC dictates very little | There are planning obligations and agreements made between developers and the Council. The Council looks to work proactively with developers. | No amendment |

| -Better interaction with communities | The council is committed to The Community Engagement Strategy. | No amendment |

| -There is no infrastructure to support all the new houses | The Council has been working with infrastructure providers and others to assess the quality and capacity of existing infrastructure and the Infrastructure Delivery Plan provides detail on the infrastructure needed to support the growth outlined in the Local Plan and Housing Strategy. | No amendment |

| -Not enough use is made of brown field sites. | It is not the role of the housing strategy to stipulate the use of brown field sites. The Council publishes a Brownfield Land Register: which shows available brownfield land across the district and details which sites have been granted permission (or are in the planning process) as well as broad details of the land’s ownership and site capacity. It demonstrates that the majority of sites already have planning permission or are included as a housing allocation in the draft Local Plan. | No amendment |
Further explanation on the reasons for low rates of housing delivery and how the outstanding planning pipeline is to be addressed

The Council acknowledges that delivery rates have historically been low. Completion rates have increased significantly in the last few years (598 dwellings in 2017/18 and 659 dwellings in 2018/19) but the Council is now working with developers and partners to ensure the delivery of the sites within the pipeline, along with associated infrastructure.

Promote greater use of small sites to attract SME local builders – to increase rates of delivery and diversity in the market

The council acknowledges that small sites form an important part of the district’s housing supply and that attracting SMEs/Local builders will have wider economic benefit. The Council’s housing delivery team will exploring ways to bring these sites forward.

Ageing Population

The strategy does not fully recognise the role and value of Extra Care Housing. There is an opportunity to enhance reference to the role that the County Council plays in housing support services.

Agreed. We do recognise the role and value of Extra Care Housing. NYCC lead on the provision of “affordable” Extra Care Housing in the district and over a number of years have commissioned schemes in Ripon (Sunnyfield Lodge), Knaresborough (Hill View Manor) and most recently earlier this year in Harrogate (The Cuttings).

The strategy does not address the issues of an ageing population and the impact of care costs on the County Council’s Health and Adult Services and those with lower incomes who need care.

The strategy does recognises there is a significant older population living in Harrogate and this is only set to rise in the future. There is a summary of planned outcomes on page 11 that sets to increase the number of residents enabled to remain independent in their own home through take up for independent living assistance. However more could be said on the impact of care costs.

A commitment to flexible designs and dementia friendly standards or highlighting the need for dementia specialist accommodation is required.

Agreed. Harrogate Borough Council has recently become a signatory to the Alzheimer’s Society’s ‘Dementia Friendly Housing Charter’ and has prepared an action plan identifying work necessary to meet the various commitments in the Charter.
Adapting homes for older people needs careful consideration. The strategy should consider a transitional approach to increasing the supply of accessible or age-friendly housing bungalows.

- Implementation of a programme of training for all staff in dementia awareness
- The development of a service referral pathway to be used with customers who may be living with dementia or who have friends or relatives who are doing so
- The appointment of ‘dementia champions’ in each team within the housing department who will be the ‘go to’ person for staff who have a dementia related query and will take the lead in using the service referral pathway
- Assessment of our sheltered schemes to identify measures we can incorporate during ongoing repair and maintenance programmes to ensure the buildings are easier to navigate / more generally conducive to the needs of those living with dementia or other similar illnesses

The strategy includes an aim to improving ability of people to remain independent in current home this will be implemented through DFG’s. This is supported through the emerging Local Plan Policies which require a proportion of accessible and adaptable homes to be provided on larger sites (Draft Policies HS1 and HS2).

More should be done to recognise the needs of key workers such as teachers and those in the care sector. Affordable housing is required in locations that will enable effective service delivery. Agree. Affordable housing is required in locations that will enable effective service delivery and where possible this will be implemented through the emerging Local Plan.

<table>
<thead>
<tr>
<th></th>
<th>i. Implementation of a programme of training for all staff in dementia awareness</th>
<th>ii. The development of a service referral pathway to be used with customers who may be living with dementia or who have friends or relatives who are doing so</th>
<th>iii. The appointment of ‘dementia champions’ in each team within the housing department who will be the ‘go to’ person for staff who have a dementia related query and will take the lead in using the service referral pathway</th>
<th>iv. Assessment of our sheltered schemes to identify measures we can incorporate during ongoing repair and maintenance programmes to ensure the buildings are easier to navigate / more generally conducive to the needs of those living with dementia or other similar illnesses</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
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<td></td>
<td></td>
<td>Agreed. Affordable housing is required in locations that will enable effective service delivery and where possible this will be implemented through the emerging Local Plan.</td>
</tr>
</tbody>
</table>
Encourage an integrated approach with the County Council’s services.  

Agreed. Partnership working is a section within the housing strategy.  

No amendment

Appendix 1

Housing Strategies Consultation Document

To develop and publish a Housing Strategy is no longer a statutory duty local authorities. However, it is important that the Council has a document which clearly states its housing ambitions and goals for the future.

The purpose of the strategy is to confirm to; council, residents, partners, staff, tenants, developers and peers, the council’s approach to delivery of housing and housing services and its priorities and objectives over the next 5 years.

The revised Strategy incorporates the Council’s approach to housing delivery, development, private sector renewal, social housing allocations and neighbourhood services, which were all in need of updating and has been developed alongside our Housing Delivery Action Plan, Empty Homes Strategy and Homelessness and Rough Sleeping Strategy. This will enable the Council and its partners to monitor and manage its strategic functions through the delivery of a single Housing Strategy for Harrogate, working together to meet the housing needs and aspirations of Harrogate Borough Council, its partners and its residents.

In order to deliver on the strategy’s vision a number of actions have been identified and will be packaged underneath the following themes, which have been developed to focus delivery of the strategy:

Accelerating delivery of housing units across all tenures and locations

- Taking a proactive role in the planning and development of housing units across the district, ensuring the appropriate housing mix. Using our resource and influence to support developers and registered providers to deliver new homes as well as delivering new build housing directly.

Maximizing use of existing assets

- Reviewing and addressing opportunities to bring property back into use for housing purposes, including empty homes and under occupation, using our own land and assets to promote direct delivery of housing units.

Improving housing standards across all tenures

- Using our enforcement powers and advice services to ensure that all housing in the district is safe and decent. Ensuring that the housing needs identified within the Local Plan are delivered.

1. The draft strategy has been prepared with the following vision:

*Harrogate district to be a place where housing delivery is at a pace which meets the needs of those who live and work within it; where people have access to affordable and high-quality homes; enabling residents to build secure and healthy lives within sustainable and thriving communities.*

To what extent do you agree or disagree with the vision of the strategy?

Strongly Agree    Agree    Neither Agree nor Disagree    Disagree    Strongly Disagree    No Answer
1. a – if disagree - please explain how you would amend the vision to reflect your views.

2. The draft strategy has been prepared with the following strategic aims:

   To what extent do you agree or disagree with each of the aims?

<table>
<thead>
<tr>
<th></th>
<th>S/A</th>
<th>A</th>
<th>N</th>
<th>D</th>
<th>S/D</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Accelerating delivery of housing units across all tenures and locations</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>b. Maximising use of existing assets</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>c. Improving housing standards across all tenures</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

3. – if disagree – please explain why you disagree with this being an aim of the strategy?

   a. Free Text.

   b. Free Text.

   c. Free Text.

4. In your view, are there any other actions or outcomes that Harrogate Borough Council should be pursuing in order to achieve the vision or aims of the strategy?

   Free Text.

5. Do you have any other comments about the draft Housing Strategy 2019-24 that you would like us to take into account when preparing the final strategy for adoption?

   Free Text.

   Appendix 2 – Public Survey Responses

   Appendix 3 – NYCC Response
Equality Impact Analysis

The equality impact analysis (EIA) process ensures that we do not disadvantage customers and staff who have Protected Characteristics (https://www.gov.uk/guidance/equality-act-2010-guidance). In addition to publishing equality information every year the EIA is the council’s main way of ensuring we meet our Statutory Public Sector Equality Duty under the Equality Act 2010.

It is important to consider the equality impact before designing or changing a policy, project or service in any way. You should complete an EIA when considering any sized project which will impact people including:

- Developing a service specification
- Commissioning a service
- Providing a new service to residents
- New staff working procedure
- Refreshing and updating a policy
- Removal of service
- Developing a strategy
- Changing a service
- As part of consultation process
- Changes to services delivered jointly with other agencies

There are 4 sections to this Equality Impact Analysis. Answer all the sections and questions. If you are unable to answer any questions this indicates you need more work so that you can answer the question with confidence and evidence*.

If you need any guidance or assistance completing your Equality Impact Analysis contact Emma McIntosh (Engagement Officer) emma.mcintosh@harrogate.gov.uk

*Evidence could include information from consultations; voluntary group feedback; satisfaction and usage data (i.e. complaints, surveys, and service data); and reviews of previous strategies

YOUR GUIDE TO COMPLETING AN EQUALITY IMPACT ANALYSIS

Section 1
In Section 1 identify background information to the policy, project or service you are analysing.

Section 2
In Section 2 highlight any likely impact on equalities as a result of the policy, project or service. You must have evidence* to support this. Impacts can be positive and negative

Section 3
Create an action plan which explains what you will be doing as a result of carrying out this analysis

Section 4
The responsible officer (completing this assessment) must now check the analysis and sign Section 4 and have the relevant senior manager also check and approve this analysis, and sign the relevant part of Section 4. Monitor and review your policy, project or service once it has been implemented to ensure any future adverse effects are mitigated. Ensuring the Equality Impact Analysis is kept up to date will from a core part of this.
**SECTION 1**

<table>
<thead>
<tr>
<th>Name of activity/policy/project/decision/function being assessed</th>
<th>Housing Strategy 2019-24</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Aims of policy/project/service</strong></td>
<td>To replace the current 2015-20 Housing Strategy and provide an new refreshed strategy that outlines the council’s approach to housing delivery and housing services in the Harrogate District over the next 5 years.</td>
</tr>
<tr>
<td><strong>Is this new or existing?</strong></td>
<td>Replacing existing strategy</td>
</tr>
<tr>
<td><strong>Who is responsible for policy or decision, or advising on decision, and also responsible for this equality analysis</strong></td>
<td>Head of Housing and Property</td>
</tr>
<tr>
<td><strong>What customer/profile data have you already got?</strong></td>
<td>A wide evidence base was used in the formation of the Draft Housing Strategy.</td>
</tr>
<tr>
<td>What does it tell you about who is currently using/accessing the service?</td>
<td>- Local plan evidence base</td>
</tr>
<tr>
<td></td>
<td>- District profile</td>
</tr>
<tr>
<td></td>
<td>- Local intelligence and performance indicators</td>
</tr>
<tr>
<td><strong>What information/evidence do you have on current and future service users and what impact could the change make?</strong></td>
<td>Local plan evidence base - Strategic Housing Market Assessment - sets out future housing needs by type HEDNA</td>
</tr>
<tr>
<td></td>
<td>The population is set to increase more access to housing is required the strategy sets to increase housing delivery and have a positive impact for service users.</td>
</tr>
<tr>
<td><strong>What consultation (either new for the purpose of this change or carried out previously, but relevant) has been carried out to engage service users on the change?</strong></td>
<td>Tenants Representatives Panel workshop Partnership/Engagement Meetings with the Public Services Leadership Board Consultation with the public via online survey On-going consultation with service users</td>
</tr>
<tr>
<td><strong>Who are the customers/Stakeholders of the service?</strong></td>
<td>General public, those unable to access the housing market due to high property prices and rents. People presenting themselves as homeless or potentially Homeless, those applying for grants to improve their homes, housing associations, developers, landlords and letting agents, Charities, advice agencies</td>
</tr>
<tr>
<td><strong>List the information and evidence you are using to inform this equality analysis.</strong></td>
<td>Local plan evidence base District profile Local intelligence and performance indicators</td>
</tr>
<tr>
<td>Summarise the key findings of the information listed above</td>
<td>The current Housing Strategy needs refreshing. To confirm and outline the council’s approach to Housing delivery and housing services is good practice. Publishing a refreshed Housing Strategy is part of the agreed service plan for 2018/19. Robust evidence has been used in its production.</td>
</tr>
</tbody>
</table>

**SECTION 2**

Do you have enough information to complete section 2? If not then you will need to complete some engagement/research with the service area to know your customer.

### Negative Impact?

<table>
<thead>
<tr>
<th>Protected Characteristics listed below (please mark all that apply)</th>
<th>Please describe the effect and evidence that supports this*</th>
<th>How will you ensure the negative impact is removed? Copy into the action plan</th>
</tr>
</thead>
<tbody>
<tr>
<td>Age</td>
<td>No negative impacts have been identified. Where negative/adverse impacts are a possibility all action is taken in line with corporate approach and mitigating actions put in place.</td>
<td></td>
</tr>
<tr>
<td>Disability</td>
<td>No negative impacts have been identified. Where negative/adverse impacts are a</td>
<td></td>
</tr>
<tr>
<td>Category</td>
<td>X</td>
<td>Note</td>
</tr>
<tr>
<td>------------------------------</td>
<td>---</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Gender re-assignment</td>
<td></td>
<td>No negative impacts have been identified. Where negative/adverse impacts are a possibility all action is taken in line with corporate approach and mitigating actions put in place.</td>
</tr>
<tr>
<td>Pregnancy and maternity</td>
<td></td>
<td>No negative impacts have been identified. Where negative/adverse impacts are a possibility all action is taken in line with corporate approach and mitigating actions put in place.</td>
</tr>
<tr>
<td>Race</td>
<td></td>
<td>No negative impacts have been identified. Where negative/adverse impacts are a possibility all action is taken in line with corporate approach and mitigating actions put in place.</td>
</tr>
<tr>
<td>Religion or belief</td>
<td></td>
<td>No negative impacts have been identified. Where negative/adverse impacts are a possibility all action is taken in line with corporate approach and mitigating actions put in place.</td>
</tr>
<tr>
<td>Sex</td>
<td></td>
<td>No negative impacts have been identified. Where negative/adverse impacts are a possibility all action is taken in line with corporate approach and mitigating actions put in place.</td>
</tr>
<tr>
<td>Sexual Orientation</td>
<td></td>
<td>No negative impacts have been identified. Where negative/adverse impacts are a possibility all action is taken in line with corporate approach and mitigating actions put in place.</td>
</tr>
<tr>
<td>Marriage/ Civil partnerships</td>
<td>X</td>
<td>No negative impacts have been identified. Where negative/adverse impacts are a possibility all action is taken in line with corporate approach and mitigating actions put in place.</td>
</tr>
</tbody>
</table>

*Evidence could include information from consultations; voluntary group feedback; satisfaction and usage data (i.e. complaints, surveys, and service data); and reviews of previous strategies.

2.2 How are you going to address any negative impact?

<table>
<thead>
<tr>
<th>Which of the options below best describes how you are going to address the impact described above?</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. No major change - the Equality Impact Analysis demonstrates that the policy is robust and that the evidence shows no potential for discrimination and that all opportunities to promote equality have been taken.</td>
<td>Research, preparation and consultation has made this a robust Housing Strategy. The evidence shows no potential for discrimination and that all opportunities to promote equality have been taken.</td>
</tr>
<tr>
<td>2. Adjust the policy to remove barriers or better promote equality.</td>
<td></td>
</tr>
<tr>
<td>3. Continue the policy despite potential for adverse impact or missed opportunities to promote equality.</td>
<td></td>
</tr>
<tr>
<td>4. Urgent action must be taken if the policy shows actual or potential unlawful discrimination contact Emma McIntosh, Engagement Officer</td>
<td></td>
</tr>
</tbody>
</table>
2.3. Positive Impact?

<table>
<thead>
<tr>
<th>Age</th>
<th>Yes</th>
<th>No</th>
<th>Is the likely effect to be positive (please mark all that apply)</th>
<th>Provide examples of good equality practice or benefits to people with protected characteristics arising from the implementation of this service/policy etc</th>
<th>How will you promote equality and communicate good practice?</th>
</tr>
</thead>
<tbody>
<tr>
<td>x</td>
<td></td>
<td></td>
<td>Increasing the range of housing options available to older households. Housing standards impact on everyone. Inequalities in housing and neighbourhood conditions contribute to poor physical and mental health and well-being, hold back investment and undermine economic growth, thus potentially impacting on all communities and protected equality groups.</td>
<td>Copy into the action plan in Section 3</td>
<td></td>
</tr>
</tbody>
</table>

<p>| Disability | Yes | No | Increasing the range of housing options available to those with disabilities. Housing standards impact on everyone. Inequalities in housing and neighbourhood conditions contribute to poor physical and mental health and well-being, hold back investment and undermine economic growth, thus potentially impacting on all communities and protected equality groups. |
|------------|-----|----|-----------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|</p>
<table>
<thead>
<tr>
<th>Category</th>
<th>Impact on Everyone. Housing standards impact on everyone. Inequalities in housing and neighbourhood conditions contribute to poor physical and mental health and well-being, hold back investment and undermine economic growth, thus potentially impacting on all communities and protected equality groups.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gender re-assignment</td>
<td>x</td>
</tr>
<tr>
<td>Pregnancy and maternity</td>
<td>x</td>
</tr>
<tr>
<td>Race</td>
<td>x</td>
</tr>
<tr>
<td>Religion or belief</td>
<td>x</td>
</tr>
<tr>
<td>Sex</td>
<td>x</td>
</tr>
</tbody>
</table>
undermine economic growth, thus potentially impacting on all communities and protected equality groups.

| Sexual Orientation | x | Housing standards impact on everyone. Inequalities in housing and neighbourhood conditions contribute to poor physical and mental health and well-being, hold back investment and undermine economic growth, thus potentially impacting on all communities and protected equality groups. |

| Marriage/Civil partnerships | x | Housing standards impact on everyone. Inequalities in housing and neighbourhood conditions contribute to poor physical and mental health and well-being, hold back investment and undermine economic growth, thus potentially impacting on all communities and protected equality groups. |

What measures does and could the policy include to promote equality and foster good relations

- Increasing access to affordable housing across all tenures and locations.
- Increasing awareness of Housing Options for particular groups such as older households, young people and people with disabilities.
- Increasing awareness of the housing allocations policy to ensure that all types of household are able to use it.
- Increasing the range of housing options available to older households and those with disabilities.
SECTION 3

ACTION PLAN

The Public Sector Equality Duty is also a continuing duty, requiring attention and a review of decisions post-implementation. Therefore, every Equality Impact Analysis should result in an action plan that sets out the arrangements for reviewing the actual impact of a new policy or changes to an existing policy once it has been implemented.

The action plan could include actions in the following categories:

- Involvement and consultation;
- Further data collection and evidence gathering;
- Mitigating disproportionate or adverse impact; and/or
- Taking any opportunity to advance equality and foster good relations.

You can produce the action plan by using the template below or by creating one on Covalent. This link provides guidance on producing an action plan in Covalent or through service planning.

<table>
<thead>
<tr>
<th>Action</th>
<th>By when</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Review annually</td>
<td>Dec 2020</td>
</tr>
<tr>
<td>2</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td></td>
</tr>
</tbody>
</table>
**SECTION 4**

Based on the information in section 2, what is the decision of the responsible officer (please select one option below):

- No negative equality impact (your analysis shows there is no impact) - sign assessment below
- Adverse impact but continue (record objective justification for continuing despite the impact) - complete sections below

Tick here

Please summarise your responses here

Complete sections below

<table>
<thead>
<tr>
<th>This EIA had been checked and approved by responsible officer (sign and print name)</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>This EIA has been checked and approved by senior manager (sign and print name)</td>
<td>Date</td>
</tr>
</tbody>
</table>

(1) Attach your completed Equality Impact Analysis to your decision/recommendation report
(2) Please send the completed Equality Impact Analysis to Emma McIntosh, Engagement Officer, emma.mcintosh@harrogate.gov.uk
(3) Upload the completed Equality Impact Analysis to the relevant service improvement action on Covalent

Date of Equality Impact Analysis Review: ..............................................................

Even after your activity/policy/project/decision/function has been implemented; it is recommended that analysis is undertaken every three years, and that this analysis is updated at any significant points in between. The purpose of any update is that the actual effects will only be known after
the implementation of your policy, project or service. Additionally, area demographics could change, leading to different needs, alternative provision can become available, or new options to reduce an adverse effect could become apparent.
# Housing Strategy Risk List

<table>
<thead>
<tr>
<th>Risk</th>
<th>Impact</th>
<th>Mitigation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Changing finances/economic climate</td>
<td>Ability of HBC to extend borrowing head room.</td>
<td>Input from Finance, consultation and regular monitoring.</td>
</tr>
<tr>
<td></td>
<td>Availability / affordability of market housing to extend HRA stock</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Viability of Housing Company model</td>
<td></td>
</tr>
<tr>
<td>Legislation changes</td>
<td>Requirement on Housing and Property to focus resources on compliance.</td>
<td>Horizon scanning, Legal and Governance Input, policy monitoring.</td>
</tr>
<tr>
<td></td>
<td>Responsibility of the Council to provide additional services / current services stretched at current staffing levels.</td>
<td></td>
</tr>
<tr>
<td>Changing political priorities locally</td>
<td>Strategy does not deliver required outcomes for the district.</td>
<td>Consultation, anticipate future direction, close working with Cabinet member, Cabinet approval.</td>
</tr>
<tr>
<td></td>
<td>Requirement to review direction of strategy and suitability to meet local priorities.</td>
<td></td>
</tr>
<tr>
<td>Lack of partnership working</td>
<td>Failure to deliver key outcomes</td>
<td>Consultation with partners</td>
</tr>
<tr>
<td>Lack of officer capacity to deliver agreed strategy</td>
<td>Failure to deliver key outcomes</td>
<td>Consultation with key internal staff and Management Team, resource plan.</td>
</tr>
<tr>
<td>Strategy not aligned to other council and partner strategies</td>
<td>Missed opportunities to address housing need. Increased likelihood of duplication and/or working at cross purposes.</td>
<td>Consultation with key internal staff</td>
</tr>
</tbody>
</table>
1.0 PURPOSE OF REPORT

1.1 This report introduces the Homelessness Review (Appendix A) and Homelessness and Rough Sleeping Reduction Strategy 2019-24 (Appendix 1.1) which replaces the 2013-18 Homeless Strategy.

1.2 Approval is sought from cabinet to submit the Homelessness and Rough Sleeping Reduction Strategy 2019-24 to council for adoption.

2.0 RECOMMENDATION/S

2.1 It is recommended that cabinet approves the Homelessness and Rough Sleeping Reduction Strategy 2019-24, prior to the documents being considered by council for adoption.

3.0 RECOMMENDED REASON/S FOR DECISION/S

3.1 It is a statutory requirement contained in the Homelessness Act 2002 that every local authority produces a Homelessness Review and Strategy outlining the main causes of homelessness in its area and the strategic plans and operational actions the council has in place to tackle them. We have to revise and rewrite our strategy every 5 years as a minimum requirement and this document updates and replaces the previous 2013-18 Strategy.

4.0 ALTERNATIVE OPTION/S CONSIDERED AND RECOMMENDED FOR REJECTION (Must be used for reports to Cabinet & Cabinet Members)
4.1 Not to consider the attached documents for adoption is not recommended due to the reasons outlined above.

5.0 THE REPORT

5.1 Homelessness and Rough Sleeping Strategy Background
It is a statutory requirement contained in the Homelessness Act 2002 that every local authority produces a Homelessness Review and formulate and publish a homelessness strategy based on the results of the review. The Ministry of Housing, Communities and Local Government has set a deadline of 31st December 2019 for submitting an updated Homelessness and Rough Sleeping Strategy. The deadline comes from the National Rough Sleeping Strategy and will require the council to have an updated strategy available online by winter 2019. The strategy must outline the main causes of homelessness in its area and the strategic plans and operational actions the council has in place to tackle them.

5.2 The purpose of the strategy is to confirm to; council, residents, partners, staff, customers and peers, the council’s approach to homelessness and rough sleeping prevention and reduction and its priorities and objectives for the coming years.

5.3 The level of homelessness has increased nationally over the last few years, as has the number of households placed into temporary accommodation. This trend has been mirrored in Harrogate. Since the last homelessness strategy was produced in 2014 the Government has maintained a focus on homelessness prevention while at the same time introducing a range of welfare reforms and annual reductions in government grants to Local Authorities. A key theme that has been consistently stressed throughout this time is the need for partnership working as Local Authorities cannot tackle the issues of homelessness on their own but need to work strategically with others. This was particularly emphasised by DCLG’s 2012 publication ‘Making Every Contact Count - A Joint Approach to Preventing Homelessness. This introduced 10 local challenges for authorities to adopt which has become the basis of a 'gold standard approach' incorporated into our policies and procedures.

5.4 Nationally Local Housing Authorities are currently feeling the implications of the Homelessness Reduction Act 2017. The Act places a duty on all local authorities to prevent and relieve homelessness for all families and single people, as well as a statutory duty to assist those threatened with homelessness, 56 days prior to them being evicted. Additionally, we also have to respond to the ambition set out in the Government’s Rough Sleeping Reduction Strategy 2018 to halve rough sleeping by 2022 and eliminate rough sleeping by 2027.

5.5 Our response to these challenges has to emphasise the need for teamwork, primarily because there is a new duty on other public services to refer people they consider to be homeless or at risk of becoming homeless, to us but also because homelessness prevention and the impact of homelessness on individuals and households have wide ranging implications, the solutions to which cannot be tackled by the Local Authority alone.

Strategic Links

5.6
In reviewing the Homelessness and Rough Sleeping Reduction Strategy 2019-24 we have taken time to ensure that key links to internal and sub-regional strategies and priorities are demonstrated.

**Process**

5.7 It is a statutory requirement contained in the Homelessness Act 2002 that every local authority produces a Homelessness Review outlining the main causes of homelessness in its area. The purpose of the review is to determine the extent to which the population in the District is homeless or at risk of becoming homeless, assess the likely extent in the future, identify what is currently being done and by whom, and identify what resources are available, to prevent and tackle homelessness.

5.8 The strategy has been drafted using the Homelessness Review evidence, our District profile and alongside our knowledge of local housing issues and internal performance indicators.

5.9 In writing the strategy we have used the priorities recommended by MHCLG in their guidance for Local Authorities.

5.10 Consultation has been undertaken with Housing and Property Leadership Team, other strategy owners (Partnership and Engagement Manager, Revenues, Welfare and Customer Services Manager, Business Intelligence & Performance Manager).

5.11 An internal workshop was held, bringing together officers from Housing and Property, Safer Communities, Partnership and Engagement and the Business Intelligence and Performance team; the workshop resulted in refinement of the strategy’s vision, aims and agreement of the undertakings within the action plan.

5.12 The draft strategy was published for public consultation in June 2019. An online survey, featured prominently on the council’s website with a link to the draft strategy, the consultation period ran until 23rd August 2019. The responses to the draft strategy are summarised in the Consultation Analysis (Appendix C) which identifies and summarises the key issues and/or matters raised from the consultation as well as providing a council response to whether the issue results in proposed modifications to the strategy through clarification or rewording.

5.13 In order to seek wider views the draft strategy was shared, both before and after public consultation, with the Corporate Policy Group, Cabinet Member for Housing and Safer Communities and Management Board.

**Vision**

5.14 The strategy proposes the following vision be adopted:

*We will work together to deliver an innovative and accessible service to; halve rough sleeping, prevent and reduce homelessness and assist homeless households in finding long term affordable and sustainable housing.*

**Themes**

5.15 In order to deliver on the strategy’s vision five strategic outcomes have been identified:

1. Preventing Homelessness and rough sleeping in the District
2. Securing that sufficient accommodation is and will be available for people in the District who are or may become homeless
3. Securing the satisfactory provision of support for people in the District who are or may become homeless and need support to prevent them becoming homeless again.
5. Sustainability of our approach to homelessness and rough sleeping in the District.

Delivery and Monitoring
5.16 Delivery of the strategy will take place within existing resources, where possible. It is proposed that the strategy will be reviewed on an annual basis to ensure that it reflects and responds to any changes in trends, policy or resources required to deliver the objectives.
5.17 As part of the 2019/21 service planning process the performance indicators for the Housing Needs team have been reviewed to ensure that they are providing relevant and useable service performance information.
5.18 It is proposed that a condensed version of the strategy is developed with the assistance of the Communications and Marketing Team for the purposes of easier communication and understanding of the key points of the strategy, but that the in-depth version is available on the council’s website.

6.0 REQUIRED ASSESSMENTS AND IMPLICATIONS
6.1 The following were considered: Financial Implications; Human Resources Implications; Legal Implications; ICT Implications; Strategic Property/Asset Management Considerations; Risk Assessment; Equality and Diversity (the Public Sector Equality Duty and impact upon people with protected characteristics). If applicable, the outcomes of any consultations, assessments, considerations and implications considered necessary during preparation of this report are detailed below.

Financial Implications
6.2 The majority of the costs associated with homelessness fall within the General Fund, although the costs of operating the council-owned hostels fall within the Housing Revenue Account (HRA).
6.3 It is intended that the strategy be delivered within existing resources and no request is made for additional funding from the General Fund or HRA. However, some of the funding to support the delivery of the housing needs service comes from government grant and is therefore subject to change going forward. Also, there is pressure on the temporary accommodation budget within the General Fund as homelessness rates are increasing at present. Therefore, there may be call, within the delivery of the strategy timeframe, to review funding and delivery of the service.
6.4 Priority 5: 5. Sustainability of our approach to homelessness and rough sleeping in the District outlines the actions the service will take to ensure that; opportunities to
secure additional funding are taken as and when they are presented and, value for money is achieved.

6.5 **Legal Implications**
It is a statutory requirement contained in the Homelessness Act 2002 that every local authority produces a Homelessness Review and Strategy outlining the main causes of homelessness in its area and the strategic plans and operational actions the council has in place to tackle them.

6.6 The Homelessness Reduction Act 2017 places a legal duty on all local authorities to prevent and relieve homelessness for all families and single people, as well as a statutory duty to assist those threatened with homelessness, 56 days prior to them being evicted, this strategy outlines how the council intends to deliver and sustain this service.

6.7 **Equality Duty**
No negative impacts are foreseen as a result of implementation of this strategy. There are opportunities to advance equalities, improving access to services and improving housing options advice for those with protected characteristics who may be vulnerable. EIA is attached at Appendix B.

7.0 **CONCLUSIONS**

7.1 This report presents cabinet with the Homelessness Review and Homelessness and Rough Sleeping Reduction Strategy 2019-24

7.2 The strategy sets out the council’s approach to homelessness and rough sleeping prevention and reduction; setting out the council’s vision for the District and the key aims, actions and outcomes expected over the lifetime of the strategy.

7.3 Cabinet are asked to approve the strategy prior to the documents moving forward to adoption by council.

Background Papers –

**OFFICER CONTACT:** Please contact Jamie Simpson, Policy and Strategy Officer if you require any further information on the contents of this report. The officer can be contacted at Housing Development, PO Box 787, Harrogate, HG1 9RW 01423-500600 or by e-mail – jamie.simpson@harrogate.gov.uk
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Homelessness and Rough Sleeping Reduction Strategy 2019-24

Foreword
Welcome to Harrogate Borough Council’s Homelessness Review and Homelessness and Rough Sleeping Reduction Strategy 2019-24. This document sets out the key facts relating to homelessness and rough sleeping in our District, levels of demand, key trends and how effective our previous strategy was in reducing homelessness across the Harrogate District as well as outlining our strategy for the next five years.

Tackling homelessness and rough sleeping is a significant challenge that we face at Harrogate Borough Council. Nationally, between 2013 and 2017 homelessness increased and this was reflected in the Harrogate District, our levels rose faster than the national and regional rates between these years. (Figure 1)

We can be proud of the fact that as a result of advice and options we have been able to give, we have managed to prevent homelessness for more than half of the households who approached us as homeless. However, across our District, demand for all types of accommodation has increased and supply has not managed to keep up.

Additionally, we are currently feeling the impact of the Homelessness Reduction Act 2017. The Act places a duty on all local authorities to prevent and relieve homelessness for all families and single people, as well as a statutory duty to assist those threatened with homelessness within 56 days. Our response to this change emphasises the need for partnership working as a result of the new ‘Duty to Refer by Specified Public Bodies from October 2018.

We also have to respond to the ambition set out in the Government’s Rough Sleeping Reduction Strategy 2018 to halve rough sleeping by 2022 and eliminate rough sleeping by 2027.

We are determined to meet these challenges; we will ensure, that, in meeting the requirements of legislation and the needs of our District, homelessness and rough sleeping prevention remains our priority and is the focus of this strategy. Where we are unable to prevent it, we will ensure that households are placed in good quality, affordable temporary accommodation and that sustainable and effective outreach and advice services are available to all.
Introduction

Why do we need a Homelessness Review and Strategy?

It is a statutory requirement contained in the Homelessness Act 2002 that every local authority produces a Homelessness Review and Strategy outlining the main causes of homelessness in its area and the strategic plans and operational actions the council has in place to tackle them. We must revise and rewrite our strategy every 5 years as a minimum requirement and this document updates and replaces the previous 2013-18 Strategy.

We are currently facing one of the biggest changes to housing legislation – the Homelessness Reduction Act 2017. The Act places a duty on all local authorities to try and prevent and relieve homelessness for all families and single people, regardless of whether they are in priority need or not. A key focus is early intervention and prevention rather than crisis management. Local Authorities have a statutory duty to assist those threatened with homelessness 56 days prior to them being evicted (previously 28 days). Furthermore local authorities need to clarify what actions are taken when someone applies for assistance following notice or intention of eviction action. Our response to this change emphasises the need for partnership working and aligns itself with the new ‘Duty to Refer’.

Coupled with this, Local Authorities now have greater responsibility in the provision of services to identify and address Rough Sleeping.

Appendix A contains the Homelessness Review; the purpose of the review is to determine the extent to which the population in the District is homeless or at risk of becoming homeless, assess the likely extent in the future, identify what is currently being done and by whom, and identify what resources are available, to prevent and tackle homelessness in order to inform development of the strategy.

Equality and Diversity

This Strategy is aimed at improving homelessness services for all residents with housing or housing-related support needs. As such, no group or individual in the Harrogate District should be adversely affected or disadvantaged as a result of the strategy. The strategy actively recognises the difficulties faced by those facing homelessness and rough sleepers in accessing services and promotes inclusion.

The outcomes of the Homelessness Review show that, proportionate to the District profile, no protected characteristic group. As determined by the Equality Act, is adversely impacted by homelessness or by decisions made by the council.

The council is committed to equality and diversity issues and will comply with the requirements of the Equality Act 2010. An Equality Impact Assessment has been undertaken on this Strategy and can be found at Appendix B.

Consultation

In order to ensure that the development of this Strategy reflected the views, needs and priorities of our community and stakeholders, consultation was undertaken at various stages in its development.

Methodology

Consultation was undertaken through a range of methods...
Vision and Outcomes
Our vision for the 2019-2024 Homelessness and Rough Sleeping Strategy is:

We will work in partnership to deliver innovative and accessible services to; reduce rough sleeping by 50%, prevent and reduce homelessness and support homeless households in finding affordable and sustainable housing solutions.

To achieve this vision the Homelessness and Rough Sleeping Strategy has been developed based on five strategic outcomes:

1. Preventing Homelessness and rough sleeping in the District
2. Securing that sufficient accommodation is and will be available for people in the District who are or may become homeless
3. Securing the satisfactory provision of support for people in the District who are or may become homeless and need support to prevent them becoming homeless again.
5. Sustainability of our approach to homelessness and rough sleeping in the District.

National Policy Context
The level of homelessness has increased nationally over the last few years, as has the number of households placed into temporary accommodation. This trend has been mirrored in Harrogate.

Since the last homelessness strategy was produced in 2014 the Government has maintained a focus on homelessness prevention while at the same time introducing a range of welfare reforms and annual reductions in government grants to Local Authorities.

Welfare reforms have included the introduction and extension of benefit caps (£258 maximum per week for a single person and £385 maximum per week for a household with children) and the roll out of Universal Credit. A main theme that has been consistently stressed throughout this time is the need for partnership working as Local Authorities cannot tackle the issues of homelessness on their own but need to work strategically with others.

This was particularly emphasised by DCLG’s 2012 publication 'Making Every Contact Count - A Joint Approach to Preventing Homelessness. This introduced 10 local challenges (overleaf) for authorities to adopt which has become the basis of a 'gold standard approach' incorporated into our policies and procedures.
During the life of this strategy additional legislation and planned welfare benefit changes will also impact on the Council and its partners’ prevention of homelessness initiatives. Universal Credit Housing costs can no longer be claimed by 18-21 year old’s (although exemptions exist) and from 2018, under 35 year old’s in the social and affordable rented sector are subject to the reduced local housing allowance rates applied currently to private rented dwellings.

These changes impact not only on the ability of people to afford to remain in accommodation but also on the Council’s abilities to assist them into new accommodation which is affordable to them.

**Emerging National Housing and Related Local Policies**

The *Homelessness Reduction Act 2017* has wholly changed the way councils work with homeless people and those threatened with homelessness. It requires councils to seek to prevent homelessness by engaging and working with those households threatened with homelessness 56 days in advance of the date on which they are expected to become homeless (28 days earlier than under the previous legislation). It also requires the provision of tailored advisory services to specified groups including (but not limited to) people leaving prison, young people leaving care, people leaving armed forces, people leaving hospital, people with a learning disability and people receiving mental health services in the community.

The Act sets out that councils must assess and develop an agreed Personalised Housing Plan during the initial presentation to the service. In addition, they must help relieve homelessness where prevention has not been an option or successful for a period of 56 days (before any decision on the main homelessness duty) by taking reasonable steps to help those who are eligible for assistance to secure accommodation for at least six months. The Act dissolves the local connections rules at the prevention stage apart from a duty to provide care leavers with accommodation (under the Children Act 1989) to the age of 21.

The Government’s *Rough Sleeping Strategy 2018* aims to end rough sleeping by 2027. The key focus of its plans is to stop people becoming homeless in the first place. The strategy lays out a 3-pronged approach of Prevention, Intervention and Recovery, to tackling rough sleeping, including:

- preventing rough sleeping by providing timely support to those at risk

**The 10 challenges are:**

- Adopt a corporate commitment to prevent homelessness with buy in across all local authority services
- Work in partnership with the voluntary sector and other partners to address support, education, employment and training needs
- Offer a Housing Options prevention service, including written advice
- Adopt a No Second Night Out model or a local alternative for rough sleepers
- Housing pathways agreed or in development with each key partner and client group
- A suitable PRS offer for all client groups, including advice and support to clients and landlords
- Engage in preventing mortgage repossessions including through the Mortgage Rescue Scheme
- Have a homelessness strategy with a proactive approach to preventing homelessness, reviewed annually
- Not to place any young person aged 16 or 17 in Bed and Breakfast accommodation
- Not to place any family in B&B accommodation unless an emergency and for no more than 6 weeks
intervening to help people already on the streets get swift, targeted support and
helping people through recovery, finding a housing solution to rebuild their lives

Welfare Reforms continue to present challenges for residents and Registered Providers. Changes that have already been implemented include: a reduction in the Benefit Cap to £20,000 for families and £13,400 a year for single people, the Under-Occupancy Charge that limits the Housing Benefit entitlement for claimants who are deemed to have one or more spare rooms. Universal Credit has been rolled out fully in Harrogate and from April 2019 Housing Benefit will be moving to the Local Housing Allowance rate. Changes to Universal Credit, including scrapping the seven-day waiting period at the beginning of a claim, making a full month’s advance available within five days of making a claim and allowing claimants on housing benefit to continue claiming for two weeks, will hopefully help to soften the impact on claimants.

The council’s welfare strategy aims to address residents’ financial, tenancy, domestic, food and energy security through:

- Making sure residents receive the benefits and allowances they are entitled to
- Listening to individuals who need additional support and working with them to achieve successful outcomes
- Working with partners to put our customers at the centre of service delivery and finding the correct solution for them together.

Local Context

Currently approximately 160,000 people live in the Harrogate District in 67,169 households with the population expected to increase to 170,300 by 2030. Whilst Harrogate is regarded as a relatively affluent District, there are increasingly more evident accommodation disparities in the area with wards such as Woodfield ranked within the 20% most deprived in England. It is estimated that over 6985 households in Harrogate District could be experiencing fuel poverty. Local jobs in Harrogate are mainly in low paid service industries putting more strain on our housing market. Harrogate has recently been rated as one of the most unaffordable places to live in England and the most unaffordable in Northern England. The average house price is £275,000 with private rental two beds attracting rents of £712 PCM. These predominantly high rents in the private sector are increasingly freezing out households dependent upon benefits. The local housing allowance (LHA) rate for a two bed house in the area equates to £598 resulting in a £114 rent shortfall. The high demand for housing and limited supply, primarily caused by constrained development opportunities, harms both Harrogate’s residents and local businesses, causing increasing hardship for some people and threatening the local economy.

Between 2013 and 2017 homelessness applications in Harrogate increased by 163%. We acknowledge that we cannot tackle the homelessness issue on our own. We need partners and recognise the value that the voluntary sector can play, including those who are our recognised strategic delivery partners and other statutory partners. We already have an excellent partnership relationship given that we host the community safety hub and have regular Multi Agency Public Protection Arrangement meetings (MAPPA), where we exchange information with the police and North Yorkshire County Council.
Priority One: Preventing homelessness and rough sleeping in the District

Introduction

Under section 3(1)(a) of the 2002 Act, a homelessness strategy must include a strategy for preventing homelessness in the District. Furthermore, the 2017 Act strengthens statutory duties to prevent homelessness for all eligible applicants, including those who do not have priority need or may be considered intentionally homeless and regardless of local connection. The 2017 Act also creates a new duty for specified public bodies to refer users of their services who are threatened with homelessness to a housing authority of their choice, which enables earlier identification of people at risk of becoming homeless through their interactions with other services.

Authorities should look beyond the statutory requirements to consider economic and social reasons for investing in preventative measures and learn from examples of good practice.

We will continue to develop our Housing Options service to ensure that it appeals to a wider range of customers, not just those that are on the brink of a housing crisis. We will focus our resources to address the main causes of homelessness, loss of tenancy and relationship breakdown.

A significant piece of work is around welfare and poverty, which can have a lasting impact on a person’s life. The council’s welfare strategy is key to addressing residents’ security concerns, not just in terms of tenancy security but also financial, domestic, food and energy security. The opportunity for successful homelessness prevention success through addressing welfare security concerns early on is significant.

Additionally, our economic growth strategy aims to ensure that everyone benefits from Harrogate’s success and to deliver an increasing proportion of workers who are in secure well paid jobs which enable them to meet their needs.
Whilst Harrogate has been successful in preventing homelessness and rough sleeping in recent years, there are further actions that will support this aim.

**Summary of Planned Outcomes**

- Promoting the Duty to Refer
- Early identification procedures
- Improved advice and information
- Ensuring effective outreach
- Pre-crisis intervention
- Preventing recurring homelessness

**Actions**

<table>
<thead>
<tr>
<th>Outcome</th>
<th>Action</th>
<th>Service/ Strategic Links</th>
</tr>
</thead>
<tbody>
<tr>
<td>Promoting the Duty to Refer</td>
<td>We will ensure that information about the Homelessness Reduction Act 2017, advice and support is accessible to statutory bodies, Voluntary and Community Sector Organisations and to the public.</td>
<td>NY Health and Wellbeing PSLB Partnerships (VCS) Harrogate District Health Alliance</td>
</tr>
<tr>
<td>Early Identification Procedures</td>
<td>We will develop ‘Duty to Refer’ / Best Practice pathways with specified public sector bodies reviewing protocols where appropriate.</td>
<td>Partnerships (Health) (Blue Light) (VCS)</td>
</tr>
<tr>
<td>Improved advice and information services</td>
<td>We will ensure that advice and prevention tools are relevant to tackling the main causes of homelessness in Harrogate – relationship breakdown and loss of tenancy.</td>
<td>Welfare Strategy</td>
</tr>
<tr>
<td></td>
<td>We will ensure closer working relationships between the council and registered providers to ensure earlier intervention and support.</td>
<td></td>
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<td></td>
<td>We will establishing formal systems to better monitor and understand failed tenancies and abandonments.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>We will ensure that advice and prevention tools are relevant to tackling the main causes of homelessness in Harrogate – relationship breakdown and loss of tenancy.</td>
<td>Welfare Strategy</td>
</tr>
<tr>
<td></td>
<td>As the full impact of welfare reform, including Universal Credit continues to be felt, we will support access to financial advice, skills and employment services.</td>
<td>Welfare Strategy Economic Growth (Skills) Partnerships (VCS, DWP)</td>
</tr>
<tr>
<td></td>
<td>We will build on our work with voluntary sector partners to deliver debt advice and identify those at risk of homelessness at an early stage.</td>
<td>Welfare Strategy Partnerships (VCS) (DWP)</td>
</tr>
<tr>
<td>Ensuring Effective Outreach</td>
<td>We will develop our work and strengthen our relationship with outreach services to ensure effective provision and inclusion for homeless households.</td>
<td></td>
</tr>
<tr>
<td>Pre-crisis intervention</td>
<td>We will develop our intelligence led enforcement approach to include collecting/ sharing data about rogue landlords.</td>
<td>Private Sector Housing Enforcement/ Revenues</td>
</tr>
<tr>
<td></td>
<td>We will develop intelligence sharing protocols around problem tenancies / anti-social behavior / county lines.</td>
<td>Community Safety Hub</td>
</tr>
<tr>
<td></td>
<td>We will continue to support young people at risk of homelessness through the Young People’s Pathway.</td>
<td>NYCC</td>
</tr>
<tr>
<td>Preventing recurring homelessness</td>
<td>We will ensure that support for those who have been helped to secure accommodation does not stop once they are housed and that support remains in place to help customers sustain new tenancies and achieve true security.</td>
<td>Welfare Strategy, Tenancy Strategy</td>
</tr>
</tbody>
</table>
Priority Two: Securing that sufficient accommodation is and will be available for people in the District who are or may become homeless

**Introduction**

Section 3(1)(b) of the 2002 Act provides that one of the purposes of the homelessness strategy is to secure that sufficient accommodation is and will be available for people who are or may become homeless.

A shortage of affordable housing can lead to increasing numbers of people being accommodated in temporary accommodation whilst waiting for settled housing to bring the main homelessness duty to an end. ‘Settled housing’ in this context will primarily be social housing and good quality private sector accommodation.

Through the homelessness review, housing authorities should estimate the likely demand for assistance to prevent or relieve homelessness, and to meet the needs of those who are owed the main housing duty. They should include within the strategy what actions are required to ensure sufficient supply of accommodation to meet the estimated need.

A significant challenge in Harrogate is the availability of suitable accommodation in the social, private and supported housing sectors evidenced by high demand and high rent/purchase prices.

Harrogate’s Local Plan aims to set out sufficient house building targets to meet identified need. Delivering on these targets is key to improving supply however, there is also work to be undertaken maximizing use of existing stock and ensuring that we do everything within our power to ensure that temporary and emergency bed provision arrangements are appropriate and sustainable.

**Summary of Planned Outcomes**

- Increasing the supply of new housing
- Increasing the supply of new affordable, specialist and supported housing
- Making the best use of available social housing stock
- Ensuring sustainable provision of appropriate temporary accommodation
- Emergency bed provision

**Actions**

<table>
<thead>
<tr>
<th>Outcome</th>
<th>Action</th>
<th>Service/ Strategic Links</th>
</tr>
</thead>
<tbody>
<tr>
<td>Increasing the supply of new housing</td>
<td>Adoption and delivery of the Local Plan</td>
<td>Local Plan Housing Strategy 2024</td>
</tr>
<tr>
<td>Increasing the supply of affordable, specialist and supported housing</td>
<td>Increase delivery of affordable housing units</td>
<td>Housing Strategy</td>
</tr>
<tr>
<td></td>
<td>We will complete the build of new specialist temporary accommodation for homeless people at Spa Lane.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>We will explore the opportunities to utilise empty homes across the District to meet the needs of homeless households</td>
<td>Empty Homes Strategy</td>
</tr>
</tbody>
</table>

Page 100
We will explore the provision of supported housing, move on accommodation and step-up/down accommodation for hospital discharge. **Partnerships (Health)**

### Making the best use of available social housing stock
- We will review the Harrogate Borough Council Allocations Policy (to include amendments made by Homelessness Reduction Act 2017)  **Housing Strategy**
- We will investigate the provision of shared living accommodation
- We will review Harrogate Borough Council’s Tenancy Policy  **Housing Strategy**

### Improving access to the Private Rented Sector
- We will work with landlords to increase the number of properties available for private rent by Housing Options Customers
- We will develop a pathway for communication between private sector team/council tax team to identify those landlords who might be willing to work in partnership with us
- We will work with local letting agents to identify the barriers to working with the Housing Options teams
- We will develop a ‘Local Offer’ working with landlords within the District, including the option of utilising in-house repairs services to support the ‘Local Offer’
- Pilot a scheme to incentivise private landlords to accept placements by the Housing Options Team
- We will investigate the establishment of a Local Authority Lettings Agency

### Ensuring sustainable provision of appropriate temporary accommodation
- We will carry out a review of temporary accommodation provision following completion of the Spa Lane development. (Including future provision at Avondale and Cavendish)
- We will review future arrangements for single people – particularly developing a longer term strategy for No Second Night Out
- We will review service provision for Homeless Households outside of Harrogate Town Centre – Ripon and the surrounding area
- We will aim to minimize use of B&B accommodation for households and eliminate the use of B&B accommodation for young people.

### Ensuring suitable emergency bed provision
- We will ensure that appropriate bed provision arrangements are in place for periods of severe weather

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**Priority Three: Securing the satisfactory provision of support for people in the District who are or may become homeless and need support to prevent them becoming homeless again.**

**Introduction**

*Section 3(1)(c) of the 2002 Act provides that the homelessness strategy should secure the satisfactory provision of support for people in the District who are or may be homeless, or who have been homeless and need support to prevent them becoming homeless again.*
It is vital that a person or household who become homeless has the right support to ensure they sustain any future accommodation. Personal Housing Plans will identify both short term and long term support needs.

We will work to ensure customers are provided with practical help to sustain tenancies, such as budgeting advice, furnishing assistance, signposting and advocacy for other services.

It is also important to recognise and minimise factors which contribute to homelessness such as poor health and substance misuse. Early engagement with drug and alcohol treatment agencies and the criminal justice system will remain critical for identifying and helping those at risk of homelessness.

**Summary of Planned Outcomes**
- Tailored support for all those who are or may become homeless
- Improved support for those in temporary accommodation
- Supporting those at risk from becoming homeless again

**Actions**

<table>
<thead>
<tr>
<th>Outcome</th>
<th>Action</th>
<th>Service/ Strategic Links</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tailored support for all those who are or may become homeless</td>
<td>We will ensure the full provision of Personal Housing Plans</td>
<td>Welfare Strategy</td>
</tr>
<tr>
<td></td>
<td>We will develop clear housing pathways for specific client groups such as those leaving prison, hospital or social care.</td>
<td>Partnerships (Health) (Blue Light) (NYCC)</td>
</tr>
<tr>
<td></td>
<td>Continue to develop our approach to those with more complex needs including addiction and mental health provision</td>
<td>Partnerships (Health) (VCS)</td>
</tr>
<tr>
<td>Ensuring financial inclusion across the District</td>
<td>We will develop financial inclusion services in conjunction with the Welfare Strategy ensuring a coordinated approach to offering advice on housing benefit, debt and welfare benefit. Including providing personal budget support.</td>
<td>Welfare Strategy Partnerships (VCS)</td>
</tr>
<tr>
<td></td>
<td>We will digitally enable customers, providing broadband and skills access</td>
<td>2024 Economic Growth (Skills)</td>
</tr>
<tr>
<td>Improved support for those in temporary accommodation</td>
<td>We will develop wrap-around support for those in temporary accommodation</td>
<td>Welfare strategy Health and Wellbeing Partnerships (Health) (VCS)</td>
</tr>
<tr>
<td></td>
<td>Work with partner agencies to tackle health issues ie. Registering for GP services and health and well being</td>
<td>Partnerships (Health) (VCS)</td>
</tr>
<tr>
<td></td>
<td>Develop move-on pathways for customers in temporary accommodation</td>
<td>Partnerships (Health)</td>
</tr>
<tr>
<td>Supporting those at risk from becoming homeless again</td>
<td>On-going wrap-around support for those moving on into tenancies.</td>
<td>Welfare strategy Health and Wellbeing Partnerships (Health) (VCS)</td>
</tr>
</tbody>
</table>
Priority Four: Halving rough-sleeping in the District by 2022

**Introduction**
The MHCLG announced a national target to reduce rough sleeping by half by 2022 and to eliminate it altogether by 2027. Despite significant work over past 5 years, Harrogate has not seen an overall reduction in rough sleeping and will look at new and additional ways of addressing this issue.

Outreach services are key to ensuring that rough sleepers are identified and supported to access services, they are also vital to ensuring that entrenched rough sleepers are enabled to access mainstream services.

In recent years we have seen an increase in street begging in Harrogate. Not all beggars are homeless but public perception often assumes they are. This can be very lucrative and there can be organized criminal networks behind it, we should take a joint approach to minimise begging and enable the public to make informed donations.

**Summary of Planned Outcomes**
- Ensuring effective outreach services
- Developing services for rough sleepers in the District
- Minimising street begging across the District

**Actions**

<table>
<thead>
<tr>
<th>Outcome</th>
<th>Action</th>
<th>Service/ Strategic Links</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Ensuring effective outreach services</strong></td>
<td>We will review the SAFE model of entrenched rough sleeping support</td>
<td>Partnerships (VCS)</td>
</tr>
<tr>
<td><strong>Developing services for rough sleepers in the District</strong></td>
<td>Improving our intelligence around ‘hidden’ rough sleepers and locations</td>
<td>Community Safety Hub</td>
</tr>
<tr>
<td></td>
<td>We will improve access to medical / dental services</td>
<td>Partnerships (Health) (VCS)</td>
</tr>
<tr>
<td></td>
<td>We will agree SWEP provision for 2019/20</td>
<td></td>
</tr>
<tr>
<td></td>
<td>We will develop a longer term strategy for Severe Weather Emergency Protocols across the District</td>
<td></td>
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<tr>
<td></td>
<td>Investigate the options available for ‘entrenched’ rough sleepers – alternative housing options/ move on accommodation provided via HBC</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Develop clear protocols for dealing with rough sleeping in the District</td>
<td></td>
</tr>
<tr>
<td><strong>Minimising street begging</strong></td>
<td>Develop clear protocols for dealing with street begging in the District</td>
<td>Community Safety Hub</td>
</tr>
<tr>
<td></td>
<td>We will explore ways for people to donate in ways that do not inadvertently support or encourage begging.</td>
<td>Community Safety Hub The Local Fund for the Harrogate District.</td>
</tr>
</tbody>
</table>
Priority Five: Sustainability of our approach to homelessness and rough sleeping in the District.

**Introduction**
The successful delivery of this strategy is dependent on co-operation and joint working with internal departments, statutory bodies, voluntary sector agencies, faith and community groups.

One of the 10 challenges set to Local Authorities is to adopt a corporate commitment to prevent homelessness with buy in across all local authority services.

The Homelessness Reduction Act introduced a new duty on statutory authorities to work in partnership, referring anyone who is known to be homeless (with consent) and will hopefully enable planned moves from hospital or prison, rather than last minute homeless presentations. However, there is more that can be done.

Harrogate District has an engaged and involved community interested in homelessness support and prevention, we should harness that engagement and investigate opportunities to create new partnerships for service delivery.

**Summary of Planned Outcomes**
- Enhanced partnership approach to service delivery
- Ensuring positive funding outcomes for the service and its customers
- Ensuring our services demonstrate value for money

**Actions**

<table>
<thead>
<tr>
<th>Outcome</th>
<th>Actions</th>
<th>Service/ Strategic Links</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Enhanced partnership approach to service delivery</strong></td>
<td>Embed a council-wide approach to homelessness and rough sleeping reduction</td>
<td>Housing Strategy, Welfare Strategy, Tenancy Strategy, Community Safety Hub</td>
</tr>
<tr>
<td></td>
<td>Investigation other partnership opportunities – harnessing the involved communities</td>
<td>Partnerships (VCS)</td>
</tr>
<tr>
<td></td>
<td>Embed co-production in service design</td>
<td>Engagement</td>
</tr>
<tr>
<td><strong>Ensuring positive funding outcomes for the service and its customers</strong></td>
<td>We will take a proactive approach to funding bid applications as and when opportunities arise.</td>
<td>Business intelligence/performance</td>
</tr>
<tr>
<td></td>
<td>We will investigate the use of local funding sources and of charitable giving to improve outcomes for individuals</td>
<td>Partnerships (VCS) (PSLB)</td>
</tr>
<tr>
<td></td>
<td>We will maintain a proactive approach to the renewal of support contracts</td>
<td></td>
</tr>
<tr>
<td><strong>Ensuring our services demonstrate value for money</strong></td>
<td>Assess the impact of the growth of the Housing Options private sector officers</td>
<td>Business intelligence/performance</td>
</tr>
<tr>
<td></td>
<td>Monitoring and reporting recovery of temporary accommodation and rent bond scheme monies to demonstrate return on investment</td>
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<tr>
<td></td>
<td>Recording Homelessness Health Assessments – to gain understanding of how early homelessness prevention results in much better outcomes for clients and financial savings for health etc. further down the line.</td>
<td>Partnerships (Health) Business intelligence/performance</td>
</tr>
</tbody>
</table>
Monitoring and Resourcing the Strategy

Performance and Monitoring
Revised Performance Indicators will be monitored quarterly and reported by exception to Management Board and Cabinet.

Resources
The strategy will be delivered within existing resources however, this is subject to the full implications of the Homelessness Reduction Act 2017 being assessed in 2019/20 and opportunities to secure external funding to further service delivery will be progressed as appropriate.

Glossary of Terms:

**DCLG**: Department for Communities and Local Government

**Duty to Refer**: A duty on specified public authorities to refer service users who think they may be homeless or threatened with homelessness to local authority homelessness/housing options team. (Introduced in the Homelessness Reduction Act 2017)

**Gold Standard**: The Gold Standard Programme is a local authority peer led continuous improvement programme, funded by DCLG, to support all local authorities to improve their Housing Options and Homelessness Services through a range of FREE tools, resources and support from the National Practitioner Support Service (NPSS)

**Local Housing Allowance Rate**: Local Housing Allowance (LHA) rates are used to calculate Housing Benefit for tenants renting from private landlords. LHA rates relate to the area in which you make your claim.

**MHCLG**: The Ministry of Housing, Communities and Local Government (formerly the Department for Communities and Local Government). The job of the MHCLG is to create great places to live and work, and to give more power to local people to shape what happens in their area.

**PRS**: Private Rented Stock is a classification of housing in the UK. The basic PRS definition is: property owned by a landlord and leased to a tenant.

**Rent Bond Scheme** (or Rent Deposit Scheme): A rent deposit scheme could help if you can't afford a tenancy deposit to rent from a private landlord. Rent deposit schemes offer loans to be used as deposits. Usually, the scheme lends you the money in advance. You pay it back in instalments from your wages or benefits.

**Rough Sleeper**: A rough sleeper is someone whose housing situation falls into one of the following categories: sleeping in the open air, sleeping in tents, sleeping in cars or other vehicles or sleeping in abandoned buildings/other places not designed for habitation.

**SAFE Model**: Safeguarding Adults Facing Exclusion is a scheme organised by Harrogate Homeless Project to help entrenched rough sleepers.

**SWEP**: Severe Weather Emergency Protocol is a scheme that ensures any rough sleeper is not at risk during periods of severe weather by placing them in temporary accommodation.

**Welfare Reform**: Changes in the operation of a welfare system with the aim of reducing the number of individuals dependent on government assistance.
MAPPA - Multi Agency Public Protection Arrangements. A framework for the management of some of our most serious offenders.
Homelessness Review

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Review of Homelessness in Harrogate District

It is a statutory requirement contained in the Homelessness Act 2002 that every local authority produces a Homelessness Review outlining the main causes of homelessness in its area. The purpose of the review is to determine the extent to which the population in the district is homeless or at risk of becoming homeless, assess the likely extent in the future, identify what is currently being done and by whom, and identify what resources are available, to prevent and tackle homelessness in order to inform development of the strategy.

Successes since last review

The 2013-18 Homelessness Strategy set out 6 key priorities:

Priority 1 - Preventing Homelessness
Priority 2 - Reducing the Use of and Improving the Standard of Temporary Accommodation
Priority 3 - Reducing the Incidence of Youth Homelessness
Priority 4 - Improving Access to Support Services To Prevent Homelessness
Priority 5 – Increasing the Supply of Affordable Housing
Priority 6 - Supporting Delivery of the Corporate Financial Inclusion Strategy

Throughout the course of that strategy we have:

- Recommissioned young person’s pathway (YPP)
- Extended the No Second Night Out (NSNO) provision
- Commissioned a Service for Adults Facing Exclusion (SAFE)
- Reviewed the rent in advance and bond scheme
- Prepared and reacted to the Homelessness Reduction Act 2017
- Improved the capacity of the Housing Needs service, upgrading IT systems, training and processes.

These actions have contributed towards:

- 3042 homelessness preventions
- 340 residents helped to access private sector accommodation
- 398 affordable homes delivered across the district.
- Overall reduction in rough sleeping

However, in that time there have been increases in the number of decisions made and the number of those accepted as homeless.

Applications, acceptances and preventions

Below is a graph showing the levels of statutory homelessness presentations over Q1 and Q2 2018/19. The data shows the numbers of customers seeking advice and those owed prevention, relief and full homelessness duty has remained consistent over the first two quarters of the newly implemented Homelessness Reduction Act.
As seen from the tables below homelessness applications in Harrogate increased by 163% between 2013 and 2017. The increase in homelessness acceptances was 213% over the same period, equating to a 6% increase in the percentage of applications being accepted as homeless.

When broken down to show levels of acceptances per 1000 households the data shows that the level of increase in Harrogate between 2013 and 2017 was greater than the national and regional level.

Alongside an increase in those accepted as homeless the data also shows a 50% increase in cases in which it was decided the applicant was intentionally homeless.

However, as can be seen in Table 9, there has been an increase in the number of homelessness preventions as a result of the work of the Housing Options team.

Table 1: Homeless applications

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</thead>
<tbody>
<tr>
<td>Accepted as homeless</td>
<td>151</td>
<td>81</td>
<td>76</td>
<td>77</td>
<td>64</td>
<td>51</td>
<td>118</td>
<td>134</td>
<td>160</td>
<td>111</td>
</tr>
<tr>
<td>Intentionally homeless</td>
<td>6</td>
<td>5</td>
<td>5</td>
<td>2</td>
<td>15</td>
<td>12</td>
<td>27</td>
<td>36</td>
<td>23</td>
<td>33</td>
</tr>
<tr>
<td>Homeless but not priority</td>
<td>13</td>
<td>6</td>
<td>6</td>
<td>5</td>
<td>7</td>
<td>12</td>
<td>21</td>
<td>19</td>
<td>13</td>
<td>17</td>
</tr>
<tr>
<td>Eligible but not homeless</td>
<td>12</td>
<td>6</td>
<td>9</td>
<td>15</td>
<td>14</td>
<td>11</td>
<td>13</td>
<td>29</td>
<td>30</td>
<td>29</td>
</tr>
<tr>
<td>Ineligible</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
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<tr>
<td>Total Decisions</td>
<td>183</td>
<td>98</td>
<td>96</td>
<td>100</td>
<td>100</td>
<td>86</td>
<td>180</td>
<td>218</td>
<td>227</td>
<td>190</td>
</tr>
<tr>
<td>% Decisions accepted as homeless</td>
<td>83%</td>
<td>83%</td>
<td>79%</td>
<td>77%</td>
<td>64%</td>
<td>59%</td>
<td>66%</td>
<td>61%</td>
<td>70%</td>
<td>58%</td>
</tr>
</tbody>
</table>
The data shows that whilst nationally the number of acceptances per 1000 households has remained steady and the number in Yorkshire and Humber has fallen since 2013, rates in the Harrogate district rose between 2013-2017 before falling in 2017/18.

The following tables provide information on homelessness acceptances broken down by protected characteristics.

The data allows us to profile the most common characteristics of those who are accepted as homeless in the district:

- White
- Households with dependent children
- Lone female parent
- Aged 25-44
As demonstrated by figure 5, the number of homelessness applications from those under 24 has fallen gradually since 2014 however the number of homelessness applications from those aged over 60 is on the increase. Given that Harrogate district has an aging population and that population is predicted to expand over the coming years it is likely that we will receive more applications from those in the over 60 age bracket who potentially has different levels of support and accommodation need.
Priority need categories
The table below shows accepted homeless households by priority need category.

The presence of dependent children in the household has been the primary reason for priority need over the last three years. In 2016/17 this accounted for 62% of acceptances.

Following that the most significant accepted priority need groups were:

- Vulnerable as a result of mental illness/disability
- Pregnant woman, no other children
- Vulnerable as a result of physical disability

These figures help to demonstrate and illustrate the variety of people towards whom the Council has a duty under the homelessness legislation and the challenges faced in terms of numbers and need in providing suitable temporary accommodation for them.

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</thead>
<tbody>
<tr>
<td>Including dependent children</td>
<td>74</td>
<td>40</td>
<td>38</td>
<td>41</td>
<td>37</td>
<td>32</td>
<td>67</td>
<td>79</td>
<td>99</td>
<td>55</td>
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<tr>
<td>Pregnant woman no other children</td>
<td>20</td>
<td>12</td>
<td>12</td>
<td>15</td>
<td>11</td>
<td>4</td>
<td>14</td>
<td>12</td>
<td>12</td>
<td>8</td>
</tr>
<tr>
<td>Aged 16/17</td>
<td>15</td>
<td>13</td>
<td>5</td>
<td>5</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>5</td>
<td>2</td>
</tr>
<tr>
<td>Formerly in care aged 18 to 20</td>
<td>4</td>
<td>1</td>
<td>1</td>
<td>4</td>
<td>0</td>
<td>2</td>
<td>3</td>
<td>1</td>
<td>2</td>
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</tr>
<tr>
<td>Vulnerable as a result of old age</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>Vulnerable as a result of physical disability</td>
<td>8</td>
<td>6</td>
<td>12</td>
<td>8</td>
<td>5</td>
<td>3</td>
<td>9</td>
<td>14</td>
<td>12</td>
<td>14</td>
</tr>
<tr>
<td>Vulnerable as a result of mental illness/disability</td>
<td>22</td>
<td>8</td>
<td>7</td>
<td>6</td>
<td>7</td>
<td>6</td>
<td>17</td>
<td>21</td>
<td>25</td>
<td>23</td>
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<tr>
<td>Special reason drug dependency</td>
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<tr>
<td>Special reason alcohol dependency</td>
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<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>1</td>
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<td>Vulnerable having been in care</td>
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<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
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</tr>
<tr>
<td>Vulnerable having served in HM Forces</td>
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</tr>
<tr>
<td>Vulnerable having been in custody</td>
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<tr>
<td>Vulnerable having fled violence</td>
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<td>0</td>
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<tr>
<td>Homeless because of an emergency</td>
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<td>0</td>
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<td>2</td>
<td>0</td>
<td>0</td>
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<td>3</td>
</tr>
<tr>
<td>Total</td>
<td>150</td>
<td>80</td>
<td>75</td>
<td>80</td>
<td>63</td>
<td>50</td>
<td>117</td>
<td>130</td>
<td>158</td>
<td>110</td>
</tr>
</tbody>
</table>
Causes of Homelessness

The data below identifies the main reasons for households falling into homelessness. The most common cause of homelessness cases that we accept a duty towards is the loss of an assured short hold tenancy. This was a factor in 38% cases in 2016/17.

The second most common cause of homelessness in the district is parental eviction, 14% of cases in 2016/17.

The other significant cause of homelessness in the district is violent relationship breakdown with partners, 11% of cases in 2016/17.

Data also shows
- % due to local authority rent arrears has reduced.
- % due to hospital discharge increasing
- % due to prison discharge increasing

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</thead>
<tbody>
<tr>
<td>Parents no longer willing to accommodate</td>
<td>43</td>
<td>20</td>
<td>15</td>
<td>10</td>
<td>7</td>
<td>6</td>
<td>27</td>
<td>21</td>
<td>23</td>
<td>18</td>
</tr>
<tr>
<td>Other relatives/friends no longer willing</td>
<td>11</td>
<td>6</td>
<td>5</td>
<td>9</td>
<td>6</td>
<td>8</td>
<td>7</td>
<td>13</td>
<td>8</td>
<td>10</td>
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<tr>
<td>Relationship breakdown</td>
<td>11</td>
<td>4</td>
<td>6</td>
<td>5</td>
<td>6</td>
<td>8</td>
<td>13</td>
<td>6</td>
<td>12</td>
<td>6</td>
</tr>
<tr>
<td>D/V partner</td>
<td>22</td>
<td>15</td>
<td>12</td>
<td>9</td>
<td>3</td>
<td>4</td>
<td>19</td>
<td>17</td>
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<td>7</td>
</tr>
<tr>
<td>Cause</td>
<td>2013</td>
<td>2014</td>
<td>2015</td>
<td>2016</td>
<td>2017</td>
<td>2018</td>
<td>Total</td>
<td></td>
<td></td>
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<td></td>
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</tr>
<tr>
<td>D/V partner</td>
<td>9</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>2</td>
<td>2</td>
<td>3</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Relationship breakdown</td>
<td>9</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>1</td>
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<td>1</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>D/V associated persons</td>
<td>9</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>1</td>
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<tr>
<td>Mortgage arrears</td>
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<td>0</td>
<td>0</td>
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<td>0</td>
<td>0</td>
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<td></td>
<td></td>
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<td>Rent arrears RP</td>
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<td>0</td>
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<td>Rent arrears PRS</td>
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<td>4</td>
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</tr>
<tr>
<td>Termination of AST</td>
<td>17</td>
<td>6</td>
<td>12</td>
<td>20</td>
<td>14</td>
<td>14</td>
<td>26</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Left prison</td>
<td>2</td>
<td>4</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Left hospital</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>3</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Left LA care</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Left HM Forces</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>127</td>
<td>66</td>
<td>70</td>
<td>68</td>
<td>50</td>
<td>47</td>
<td>103</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Figure 6: Causes of Homelessness**

<table>
<thead>
<tr>
<th>Year</th>
<th>Mortgage arrears</th>
<th>Rent arrears PRS</th>
<th>Rent arrears RP</th>
<th>Rent arrears LA</th>
<th>Racially motivated violence</th>
<th>Relationship breakdown</th>
<th>Other relatives/friends no longer willing</th>
<th>Parents no longer willing to accommodate</th>
</tr>
</thead>
<tbody>
<tr>
<td>2008-09</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2009-10</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2010-11</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2011-12</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2012-13</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2013-14</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2014-15</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2015-16</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2016-17</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2017-18</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Households in temporary accommodation**

The table below shows the number of households in temporary accommodation as at 31\textsuperscript{st} March for the last 5 years. From 2013-2018 there has been an increase of 10 households living in temporary accommodation on this ‘snapshot’ basis.
Homelessness prevention

The table below shows the total number of cases where homelessness was prevented by the Housing Options Team over the previous years.

Prevention decreasing overall. The trend demonstrates that the majority of prevention cases have been helped to stay in their current property.

Table 4: Enabled to remain and enabled to find alternative accommodation

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Able to remain in existing home</td>
<td>455</td>
<td>468</td>
<td>451</td>
<td>428</td>
<td>374</td>
<td>430</td>
<td>414</td>
<td>380</td>
<td>337</td>
</tr>
<tr>
<td>Assisted to obtain alternative accommodation</td>
<td>228</td>
<td>190</td>
<td>183</td>
<td>182</td>
<td>253</td>
<td>299</td>
<td>263</td>
<td>204</td>
<td>88</td>
</tr>
<tr>
<td>Total</td>
<td>683</td>
<td>658</td>
<td>634</td>
<td>610</td>
<td>627</td>
<td>729</td>
<td>677</td>
<td>584</td>
<td>425</td>
</tr>
<tr>
<td>Number per 1,000 households</td>
<td>10.19</td>
<td>9.82</td>
<td>9.5</td>
<td>8.96</td>
<td>9.2</td>
<td>10.64</td>
<td>9.93</td>
<td>8.52</td>
<td>6.2</td>
</tr>
</tbody>
</table>

Landlord and mortgage possession actions

Landlord possession actions

As shown in the graph below, the overall number of possession claims from landlords to regain properties has gradually reduced since 2013.

Figure 7: Landlord possession actions

Mortgage Possession Actions
Figure 8: Mortgage possession actions

<table>
<thead>
<tr>
<th>Year</th>
<th>Possessions</th>
<th>Possession claims leading to orders</th>
<th>Claims issued</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012/13</td>
<td>146</td>
<td>52</td>
<td>35</td>
</tr>
<tr>
<td>2013/14</td>
<td>158</td>
<td>62</td>
<td>37</td>
</tr>
<tr>
<td>2014/15</td>
<td>148</td>
<td>50</td>
<td>30</td>
</tr>
<tr>
<td>2015/16</td>
<td>146</td>
<td>51</td>
<td>29</td>
</tr>
<tr>
<td>2016/17</td>
<td>144</td>
<td>50</td>
<td>28</td>
</tr>
</tbody>
</table>

Rough Sleepers

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Harrogate Total</td>
<td>14</td>
<td>5</td>
<td>8</td>
<td>2</td>
<td>6</td>
<td>7</td>
<td>8</td>
<td>6</td>
</tr>
<tr>
<td>% change from previous year</td>
<td>-64</td>
<td>60</td>
<td>-75</td>
<td>200</td>
<td>17</td>
<td>14</td>
<td>-25</td>
<td></td>
</tr>
</tbody>
</table>

Figure 9: Rough Sleepers 2017 per 1000 of population

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Harrogate Total</td>
<td>14</td>
<td>5</td>
<td>8</td>
<td>2</td>
<td>6</td>
<td>7</td>
<td>8</td>
<td>6</td>
</tr>
<tr>
<td>% change from previous year</td>
<td>-64</td>
<td>60</td>
<td>-75</td>
<td>200</td>
<td>17</td>
<td>14</td>
<td>-25</td>
<td></td>
</tr>
</tbody>
</table>

Page 116
Equality Impact Analysis

The equality impact analysis (EIA) process ensures that we do not disadvantage customers and staff who have Protected Characteristics (https://www.gov.uk/guidance/equality-act-2010-guidance). In addition to publishing equality information every year the EIA is the council’s main way of ensuring we meet our Statutory Public Sector Equality Duty under the Equality Act 2010.

It is important to consider the equality impact before designing or changing a policy, project or service in any way. You should complete an EIA when considering any sized project which will impact people including:

- Developing a service specification
- Commissioning a service
- Providing a new service to residents
- New staff working procedure
- Refreshing and updating a policy
- Removal of service
- Developing a strategy
- Changing a service
- As part of consultation process
- Changes to services delivered jointly with other agencies

There are 4 sections to this Equality Impact Analysis. Answer all the sections and questions. If you are unable to answer any questions this indicates you need more work so that you can answer the question with confidence and evidence*.

If you need any guidance or assistance completing your Equality Impact Analysis contact Emma McIntosh (Engagement Officer) emma.mcintosh@harrogate.gov.uk

*Evidence could include information from consultations; voluntary group feedback; satisfaction and usage data (i.e. complaints, surveys, and service data); and reviews of previous strategies

YOUR GUIDE TO COMPLETING AN EQUALITY IMPACT ANALYSIS

Section 1
In Section 1 identify background information to the policy, project or service you are analysing.

Section 2
In Section 2 highlight any likely impact on equalities as a result of the policy, project or service. You must have evidence* to support this. Impacts can be positive and negative

Section 3
Create an action plan which explains what you will be doing as a result of carrying out this analysis

Section 4
The responsible officer (completing this assessment) must now check the analysis and sign Section 4 and have the relevant senior manager also check and approve this analysis, and sign the relevant part of Section 4. Monitor and review your policy, project or service once it has been implemented to ensure any future adverse effects are mitigated. Ensuring the Equality Impact Analysis is kept up to date will from a core part of this.
<table>
<thead>
<tr>
<th>Name of activity/policy/project/decision/function being assessed</th>
<th>Homelessness and Rough Sleeping Reduction Strategy 19-24</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aims of policy/project/service</td>
<td>To provide a clear strategy for prevention and reduction of homelessness and rough sleeping in the Harrogate district over the next 5 years.</td>
</tr>
<tr>
<td>Is this new or existing?</td>
<td>Replacing existing strategy</td>
</tr>
<tr>
<td>Who is responsible for policy or decision, or advising on decision, and also responsible for this equality analysis</td>
<td>Responsible: Head of Housing and Policy</td>
</tr>
<tr>
<td>What customer/profile data have you already got?</td>
<td>District Profile</td>
</tr>
<tr>
<td>What does it tell you about who is currently using/accessing the service?</td>
<td>Homelessness Review</td>
</tr>
<tr>
<td>What information/evidence do you have on current and future service users and what impact could the change make?</td>
<td>Homelessness Review</td>
</tr>
<tr>
<td>What consultation (either new for the purpose of this change or carried out previously, but relevant) has been carried out to engage service users on the change?</td>
<td>Tenants Representatives Panel workshop Partnership/Engagement Meetings with the Public Services Leadership Board Consultation with the public via online survey On-going consultation with service users</td>
</tr>
<tr>
<td>Who are the customers/Stakeholders of the service?</td>
<td>All residents to be customers of housing options advice Households facing threat of homelessness Rough sleepers Service delivery partners</td>
</tr>
<tr>
<td>List the information and evidence you are using to inform this equality analysis.</td>
<td>District Profile</td>
</tr>
<tr>
<td>Summarise the key findings of the information listed above</td>
<td>Typical profile of a homeless household: White / households with dependent children/ Lone female parent/ aged 25-44</td>
</tr>
</tbody>
</table>
SECTION 2

Do you have enough information to complete section 2? If not then you will need to complete some engagement/research with the service area to know your customer

2.1 Negative Impact?

<table>
<thead>
<tr>
<th>Protected Characteristics</th>
<th>Is the likely effect to be negative on any of the Protected Characteristics listed below (please mark all that apply)</th>
<th>Please describe the effect and evidence that supports this*</th>
<th>How will you ensure the negative impact is removed? Copy into the action plan</th>
</tr>
</thead>
<tbody>
<tr>
<td>Age</td>
<td>Yes</td>
<td>Strategy improves and extends service delivery</td>
<td></td>
</tr>
<tr>
<td>Disability</td>
<td>Yes</td>
<td>Strategy improves and extends service delivery</td>
<td></td>
</tr>
<tr>
<td>Gender re-assignment</td>
<td>Yes</td>
<td>Strategy improves and extends service delivery</td>
<td></td>
</tr>
<tr>
<td>Pregnancy and maternity</td>
<td>Yes</td>
<td>Strategy improves and extends service delivery</td>
<td></td>
</tr>
<tr>
<td>Race</td>
<td>Yes</td>
<td>Strategy improves and extends service delivery</td>
<td></td>
</tr>
<tr>
<td>Religion or belief</td>
<td>Yes</td>
<td>Strategy improves and extends service delivery</td>
<td></td>
</tr>
<tr>
<td>Sex</td>
<td>Yes</td>
<td>Strategy improves and extends service delivery</td>
<td></td>
</tr>
<tr>
<td>Sexual Orientation</td>
<td>Yes</td>
<td>Strategy improves and extends service delivery</td>
<td></td>
</tr>
</tbody>
</table>
Marriage/Civil partnerships | X | Strategy improves and extends service delivery |  

*Evidence could include information from consultations; voluntary group feedback; satisfaction and usage data (i.e. complaints, surveys, and service data); and reviews of previous strategies.

2.2 How are you going to address any negative impact?

<table>
<thead>
<tr>
<th>Which of the options below best describes how you are going to address the impact described above?</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. No major change - the Equality Impact Analysis demonstrates that the policy is robust and that the evidence shows no potential for discrimination and that all opportunities to promote equality have been taken.</td>
<td>x</td>
</tr>
<tr>
<td>2. Adjust the policy to remove barriers or better promote equality.</td>
<td></td>
</tr>
<tr>
<td>3. Continue the policy despite potential for adverse impact or missed opportunities to promote equality.</td>
<td></td>
</tr>
<tr>
<td>4. Urgent action must be taken if the policy shows actual or potential unlawful discrimination contact Emma McIntosh, Engagement Officer</td>
<td></td>
</tr>
</tbody>
</table>
### 2.3. Positive Impact?

<table>
<thead>
<tr>
<th>Is the likely effect to be positive (please mark all that apply)</th>
<th>Provide examples of good equality practice or benefits to people with protected characteristics arising from the implementation of this service/policy etc</th>
<th>How will you promote equality and communicate good practice?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>No</td>
<td>Copy into the action plan in Section 3</td>
</tr>
<tr>
<td>Age</td>
<td>X</td>
<td>The aim of the strategy is to improve service provision and to engage with hard to reach individuals and households. The Youth Hub is specifically aimed at young adults.</td>
</tr>
<tr>
<td>Disability</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gender re-assignment</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pregnancy and maternity</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Race</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Religion or belief</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sex</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sexual Orientation</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Marriage/Civil partnerships</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
What measures does and could the policy include to promote equality and foster good relations

| The aim of the strategy is to improve service provision and to engage with hard to reach individuals and households |

SECTION 3

ACTION PLAN

The Public Sector Equality Duty is also a continuing duty, requiring attention and a review of decisions post-implementation. Therefore, every Equality Impact Analysis should result in an action plan that sets out the arrangements for reviewing the actual impact of a new policy or changes to an existing policy once it has been implemented.

The action plan could include actions in the following categories:

- Involvement and consultation;
- Further data collection and evidence gathering;
- Mitigating disproportionate or adverse impact; and/or
- Taking any opportunity to advance equality and foster good relations.

You can produce the action plan by using the template below or by creating one on Covalent. This link provides guidance on producing an action plan in Covalent or through service planning.

<table>
<thead>
<tr>
<th>Action</th>
<th>By when</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Continue to conduct equality monitoring of customers</td>
</tr>
<tr>
<td>2</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td></td>
</tr>
</tbody>
</table>
**SECTION 4**

Based on the information in section 2, what is the decision of the responsible officer (please select one option below):

- No negative equality impact (your analysis shows there is no impact) - sign assessment below
- Adverse impact but continue (record objective justification for continuing despite the impact) - complete sections below

Tick here

Please summarise your responses here ……………………………………………………………………………………………………………………………

<table>
<thead>
<tr>
<th>This EIA had been checked and approved by responsible officer (sign and print name)</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>This EIA has been checked and approved by senior manager (sign and print name)</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

(1) Attach your completed Equality Impact Analysis to your decision/recommendation report
(2) Please send the completed Equality Impact Analysis to Emma McIntosh, Engagement Officer, emma.mcintosh@harrogate.gov.uk
(3) Upload the completed Equality Impact Analysis to the relevant service improvement action on covalent

Date of Equality Impact Analysis Review: …………………………………………………

Even after your activity/policy/project/decision/function has been implemented; it is recommended that analysis is undertaken every three years, and that this analysis is updated at any significant points in between. The purpose of any update is that the actual effects will only be known after
the implementation of your policy, project or service. Additionally, area demographics could change, leading to different needs, alternative provision can become available, or new options to reduce an adverse effect could become apparent.
Appendix C – Consultation Analysis

Harrogate Borough Council Homelessness and Rough Sleeping Reduction Strategy 2019-2024

Consultation

The views of our residents, partners and stakeholders are very important. All comments received from the consultation were considered as part of the development of the draft strategy before they were submitted to Council for final approval.

The Draft Homelessness and Rough Sleeping Reduction Strategy was subject to public consultation between 26th June 2019 and 23rd August 2019. This report identifies and summarises the key issues and/or matters raised from the consultation as well as providing a council response to whether the issue results in proposed modifications to the strategy through clarification or rewording.

Residents, tenants, officers, key partners and stakeholders were all involved in the consultation. It consisted of an online survey, featuring prominently on the council’s website with a link to the strategy, a Tenants Representatives Panel workshop and Partnership/Engagement Meetings with the Public Services Leadership Board.

The online survey received 32 responses in total, Appendix 1. It was well publicised through the council’s social media channels and through directly emailing key partners and stakeholders.

Specifically, we asked for views on each of the strategic aims of the draft strategy and whether people agreed or disagreed with each aim. There were also open-ended, free text boxes which allowed respondents to add additional comments to each theme.

Homelessness and Rough Sleeping Reduction Strategy Online Survey Responses

Overall there was support for the overarching strategic aims, with an overwhelming 93% in support of the strategy’s vision. 94% were in agreement of preventing homelessness and rough sleeping in the District. 100% supported ensuring that sufficient accommodation is available for people who become homeless. 97% agree with securing satisfactory provision of support for people in the District who are or may become homeless and need support to prevent them becoming homeless again. 77% agreed with halving rough-sleeping by 2022 and 89% agreed with the sustainability of the council’s approach to homelessness and rough sleeping in the District.
Most of the free text reflected the themes that are already central to the strategy; for example the need to provide follow up support for people who secure tenancies to ensure they are sustained and to increase the information and help needed for people with difficulties.

The key themed response was to eliminate rough-sleeping by 2022, rather than halve it. However the strategy was written to align with the Government’s vision to half rough sleeping by 2022 and eradicate by 2027.

**Amendments to the Draft Homelessness and Rough Sleeping Reduction Strategy**

There were areas of suggestion from the Partnership and Engagement Meeting that have been fed into the final strategy. Modifications include reference to:

- Local context.
- Additional text to acknowledge that homelessness cannot be tackled by the council alone and will need an integrated approach.
- A key action to ensure financial inclusion across the District.
- A glossary to aid the reader.

The table below shows the key issues raised from the public online survey with Harrogate Borough Council responses and whether it resulted in an amendment to the strategy:

<table>
<thead>
<tr>
<th>Key Issue/suggested modifications</th>
<th>HBC Response</th>
<th>Amendment to the strategy</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Aim should be to eliminate rough-sleeping by 2022</td>
<td>Aligns with the Government’s vision to half rough sleeping by 2022 and eradicate by 2027.</td>
<td>No amendment</td>
</tr>
<tr>
<td>How can preventing Homelessness and rough sleeping be acceptable</td>
<td>Prevention and interventions ensure customers do not reach crisis.</td>
<td>No amendment</td>
</tr>
<tr>
<td>Ensure strong actions in place for working with VCS partners</td>
<td>Agreed and within the strategy.</td>
<td>No amendment</td>
</tr>
<tr>
<td>Provide follow on support if successful with tenancies</td>
<td>Current practice is to refer customers for support services.</td>
<td>No amendment</td>
</tr>
<tr>
<td>Link in with shops to see if they can be used as homes</td>
<td>This needs to be balanced with maintaining the vitality of local centres.</td>
<td>No amendment</td>
</tr>
<tr>
<td>Open up shelters in Harrogate town centre</td>
<td>Agreed partnership approach to ensure that appropriate accommodation is available within the District.</td>
<td>No amendment</td>
</tr>
<tr>
<td>Pay housing benefit direct to landlord</td>
<td>This is currently done for vulnerable customers.</td>
<td>No amendment</td>
</tr>
<tr>
<td>Keep rough sleepers out of town</td>
<td>The strategy includes actions to work with rough sleepers in the District and encompasses a partnership approach to ensure delivery.</td>
<td>No amendment</td>
</tr>
<tr>
<td>Ensure council housing is only for those who can’t afford to rent in the private sector</td>
<td>The provision of social housing must be fair and equitable.</td>
<td>No amendment</td>
</tr>
</tbody>
</table>
This page is intentionally left blank
To what extent do you agree or disagree with the vision of the strategy?

- Agree (16) 53%
- Strongly Agree (12) 40%
- Neither Agree nor Disagree (1) 3%
- Disagree (1) 3%
- Strongly Disagree (-)
- No answer (-)
The draft strategy has been prepared with the following strategic aims, to what extent do you agree or disagree with each of the aims? (Preventing Homelessness and rough sleeping in the district)

- Strongly Agree (20): 67%
- Agree (8): 27%
- Disagree (1): 3%
- Strongly Disagree (1): 3%
- Neither Agree nor Disagree (-)
- No answer (-)

The draft strategy has been prepared with the following strategic aims, to what extent do you agree or disagree with each of the aims? (Securing that sufficient accommodation is and will be available for people in the district who are or may become homeless)

- Strongly Agree (19): 63%
- Agree (11): 37%
- Neither Agree nor Disagree (-)
- Disagree (-)
- Strongly Disagree (-)
- No answer (-)

The draft strategy has been prepared with the following strategic aims, to what extent do you agree or disagree with each of the aims? (Securing the satisfactory provision of support for people in the district who are or may become homeless and need support to prevent them becoming homeless again.)

- Strongly Agree (15): 56%
- Agree (11): 41%
- Neither Agree nor Disagree (1): 4%
- Disagree (-)
- Strongly Disagree (-)
- No answer (-)
The draft strategy has been prepared with the following strategic aims, to what extent do you agree or disagree with each of the aims? (Halving rough-sleeping by 2022.)

- Strongly Agree (18) 60%
- Agree (5) 17%
- Neither Agree not Disagree (3) 10%
- Disagree (2) 7%
- Strongly Disagree (2) 7%
- No answer (-)

The draft strategy has been prepared with the following strategic aims, to what extent do you agree or disagree with each of the aims? (Sustainability of our approach to homelessness and rough sleeping in the district.)

- Strongly Agree (14) 50%
- Agree (11) 39%
- Neither Agree not Disagree (2) 7%
- Disagree (1) 4%
- Strongly Disagree (-)
- No answer (-)

If disagree – please explain why you disagree with this being an aim of the strategy?

The aim should be to totally eliminate rough-sleeping.
You should be aiming to eradicate rough sleeping completely not just halve it. In a wealth town like Harrogate it is a disgrace that people have nowhere to sleep.
I would prefer to see no rough sleeping by 2022.
What is meant by preventing? Some people choose rough sleeping as their escape from society, although I disagree with their choice I would be concerned if they were prevented from making that choice.
Eliminate rough sleeping by 2022 latest.
How can preventing Homelessness and rough sleeping be acceptable?
In your view, are there any other actions or outcomes that Harrogate Borough Council should be pursuing in order to achieve the vision or aims of the strategy?

Please do ensure strong actions in place for working with VCS partners.

Building a plan on how those that find themselves homeless are rehabilitated into work and able to afford their own rent etc not just given homes of good quality with no regard to keeping them in good condition or getting back on track. People with fortunate upbringings still have to work very hard to be able to afford to live in Harrogate buying/renting so the message shouldn't be lost on giving something away for free. It needs to be early somehow!

More social housing and less private housing.

Working with local businesses to get rough sleepers into the workplace, where this is practicable.

Build more smaller properties.

ensure that council housing is truly only occupied by those who could not afford the private renting sector.

Please find ways to encourage developers to build to address the shortage of homes needed by the less well off.

Housing benefit must again be paid to the landlord to assist in the reduction of unpaid rent and evictions.

Provide suitable locations and keep rough sleepers out of the town centre.

No

link in with shop who have flat above make sure they used for homes

An increased information of help for people in difficulties..

So many empty shop units in town - redevelop these into flats for homeless people.

Take account of the views/needs of some who may prefer to sleep rough

Open up Shelters in Harrogate town centre where the rough sleepers are and not rehouse them to Starbeck

Providing follow up support to people who are homeless and then allocated accommodation - ongoing support to make sure tenancies do not fail. This may need increased staff resources.

Do you have any other comments about the draft Homelessness and Rough Sleeping Strategy 2019-24 that you would like us to take into account when preparing the final strategy for adoption?

No

As in Q9

Screen the rough sleepers and priorities genuine cases

No

The Starbeck proposal is useless - better used as a Womens refuge for the more vulnerable whilst the rough sleepers and homeless of Harrogate can be sheltered in Harrogate town centre itself

Need for a concerted approach to dealing with the issue of begging - particularly at times when large numbers of tourists are coming in to Harrogate.
1.0 PURPOSE OF REPORT

1.1 This report provides the latest forecast for the Housing Investment Programme (HIP) for 2019/20 and highlights the main variances between this latest forecast and the budget. It also provides an update on the Allhallowgate redevelopment and seeks approval for the use of 1-4-1 capital receipts towards the acquisition cost of (predominantly) former council dwellings, where by so doing, expenditure of such receipts (within three years) will be secured.

2.0 RECOMMENDATION

2.1 That the report is received and the position noted.

2.2 To note that one of the 24 homes approved in October 2017 to be purchased for onward sale as shared ownership properties will now be retained within the HRA social rented stock, per paragraph 5.3.1.

2.3 That approval for the acquisition of ex-local authority properties part funded by 1-4-1 right to buy receipts be delegated to Cabinet Member (Housing and Safer Communities) in consultation with the Head of Housing and Property and Head of Finance even where the level of expenditure on an individual property exceeds the amount (£100,000) constitutionally delegated to Cabinet Member.
2.4 That the council’s Valuation Surveyor or Intermediate Housing Officer be given authority to negotiate the individual purchases on behalf of the council and Legal Services be authorised to undertake the conveyancing or to outsource this professional work if necessary.

3.0 RECOMMENDED REASONS FOR DECISION

3.1 The individual schemes and the overall funding levels need to be reported for capital budget monitoring purposes.

3.2 The continued sale of council homes under the Right to Buy (RTB) scheme is generating 1-4-1 right to buy receipts which must be used within three years of the sale or else remitted to the Treasury. The purchase of dwellings into the HRA makes good and flexible use of these capital receipts. The principal use of 1-4-1 receipts will continue to be the support of construction of new social and affordable housing.

4.0 ALTERNATIVE OPTION CONSIDERED AND RECOMMENDED FOR REJECTION

4.1 Not to report. This would mean the Council would not be adequately monitoring capital expenditure.

4.2 Not to purchase properties using 1-4-1 right to buy receipts. These continue to accumulate and the purchase of properties is a flexible and efficient way of ensuring these receipts are not remitted to Government whilst providing much needed affordable housing, increasing the council’s portfolio and (particularly in respect of individual flats in council-owned blocks), improving management and maintenance of its stock.

5.0 THE REPORT

5.1 On 6 February 2019, Cabinet approved the Housing Investment Programme for 2019/20 with a forecast expenditure of £12,134k. On 26 June 2019, the HIP outturn for 2018/19 was presented to Cabinet and this highlighted expenditure to be carried forward to 2019/20 of £984k, meaning that the total approved programme for 2019/20 was revised to £13,118k. On 21 August 2019 a Quarter1 report was taken to Cabinet with a revised programme of £11,786k. The latest forecast programme as at October 2019 has decreased further to £8,499k – a breakdown of the budget, Quarter 1 figures and the latest forecast are shown at Appendix 1. This summary also shows how the programme will be resourced. Key variations are detailed in the paragraphs below (all variances quoted are against the revised programme including delayed spending brought forward from 2018/19).

5.2 Planned Maintenance & Improvements - the current forecast for the overall programme of works is £3,492k, a reduction of £703k. A large part of the reduction is due to £300k of the contingency being used to fund the home building programme, which is discussed separately below. The other
notable variance, an overall £403k saving, relates to adjustments in the following streams of work:

- Heating and boiler renewal: average costs are lower than expected and the Help-link contract extension will expire in January 2020 – there is insufficient staff resource to procure a new installation contract at the current time; this represents approximately half of the overall saving. The work will be rolled forward to 2020/21.
- Window replacement: average costs are lower than expected.
- Bathroom refurbishment: average costs are lower than expected.
- Roofcovering renewal: the current contract is expiring and the contractor has not achieved the full programme of work – there is insufficient staff resource to procure a new contract at the current time. The work will be rolled forward to 2020/21.
- Kitchen refurbishment: average costs in this stream are higher than expected.

5.3 Home Purchases for shared ownership – open market purchases – saving £177k – This is mainly due to the budget including stamp duty costs, which are not required for these properties due to receiving Grant funding from Homes England.

5.3.1 The Council has been unable to sell one of the purchased properties, 18 The Close, Dishforth, a 2-bed end terrace House purchased for £135,000. It has been agreed with Homes England that this property can be retained within our social rented stock without any loss of grant support. Overall expenditure for the scheme will not increase, but it means that there will be no capital receipt in relation to this property, but, conversely, higher ongoing rental income than would have been generated following a shared ownership sale. The non-grant funding for this property will came from capital receipts rather than commuted sums.

5.4 Home purchases for shared ownership – Boroughbridge Road, Knaresborough – The last 3 of the 20 properties have now been purchased in 2019/20. The expenditure in 2019/20 has increased by £10k due to stamp duty and legal costs.

5.5 Homes purchased for social housing - there is a variance of £218k which is the contra of the overspend at 2018/19 outturn, 6 dwellings were originally expected to be purchased in 2019/20 for the HRA as social rented homes using Homes England Grant of £50k per dwelling, but 2 of these were purchased in 2018/19 due to availability on the market and the remaining 4 have now been purchased in 2019/20.

5.6 Home purchased for social housing using 1-4-1 capital receipts - £184k not in original budget. Approval was given by Cabinet Member in May 2019 to purchase 1 house using 1-4-1 housing capital receipts.

5.7 Allhallowgate Redevelopment - Cabinet decided on 18 September 2019 not to proceed with the new-build portion of the Allhallowgate project. It is anticipated that construction works on the External Refurbishment of the retained block of flats will not commence until 2020/21. Expenditure
forecast for the current year relates to professional fees for architectural, engineering and cost consultancies.

5.8 **Unadopted Roads** – the budget for the year is £250k which is current expected spend - there is a carry forward of unspent funds from previous years of £589k due to a delay in spend as a lack of staff resource to take the project forward; the Head of Housing & Property has reached an agreement with NYCC Highways for the project and contract management of this work. Unspent funds will roll forward and NYCC will re-profile the original 10 year programme of work to obtain the best value for money for this council; a report will be brought forward in due course. Site work is expected to start early 2020, now NYCC’s commitments in respect of the UCI World Road Championship and Tour de Yorkshire cycling events in 2019 have been completed.

5.9 **Housing Development** – expenditure is currently forecast to be £1.075m, an overspend of £35k. The increase is due to changes to 2 sites. Firstly Spence Croft has been brought forward from 20/21 as we received funding from West Yorkshire for land release and secondly the majority of spend on Valley Road, Darley has been moved back to 20/21. The additional £35k is to be funded from the £800k budgeted contingency included in the Planned Maintenance programme. We are currently expecting to complete 6 new build/refurbishments and start a further 25 in 2019/20:

a. **Wharfe View Kirkby Overblow** (completed)  
   One 2 bedroom house and  
   One semi-detached 3 bedroom house  
   (2 dwellings)

b. **Spa Mews Refurb** (completed)  
   One 1 bedroom flat  
   (1 dwellings)

c. **Spence Croft, Angram** (due for completion late 19/20)  
   One pair of 2 bed houses  
   (2 dwellings)

d. **Jessamine Terrace, Spofforth** (due for completion late 19/20)  
   One 3 bedroom house  
   (1 dwellings)

e. **Valley Road, Darley** (Start on site due Feb 2020 & completion late 2020)  
   Three 2 bed houses  
   (3 dwellings)

f. **Fairfax Avenue, Harrogate** (Start on site due Feb 2020 & completion late 2020)  
   One 1 bed bungalow and two 3 bedroom houses  
   (3 dwellings)

g. **Spa Lane Hostel** (due for completion 2020)  
   19 bed temporary accommodation with Severe Weather Emergency Protocol (SWEP) facility  
   (19 dwellings)

Originally the budget for Spa Lane was £1.8m but £0.8m has been moved into 2020/21.
5.10  Private Sector Grants/Loans

5.10.1  Disabled Facilities Grants (DFGs)
The original budget for 2019/20 was set at £728k, in line with the expected grant funding available. There is also a carry forward from previous years of £535k. It has now been a year since DFG has been provided by a new in-house service following the ending of the contract with Home Improvement Agency (HIA) when the HIA disbanded in April 2018. The staff that used to assess our DFG claims were brought in-house and the service is now accelerating.

5.10.2  Emergency Repair Fund
The council operates an Emergency Repair Fund which provides a loan fund to the private sector to support unforeseen repairs or maintenance. Budgeted expenditure for the year was set at £5k, and so far no loans have been paid out. It is possible that the take up for this scheme will increase over the winter months, for items such as heating breakdown.

5.11  Resources
The main variation in resources is that the contribution to capital from HRA revenue which originally was £3,709k has reduced to £245k. This is largely due to the change in project at Allhallowgate, along with a higher than anticipated Major Repairs Reserve balance brought forward which is being used instead.

Capital receipts, both 1-4-1 and non-1-4-1 have being used to fund additional purchases not included in the original budget for the year, however the approved programme of acquisitions is now at an end and 1-4-1 capital receipts are currently targeted at new build only. This puts the council in a vulnerable position.

Any 1-4-1 receipts not spent within three years of receipt must be paid to Government with 4% interest. To date, no such payments have been made, however, as sales of council homes continue, so 1-4-1 receipts continue to mount. A forward programme of new builds sufficient to utilise these receipts in accordance with three year deadlines is not guaranteed. Payment of receipts (plus interest) to Government is a risk.

In order to better manage the process and avoid losing unspent receipts, it is proposed that 1-4-1 capital receipts be used to acquire former council homes in conjunction with the new build programme, thereby ensuring that all 1-4-1 receipts are spent by the due date. If development stalls or the pipeline of planning permissions is not as expected, acquisitions can then quickly be made, safeguarding the receipts.

It is proposed that the approval of properties to be acquired using 1-4-1 capital receipts be delegated to Cabinet Member (Housing and Safer Communities), in consultation with the Head of Housing and Property and Head of Finance. Whilst the acquisition of former council houses is the priority it is proposed that in the case of properties that offer development opportunities, an exception be made, subject to the same delegated authority and financial checks.
The balance of 1-4-1 capital receipts is currently £1,058k, there is also £3,425k usable capital receipts, although elements of these balances will be used to fund expenditure in 2019/20, as shown in Appendix 1. The balance available will also be affected by Right to Buy sales throughout the remainder of the year.

6.0 REQUIRED ASSESSMENTS AND IMPLICATIONS

6.1 The following were considered: Financial Implications; Human Resources Implications; Legal Implications; ICT Implications; Strategic Property/Asset Management Considerations; Risk Assessment; Equality and Diversity (the Public Sector Equality Duty and impact upon people with protected characteristics). If applicable, the outcomes of any consultations, assessments, considerations and implications considered necessary during preparation of this report are detailed below.

7.0 CONCLUSIONS

7.1 The projected outturn for the Housing Investment Programme in 2019/20 is currently forecast to be £8,499k. This is a £4,619k reduction compared to the approved programme as at April 2019, which included £984k of funding for schemes carried forward from 2018/19. The main variances are in relation to the redevelopment at Allhallowgate, unadopted roads works and Spa Lane Hostel. The report is also seeking approval for the acquisition of ex-local authority properties part funded by 1-4-1 right to buy receipts.

Background Papers –

OFFICER CONTACT: Please contact Alice Featherstone if you require any further information on the contents of this report. The officer can be contacted at Civic Centre, St Luke’s Avenue, Harrogate HG1 2AE, by telephone on 01423 500600 ext.58239 or by email at alice.featherstone@harrogate.gov.uk
## PLANNED MAINTENANCE PROGRAMME

### HOUSING QUALITY STANDARD WORK

<table>
<thead>
<tr>
<th>Programme</th>
<th>Approved Programme at Feb 19 excluding slippage £</th>
<th>Approved Programme at April 2019 including slippage £</th>
<th>Approved Programme at Aug 2019 £</th>
<th>Latest Forecast Outturn £</th>
<th>Variance between forecast outturn and Feb 2019 approved prog £</th>
<th>Variance between forecast outturn and Apr 2019 approved prog £</th>
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<tbody>
<tr>
<td>Roofcovering Renewal</td>
<td>488,000</td>
<td>488,000</td>
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### HOUSING QUALITY STANDARD OTHER PROVISIONS

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<th>Programme</th>
<th>Approved Programme at Feb 19 excluding slippage £</th>
<th>Approved Programme at April 2019 including slippage £</th>
<th>Approved Programme at Aug 2019 £</th>
<th>Latest Forecast Outturn £</th>
<th>Variance between forecast outturn and Feb 2019 approved prog £</th>
<th>Variance between forecast outturn and Apr 2019 approved prog £</th>
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<td>Disabled Persons Adaptations</td>
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<td>Removals, re-decoration and disturbance allowances</td>
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### HOUSING QUALITY STANDARD PLUS WORK

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<th>Approved Programme at Aug 2019 £</th>
<th>Latest Forecast Outturn £</th>
<th>Variance between forecast outturn and Feb 2019 approved prog £</th>
<th>Variance between forecast outturn and Apr 2019 approved prog £</th>
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<tr>
<td>Shattered and elderly housing upgrading</td>
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### HOUSING INVESTMENT PROGRAMME 2019/20

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<th>Programme</th>
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<th>Variance between forecast outturn and Apr 2019 approved prog £</th>
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<tr>
<td><strong>Total Planned Maintenance Programme</strong></td>
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<td><strong>Total Housing Investment Programme</strong></td>
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<td>900,000</td>
<td>677,970</td>
<td>682,480</td>
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<td>5,144,970</td>
<td>4,654,970</td>
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<td>677,970</td>
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### FUNDING

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<th>Approved Programme at April 2019 including slippage £</th>
<th>Approved Programme at Aug 2019 £</th>
<th>Latest Forecast Outturn £</th>
<th>Variance between forecast outturn and Feb 2019 approved prog £</th>
<th>Variance between forecast outturn and Apr 2019 approved prog £</th>
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<tr>
<td>Major Repairs Reserve</td>
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<td>5,353,620</td>
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<td>3,709,260</td>
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<tr>
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<td>976,800</td>
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<td>HRA 1:4:1 Capital Receipts</td>
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<td>Homes England Grant (formerly HCA)</td>
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<td>1,341,090</td>
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<td>1,613,470</td>
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<td>Grant from Waste Yorkshire</td>
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<td>Housing Capital Reserve</td>
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<td>11,786,220</td>
<td>11,786,220</td>
<td>-3,635,290</td>
<td>-3,635,290</td>
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</table>
1.0 PURPOSE OF REPORT

1.1 The report seeks approval to bid to Homes England for grant funding to support the acquisition and repair of eighteen predominantly former council dwellings to be available as social rented homes within the Housing Revenue Account (HRA) by the end of March 2021.

2.0 RECOMMENDATIONS

2.1 That the Head of Housing and Property is authorised to bid to Homes England for grant funding of £55,000 per dwelling towards the purchase and repair of a maximum of eighteen ex-local authority dwellings or such suitable dwellings that provide wider development potential for the council under Homes England’s Shared Ownership & Affordable Housing Programme 2018 – 2021 (SOAHP).

2.2 That property purchases will be prioritised within the Ripon area to replace those social rented homes that are no longer being delivered at Allhallowgate.

2.3 That subject to the receipt of £55,000 Homes England grant, dwellings are purchased at an average value of no more than £200,000, with approval for
the individual properties delegated to Cabinet Member (Housing and Safer Communities) in consultation with the Head of Housing and Property and the Head of Finance even where the level of expenditure on an individual property exceeds the amount (£100,000) constitutionally delegated to Cabinet Member.

2.4 That should Homes England grant of less than £55,000 per dwelling be allocated, the average value of dwellings to be purchased is reduced by the same amount; such that the council’s contribution does not exceed £145,000 average per dwelling towards the purchase price.

2.5 The council’s Valuation Surveyor & Intermediate Housing Officer be given authority to negotiate the individual purchases on behalf of the council and Legal Services be authorised to undertake the conveyancing or to out-source this professional work if necessary.

3.0 RECOMMENDED REASON/S FOR DECISION/S

3.1 The approval of Cabinet Member (Housing and Safer Communities) needs to be obtained for the acquisition of specific properties. This is required by resolution of Cabinet at its meeting of 20th June 2018 and is a continuation of the previous delegated approval for acquisition of properties for social rent even where the level of expenditure exceeds £100,000.

3.2 Following the success of previous acquisition schemes, Homes England has asked the council to consider bidding for an additional programme of property purchases for return to social rent.

4.0 ALTERNATIVE OPTION/S CONSIDERED AND RECOMMENDED FOR REJECTION

4.1 Not to bid for grant funding to Homes England. This is not recommended as it would be detrimental to future requests to access funding streams and grant makes a significant contribution to acquisition costs.

THE REPORT

5.0 BACKGROUND

5.1 On 20th June 2018, Cabinet approved that land and dwellings should continue to be purchased into the HRA.

5.2 Cabinet also delegated approval of individual properties to be purchased to Cabinet Member (Housing and Safer Communities) in consultation with the Head of Housing and Property even where the level of expenditure exceeds the amount (£100,000) constitutionally delegated to Cabinet Member. The council’s Valuation Surveyor was given authority to negotiate the individual purchases on behalf of the council and Legal Services were authorised to undertake the conveyancing. Approval to out-source this professional work if necessary was also given.

5.3 The proposed programme of property acquisitions will primarily seek to purchase former council dwellings to return to the HRA as social rented
housing, and where circumstances allow, the purchase of dwellings that permit wider development opportunities for the council. Priority will be given to sourcing properties in the Ripon area.

5.4 The government has recently published a list of local authorities facing the most severe affordability problems. Whilst the majority of these authorities are in London and the South East, there are a small number of northern ones. Affordability issues are defined by the difference between social and affordable rents, the former being lower and set by formula and the latter being up to 80% of market rent. Those authorities that have a difference in rents of more than £50 per week have made the list – this includes Harrogate. There is an expectation now from Homes England that grant funded homes in Harrogate district will be let at social rents.

5.5 It is proposed that the council bids to purchase eighteen social rented properties under Homes England’s SOAHP programme. The council’s Valuation Surveyor & Intermediate Housing Officer will identify the eighteen properties for acquisition between now and the end of March 2021. A financial appraisal will be carried out on each property prior to purchase. This will ensure that the property offers value for money and meets grant conditions, whilst also meeting housing need. On the basis of this appraisal, individual property acquisitions will be approved by Cabinet Member, in consultation with the Head of Housing and Property and the Head of Finance.

5.6 It is further proposed that a bid of £55,000 per unit be made, against an average purchase price of £200,000. Whilst there is no guarantee that a bid at this level will be successful - this is a higher rate per unit than has been awarded previously - there is a general acceptance that social rent can only be achieved with higher levels of grant. Should grant of less than £55,000 per dwelling be allocated, the average value of dwellings to be purchased will be reduced by the same amount; such that the council’s average contribution towards the acquisition price does not exceed £145,000.

5.7 Homes England requires that an average, not a maximum purchase price is identified and that acquisition will be by a specified date; in this instance mid-March 2021.

5.8 After acquisition, the properties are to be let to applicants on the council’s housing waiting list in accordance with its approved allocations policy.

5.9 An average purchase price of £200,000 is currently realistic, and will allow for the purchase of all property types, for example 4 bedroom homes for which there is an identified need, and properties that offer wider development potential.

6.0 REQUIRED ASSESSMENTS AND IMPLICATIONS

6.1 The following were considered: Financial Implications; Human Resources Implications; Legal Implications; ICT Implications; Strategic Property/Asset Management Considerations; Risk Assessment; Equality and Diversity (the Public Sector Equality Duty and impact upon people with protected characteristics). If applicable, the outcomes of any consultations,
assessments, considerations and implications considered necessary during preparation of this report are detailed below. There are no Legal Implications of significance which are not dealt with in the main body of this report or incorporated into Finance comments.

**Finance**

**Grant funded programme**

6.2 The net capital cost to the HRA of purchasing eighteen properties for social rent, part funded by Homes England grant, will be £2,610,000. This includes £1,500 per property towards repairs costs (a condition of grant) and approximately £500 per property towards legal fees. Stamp duty is not payable on grant funded acquisitions. Any additional repairs works will be met from the Housing Investment Programme (HIP).

6.3 All purchases will generate an ongoing rental income to the HRA, which will offset ongoing repairs and maintenance.

Current average rents per week for 19/20 are as below.

<table>
<thead>
<tr>
<th>Type</th>
<th>Rent per week</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bedsits</td>
<td>£62.15</td>
</tr>
<tr>
<td>One Bed</td>
<td>£71.14</td>
</tr>
<tr>
<td>Two Bed</td>
<td>£78.21</td>
</tr>
<tr>
<td>Three Bed</td>
<td>£88.81</td>
</tr>
<tr>
<td>Four Bed</td>
<td>£99.19</td>
</tr>
<tr>
<td>Five Bed</td>
<td>£111.75</td>
</tr>
</tbody>
</table>

6.4 In terms of funding these property acquisitions, commuted sums (including recycled sums) will be used in the first instance, supported by HRA capital receipts and/or HRA working balance where the commuted sums balance is insufficient. There are some significant commuted sum receipts expected over the coming year, but the exact funding will depend upon the timing of those receipts and the purchases themselves. Funding was previously allocated from HRA revenue to the Allhallowgate development project and so this funding can be reallocated to this scheme.

6.5 Monthly meetings with Finance will ensure that regular monitoring of budgets is undertaken, so that spending on property purchases can be forecast and adjusted where necessary.

7.0 **CONCLUSIONS**

7.1 Opportunities continue to arise to purchase former council stock for inclusion into the HRA. Ex-local authority homes represent good value for money and their use as social rented homes can help meet significant housing need across the district.
Approval to bid for Homes England grant funding of £990,000 to contribute towards the acquisition and repair costs of eighteen additional dwellings is sought. This follows previous successful acquisition programmes.

Background Papers –

OFFICER CONTACT: Please contact Jim Robinson if you require any further information on the contents of this report. The officer can be contacted at Housing & Property, PO Box 787, Harrogate, HG1 9RW tel - 01423 556018 or by e-mail – james.robinson@harrogate.gov.uk
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### Agenda Item No. 10

**REPORT TO:** Cabinet  
Cabinet Member (Housing & Safer Communities) (for discussion)

**DATE:**  
13\(^{th}\) November 2019  
29\(^{th}\) October 2019

**SERVICE AREA:** Housing & Property

**REPORTING OFFICER:** Private Sector Housing Manager  
*(Angela Darlington)*

**SUBJECT:** Adoption of a Revised Housing Assistance Policy

**WARD/S AFFECTED:** ALL DISTRICT

**FORWARD PLAN REF:** N/A

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1.0 **PURPOSE OF REPORT**

1.1 To obtain approval from Cabinet to amend the Housing Assistance Policy to include changes to the funding for discretionary disabled aids and adaptations and the inclusion of Empty Homes Loans

2.0 **RECOMMENDATION/S**

2.1 It is recommended that, with immediate effect,

1. The Housing Assistance Policy Appendix A (including the Disabled Facilities Grant Appendix B and Empty Homes Loans Procedure Appendix C) is adopted

2. Minor changes to the Housing Assistance Policy are delegated to the Cabinet Member (Housing and Safer Communities)

3. Minor changes to the Disabled Facilities Grant Procedure (Appendix B) are delegated to the Cabinet Member (Housing and Safer Communities)

4. Minor changes to the Empty Homes Loans Procedure (Appendix C) are delegated to the Cabinet Member (Housing and Safer Communities)

3.0 **RECOMMENDED REASON/S FOR DECISION/S**

3.1 Offering a wider range of discretionary assistance will enable the Council to assist a greater number of disabled people, their families and carers and to help people remain as well as possible at home.
3.2 To ensure, in line with the Empty Homes Budget approved by Cabinet on 26 June 2019, there is a process in place to administer an Empty Homes Loan.

4.0 ALTERNATIVE OPTION/S CONSIDERED AND RECOMMENDED FOR REJECTION

4.1 Not offering discretionary assistance. This is not recommended as demand for mandatory works is insufficient to spend the increased budget received from the Ministry of Housing, Communities and Local Government (MHCLG). The funding must be spent on adaptations work and to underspend the budget is not an efficient use of public funding. Offering additional discretionary works will enable the funding to be spent as intended not only to assist disabled people but to help people remain as well as possible in their own homes.

4.2 Offering discretionary DFG assistance in the form of a loan. This is recommended for rejection as it is envisaged it will likely deter vulnerable people from accessing the assistance and will increase the administrative burden.

4.3 Not to approve the method and terms of an Empty Homes Loan to facilitate the voluntary return of empty properties into occupancy. This would mean the council would not be in a position to offer support to empty property owners where needed and might weaken the case of progressing a property to a CPO without evidence of offered support provided.

4.4 To offer Empty Homes Grants, this is not recommended as works of repair and renovation increase the value of a property so it is equitable that the community, in the form of the Council, share in this increased value.

5.0 THE REPORT

5.1 The Housing Grants, Construction and Regeneration Act 1996 places a duty on unitary and district councils to provide Disabled Facilities Grants (DFG). The grant is means tested and funds certain eligible works to enable a disabled person to remain as independent as possible in their home. The grant may fund works in the private sector only. Aids and adaptations for council tenants are paid for through the Housing Revenue Account.

5.2 The Regulatory Reform (Housing Assistance) (England and Wales) Order 2002, (the Order), gives local authorities the power, but not the duty, to adopt a Housing Assistance Policy. A policy may contain a wide range of assistance at the discretion of the local authority. The policy may include additional works of repair and improvement, not included in the mandatory works listed in the 1996 Act. It may also include assistance to improve living accommodation. Before such powers are used the council must adopt and publish a policy.

5.3 The current Harrogate Borough Council policy adopted under the provisions of the Order includes a range of actions to assist disabled people and other home owners. A review of the policy highlighted a number of potential changes to increase the number of people assisted and to improve housing conditions.
The proposed Housing Assistance Policy is attached at Appendix A. The main proposed changes are:

1. To change the means test for Disabled Facilities Grants so that the first £5k of all contributions are paid for by the Council.
2. Grant aid a wider range of activity to support health and wellbeing such as falls prevention, energy advice and wellbeing actions.
3. The introduction of Empty Homes Loans.

The proposed Empty Homes Procedure is attached at Appendix C.

REQUAED ASSESSMENTS AND IMPLICATIONS

The following were considered: Financial Implications; Human Resources Implications; Legal Implications; ICT Implications; Strategic Property/Asset Management Considerations; Risk Assessment; Equality and Diversity (the Public Sector Equality Duty and impact upon people with protected characteristics). If applicable, the outcomes of any consultations, assessments, considerations and implications considered necessary during preparation of this report are detailed below.

Equality and Diversity implications (the Public Sector Equality Duty and impact upon people with protected characteristics)

An Equality Impact Assessment is attached at Appendix B

Financial Implications

Harrogate Borough Council has committed a budget of £800,000 to progress CPOs, as part of the enforcement element of the Empty Homes Strategy, and empty property loans.

A total of £800,000 has been included for empty homes purchases and empty property loans in the latest update of the Capital and Investment Programme. The funding for these costs will come from the estimated £600,000 of capital receipts from the sales of the properties, with the remaining £200,000 coming from the Housing Business Reserve, which currently has £200,000 set aside for CPOs.

It should be noted that this is currently a one-off budget that has been included in 2019/20 as part of a trial. The processes and associated costs will need to be reviewed once the first loans have taken place and a decision taken as to what level of budget, if any, to include going forward. The scheme as a whole is currently cost neutral because of the £200,000 funding available from the Housing Business Unit reserve. This balance is likely to be depleted though, as there are costs associated with CPO that cannot be recouped, and therefore alternative funding would be required.

The empty property loans will be interest-free loans, with a maximum term of five years, the value of loan to be repaid will, in cash terms, be equal to or higher than the original loan granted, as the repayable amount is based on a proportion of the property value (see Appendix 1).
Legal Implications

6.8 There are implications from potential increased enforcement activity. Capacity within the Legal team may mean that the council has to consider outsourcing on a case by case basis. If borrowers of the Empty Homes Loan fail to meet the terms of the contract, such as missing the final pay date at the end of the five year term, additional work will be required with the enforcement of the loan, which could include the sale of the property.

7.0 CONCLUSIONS

7.1 The Order gives local authorities the power to adopt their own adaptation polices in order to offer discretionary financial assistance. The adoption of a policy would allow both the efficient use of the budget and improve the outcomes for disabled residents, owner occupiers and the owners of empty homes.

Background Papers – None

OFFICER CONTACT: Please contact Angela Darlington, if you require any further information on the contents of this report. The officer can be contacted at (Housing & Property, PO Box 787, Harrogate, HG1 9RW 01423 500600 or by e-mail – angela.darlington@harrogate.gov.uk
Housing Assistance Policy

Produced by: Housing and Property Services

Author: Head of Housing and Property

October 2019
1. Introduction

Harrogate Borough Council is committed to ensuring the housing stock of the district meets the needs of our residents. Action to enable the repair, improvements and adaptations to private sector homes is an important component of this commitment. This policy sets out the support available to home owners and private sector tenants.

The assistance available has been developed in the context of the Regulatory Reform (Housing Assistance) (England & Wales) Order 2002 (The Order). The Order permits local authorities to offer financial assistance and advice. This Policy contains the range of grants and loans available to owners and tenants in the private sector to assist them to improve and adapt their property. It constitutes a revision of the previous Housing Assistance Policy.

Owner Occupation accounts for 69% of the homes in the Harrogate district. Many of these homes are well maintained and are suitable for the people occupying them. In a minority of cases, however, owners are unable to keep their homes in a safe and warm condition.

Across the Harrogate District 23% of the housing stock is rented from a private landlord. Landlords are responsible for keeping their properties in repair and in a safe condition. However, when tenants require modification due to a disability the council can provide both mandatory and discretionary assistance to pay for aids and adaptations.

This policy outlines how the council will work to assist home owners, landlords and private sector tenants through advice services, financial assistance and enforcement, to make repairs and adaptations to properties.

The housing assistance available will be kept under review and modifications may be made due to national legislative and policy changes and in local condition, needs and priorities.

1.1 Policy Aim

- To outline the assistance available to home owners, landlords and private sector tenants to improve housing conditions across the district.
- To assist residents to remain in their own homes for as long as possible.
- To assist empty home owners in returning their properties to occupancy.

1.2 Context

1.2.1 National Policy Context:


In this strategy Government announced its ambitions to build homes to “Lifetime Homes” standards and a vision of Lifetime Neighbourhoods that are fit for all. The strategy also included the provision of improved advice and information, and expanding help for simple repairs and adaptations, with more investment in major home adaptations to support independence.
**Cutting the Cost of Keeping Warm – A Fuel Poverty Strategy for England (2015)**

This strategy sets out how the Government will deliver its fuel poverty target to ensure that as many fuel poor homes as is reasonably practicable achieve a minimum energy efficiency rating of Band C, by 2030.

1.2.2 Sub-regional Policy Context

**York, North Yorkshire & East Riding Housing Strategy 2015/2021**

This strategy sets out the nine sub-regional priorities for housing growth and delivery. Harrogate Borough Council is committed to jointly delivering on the following priorities relevant to its Housing Assistance Policy:

**THEME: Understanding and Improving the Quality of our Housing Stock**

**PRIORITY 4:**
Via policy guidance and negotiation, ensure new homes are of high design and environmental quality

**PRIORITY 5:**
Continue to make best use of existing stock and ensure it is of a decent quality to meet the needs of our communities

**PRIORITY 6:**
Ensure all homes have a positive impact on health and well-being and are affordable to run

**North Yorkshire Joint Heath & Wellbeing Strategy 2015 – 2020**

The strategy contains a commitment from partner organisations to improve health & wellbeing and ensure that people in all communities in North Yorkshire have equal opportunities to live full and active lives from childhood to later years. It gives direction and sets out priorities for Board partner organisations to include in their own strategies and plans.

1.2.3 Local Policy Context

Delivery of the Housing Assistance Policy supports all the Corporate Priorities contained in the Harrogate Borough Council Corporate Plan.

- A Strong Economy
- A Sustainable Environment
- Supporting Our Communities
- Excellent Public Services

The policy also contributes to the Council’s emerging Housing Strategy 2018-2021.
2. Housing Assistance Policy

This policy is the overarching document for delivery of the Housing Assistance Policy. This policy outlines the measures available to Harrogate Borough Council to achieve our policy aim through use of advice services, direct & indirect financial assistance and enforcement.

**Housing Assistance Policy**

**Financial Assistance - Procedures:**

- a) Discretionary Disabled Facilities Financial Assistance
- b) Emergency Repairs Fund
- c) Better Homes Scheme
- d) Mortgage Assistance
- e) Preventing Repossessions Loan
- f) Empty Homes Loan

2.1 Advice Services

We will provide information and advice to assist any person to improve, repair, adapt or rebuild residential premises.

We recognise the importance of informing and encouraging when working with home owners and landlords to uphold legislative requirements. Where possible we seek to resolve issues raised to the satisfaction of both the landlord and tenant in order to achieve tenancy sustainment and reduce homelessness due to the termination of tenancies.

The council will:
- Ensure the availability of information and advice on its website
- Provide advice verbally
- Engage with groups and forums to provide advice to the community and private sector landlords
- Work in partnership to disseminate and provide information and advice.
2.2 Direct Financial Assistance

It is the responsibility of home owners to maintain and improve their properties at their own expense. However, the council recognises that we have a responsibility to provide assistance, particularly to the elderly and vulnerable.

All financial assistance given is subject to:

- Available funding resources and capacity
- Written terms and conditions under which assistance will be given

Before giving any assistance the council will:

- Provide appropriate advice or information about the extent and nature of any obligation (financial or otherwise) to be taken on.
- Give regard to the person’s ability to afford to make a contribution or repayment.

The council may provide:

2.2.1 Discretionary Disabled Facilities Financial Assistance

The council has the authority, under The Order, to offer discretionary assistance in any form, for adaptations or to help occupants to move to more suitable living accommodation and no limit is placed on the amount of assistance that may be given.

The council will use discretionary assistance to assist households;

- With a grant to move to a more suitable alternative accommodation, (the grant covers some of the cost of moving house, including solicitor’s fees, estate agents fees, removal costs, and other essential costs considered on an individual basis), in situations where;
- The cost of assistance may be less than the cost of adapting the applicants current home, or
- The disabled person is a tenant whose landlord has refused to give consent to the adaptation work, or
- The adaptations that are needed are not practicable in their current home, or
- The adaptations involve major work and it would be more beneficial to the disabled person and more cost effective to move to a home more suitable for their needs

To assist disabled people in work and those with a small occupational pension, the Council will grant aid the first £5,000 of all assessed contributions

In addition, a ‘top-up’ of up to £15k for applicants who qualify for a mandatory DFG where the cost of works exceeds £30,000 and the applicant cannot source additional funds may be available. Any ‘top-up’ financial assistance will be administered as a Land Charge on the property to be repaid on sale or transfer of the home.

The council will consider applications for discretionary assistance to pay for works that may otherwise not be eligible for assistance. Typically these works could include the cost of undertaking repairs to a property to enable a DFG to proceed. These could include:
- Insulating a home or providing uPVC double glazing where a DFG is being provided to install a new heating system.
- Undertaking works to resolve category one and category 2 D & E hazards within a property, such as remedial works to tackle damp or excess cold.
- Undertaking electrical repairs to a home where a new level floor shower or stair lift is being provided.
- Undertaking measures to improve the safety and security of eligible households such as windows and door locks, fixing loose flooring, undertaking repairs to pathways and the removal of trip hazards.
- The purchase, installation and ongoing cost of Assistive Technology (Telecare) to enable people to remain in their homes.

In exceptional circumstances the council will also consider use of discretionary funds, subject to available budgets, to assist charitable organisations and Registered Providers with works deemed reasonable and practicable, and where in the council’s opinion such works would benefit residents in domestic dwellings. In each case a detailed business case, detailing exact adaptations to be considered and any supporting rationale, must be submitted by the charitable organisation. Each of these schemes will be considered on its merits but the overriding criteria will be that Disabled Facilities Grants fund will pay for capital works of repair, improvement or provision of facilities to assist disabled people remain as independent as possible at home.

- Funds will not be provided for care or activities outside the home
- No funds will be provided to other Councils, parish, first, second tier or unitary.
- No funds will be provided for the repair of equipment.

**Procedure**

From April 2018 the council will offer discretionary Disabled Facilities Financial Assistance. The maximum reasonable assistance the council will offer is £15,000. The council retains sole discretion in award of Discretionary Financial Assistance (DFA).

All applications, determinations and payments will be dealt with in line with the Disabled Facilities Adaptations Policy 2019.

### 2.2.2 Emergency Repair Fund (ERF)

ERF provides loans to homeowners up to £5,000, repayable on the sale of the property, for emergency repairs (roof, windows, heating etc.). The loan covers,

- Works to remedy Category 1 and Category 2 D & E Hazards.
- Repairs to ensure homes are wind and water tight.
- Security and fire detection works.
- Works to prevent slips, falls and trips.

The council will:

a) Provide Emergency Repair Fund Loans in accordance with the purposes, eligibility and test of resources as defined in the Emergency Repair Assistance Scheme (ERAS) procedure.

d) Register a local land charge on properties where the home owner (s) has been awarded an Emergency Repairs Fund Loan. The land charge will be for a period of the loan. We will seek to recoup all loan monies where the applicant disposes of their interest in the property during the period of the loan.
Eligibility
The loan scheme is targeted at homeowners with a household income of less than £15,200.

Procedure
All applications, determinations and payments will be dealt with in line with the Emergency Repair Fund (ERF) procedure.

2.2.3 Empty Homes Loan

The council has the authority to offer loans for home owners looking to complete renovation work on their property to make it habitable for sale or let.

The loan is devised to help unlock the potential of empty properties to bring them back into use.

The payment terms of the loan would include the following criteria:

- The loan is an equity release product, which is appreciation based. This means there aren’t any monthly repayments or interest charges.
- The loan is secured as a legal charge against the empty property, same as the security required on a mortgage.
- The loan is for a fixed term of five years, or sooner if the empty property owner sells the property, or wishes to pay the loan off in full, before that time.

The process of the loan would include the following:

- Harrogate Borough Council would lend the empty property owner the money to have repairs and improvement works carried out on the property – this will become the loan amount.
- The loan amount would be converted to a percentage of what an independent valuer anticipates the property to be worth if the works were carried out – this will become the loan to value percentage.
- When the loan is re-paid and if the value of the property has increased the loan to value percentage is used to calculate what should be repaid, based on the value of the house at that time with vacant possession.
- When the works are completed to the expected standard of the council, the works are signed off as completed by the council and the empty property owner, and the loan funds paid directly to the contractor who has undertaken the work.
- When the loan is re-paid, if the value of the property has fallen then the homeowner will re-pay the original amount that has been borrowed (as it will be a charge on the property).

Eligibility
The loan is targeted at homeowners who are selling or letting their property and require additional funds to complete the development.

Procedure
All applications, determinations and payments will be dealt with in line with the Empty Homes Loan procedure.

2.3 In-direct Financial Assistance

To be responsive to identified need, support partners & deliver shared objectives we will take up discretionary powers to provide additional financial assistance for housing adaptations/
improvements under Article 3 of the Regulatory Reform (Housing Assistance) (England and Wales) Order 2002. We will do this in the following ways:

### 2.3.1 Better Homes Yorkshire

Better Homes Yorkshire was procured by West Yorkshire Combined Authority in December 2014 to respond to the challenge of cold homes and fuel poverty. Under the Better Homes scheme, the private sector partner Engie has been appointed to deliver domestic energy efficiency and heating measures across the Leeds City Region. The council signed a call-off contract in December 2014 in order to participate in the scheme.

In addition to home energy efficiency measures offered to “able-to-pay” customers, various fuel poverty projects come under the Better Homes umbrella at different times, depending on the availability of external funding. These projects offer targeted assistance to households vulnerable to fuel poverty.

Relevant fuel poverty risk factors could include low income, poor home energy efficiency, health issues, and the age or residents. Eligibility may also be defined by using the council’s ECO Flexible Eligibility Statement of Intent, or by using area-based criteria.

The council will support bids for external funding which meet our aims, and where appropriate we may provide match funding, support in kind or other assistance to the scheme.

### Responsible Authority

The Better Homes scheme is managed by West Yorkshire Combined Authority. Harrogate Borough Council jointly funds a project manager post, hosted by City of York council, to provide a coordinated approach for the participating North Yorkshire councils and City of York council.

### Homes and Loans Service

The Homes and Loans Service, based at Sheffield City Council, delivers loans based on the following two models, which are appreciation based loans or interest free loans:-

#### Appreciation based loans

- no monthly repayments, repayable either on transfer of ownership or at the end of an agreed term. The loan amount is calculated as a percentage of the property value (either unimproved or improved) and that loan to value percentage is then repaid on the new valuation at the time of repayment.

#### Interest free based loans

- capital amount repayment either paid in full at the end of an agreed term or in equal monthly repayments of the capital over an agreed term.

In brief the loans are:-

**Home Appreciation Loans (HALs)** - secured home appreciation loans specifically for clients who need to undertake work for repairs, improvements or disability adaptations to vulnerable people who are unable to access commercial borrowing from a high street lender.
**Energy Repayment Loans (ERLs)** – secured interest free monthly repayment loans for vulnerable people who own their own homes to undertake work to their properties to address excess cold (not covered in detail in the tables as they work the same as a normal HAL subject to a normal max loan of £3k).

**Energy Homes Appreciation Loans (EHALs)** – secured home appreciation loans specifically for clients who need to undertake work to their properties to address excess cold and cannot afford monthly repayments on an ERL.

The council will:
- Provide loans in accordance with the eligibility and test of vulnerability as defined by the council’s ECO Flexible Eligibility Statement of Intent, or by area-based criteria which may be set.
- Provide an optional and chargeable support service to applicants to include form completion, verification of contractors, drawing up of schedule of works and contract management.
- Register a Legal Charge against the property for the amount of the loan

Sheffield City Council’s Homes and Loans service will:
- Provide loans in accordance with the purposes and eligibility as defined in the Homes and Loans Procedure

**Procedure**
All applications, determinations and payments will be dealt with in line with the Homes and Loans procedure.

**Responsible Authority**
Applications for assistance are administered by Harrogate Borough Council, whilst the Homes and Loans scheme is managed by Sheffield City Council.

### 2.3.2 Mortgage Assistance

Mortgage assistance is offered across the district by Breathing Space, Mortgage Rescue. This is temporary assistance, following a change in circumstances such as redundancy or ill health. Help can be provided through an interest free secured loan to pay off mortgage arrears. The loan may also provide on-going mortgage instalments for up to 12 months.

The Mortgage Breathing Space can be used to pay off arrears and on-going payments for secured loans. The amount available is between £2,000 and £15,000. Payments are made direct to the lender.

Anyone who takes out a Mortgage Breathing Space loan does not have to repay any monthly instalments, during the 3 year loan period.
- There are no fees or set up costs
- The loan is interest free
- The loan must be fully repaid at the end of the 3 year period so assistance can be offered to other households

Breathing Space allows time to consider longer term options, such as re-financing/re-mortgaging the home or selling at a realistic market price.
Eligibility
Anyone can apply as there are no house value restrictions. To qualify for help the mortgage and secured debts plus our loan must be below 90% of the value of the home.

Responsible Authority
Breathing Space is administered by Wakefield Council.

2.3.3 Preventing Repossessions Loan Fund

The purpose of the Preventing Repossessions Loan Fund is to enable Harrogate Borough Council to help households at risk of homelessness through repossession or eviction by offering small short term loans.

The loans can be used to help address immediate financial difficulties in return for which possession action is halted. Loan payments are made only when to do so would make the household’s position recoverable.

Loans will normally range from £1,000 to £3,000 per household, and any loan should be capped to a maximum of £5,000, available at 0% interest.

Eligibility
The fund is aimed at:
- Homeowners who genuinely cannot pay their mortgage (and not those who choose not to).
- Tenants who genuinely cannot pay their rent (and not those who choose not to).

An inability to pay must be as a result of an “income shock”. This is usually defined as being as a result of:
- Relationship breakdown
- Job loss/ Reduced hours
- Ill health
- Or other similar reason why the mortgage or rent is no longer affordable. There should no previous history of significant arrears. Both priority and non-priority households are eligible to apply

Procedure
Applications to the fund will be dealt with by Harrogate Borough Council in line with the Preventing Repossessions Loan Fund Procedures (June 2016).

3. Appeals and Complaints

All appeals and complaints will be dealt with in line with the council’s corporate complaints procedure and the scheme of delegation.

4. Scheme of Delegation

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### 5. Reviewing the Policy and Eligibility

This Policy will be reviewed in line with any significant change in legislation, guidance issued by the Ministry of Housing, Communities and Local Government's or significant case law. Separate to this it will be reviewed every three years.
Harrogate Borough Council

DISABLED FACILITIES ADAPTATIONS POLICY

Updated September 2019
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1 Introduction

1.1 Purpose

1.1.1 The purpose of the Policy is to:
  i) Assist Officers in the interpretation and implementation of the Regulatory Reform (Housing Assistance) (England and Wales) Order 2002 (The Order) and Housing Grants, Construction and Regeneration Act 1996 (The Act) so far as it relates to the adaptation of the homes of disabled persons.
  ii) Ensure fair, equitable and consistent treatment for all disabled persons who require the council's assistance in adapting their home.
  iii) Provide guidance to disabled people, their carers, advocates and families in the administration of disabled facilities grants
  iv) Ensure that all applications for grant are considered and dealt with on their own merits.

1.2 Scope

1.2.1 This Policy shall be applied in respect of any request for assistance by means of a mandatory Disabled Facilities Grant (DFG) and Discretionary Financial Assistance (DFA).

1.2.2 Where an adaptation is required to a house owned by a Registered Provider (RP) the council shall normally request that the RP makes a financial contribution to the overall scheme of works. Previous Government guidance on this subject states that it is expected that RP’s build into their business plans the funding of adaptations as part of their core activities.

1.3 Related Documents

1.3.1 This Policy should be read in conjunction with the following documents:-
  ii) Regulatory Reform (Housing Assistance) (England and Wales) Order 2002 (The Order)
  iii) Harrogate Borough Council, Housing Assistance Policy 2018

1.4 Exceptional Circumstances

1.4.1 The council accepts that there may be circumstances that warrant exceptions to this Adaptations Policy. The Head of Housing & Property is therefore authorised to assess individual cases and, where appropriate, and reasonable to do so, decide that an exception be made to the normal Adaptations Policy.

2. Mandatory Disabled Facilities Grant

2.1 The Disabled Facilities Grants (Maximum Amounts and Additional Purposes) Order 2008 places a limit of £30,000 on the amount of mandatory DFG which may be given.

2.2 Where eligible works cost more than the maximum amount the applicant must fund the amount over £30,000 themselves or seek other sources of funding. Where works cost
over £30,000 the applicant should not commit to the works unless the funding arrangements for the additional amount are organised as grant funds cannot be released until the project is finished.

2.3 Appendix B to the rear of this document provides a detailed breakdown of the works eligible for assistance under Mandatory DFG.

3. Discretionary Financial Assistance

3.1 The council has the authority, under The Order, to offer discretionary assistance in any form, for adaptations or to help occupants to move to more suitable living accommodation and no limit is placed on the amount of assistance that may be given.

3.1.2 The council will use discretionary assistance to assist households;
   i) With a grant to move to a more suitable alternative accommodation, (the grant covers some of the cost of moving house, including solicitor’s fees, estate agents fees, removal costs, and other essential costs considered on an individual basis), in situations where;
      a) The cost of assistance may be less than the cost of adapting the applicants current home, or
      b) The disabled person is a tenant whose landlord has refused to give consent to the adaptation work, or
      c) The adaptations that are needed are not practicable in their current home, or
      d) The adaptations involve major work and it would be more beneficial to the disabled person and more cost effective to move to a home more suitable for their needs.
   i) With a ‘top-up’ of up to £15k for applicants who qualify for a mandatory DFG where the cost of works exceeds £30,000 and the applicant cannot source additional funds. Any ‘top-up’ financial assistance will be administered as a Land Charge on the property to be repaid on sale or transfer of the home.
   ii) The council will consider applications for discretionary assistance to pay for works under a DFG that may otherwise not be eligible for assistance. Typically these works could include the cost of undertaking repairs to a property to enable a DFG to proceed or provide a safe and healthy environment. These could include:
      a) Works to improve the energy efficiency of the property for owner occupiers.
      b) Undertaking works to resolve category one and category 2 D&E hazards within a property, such as remedial works to tackle damp or excess cold.
      c) Undertaking electrical repairs to a home where a new level floor shower or stair lift is being provided.
      d) Undertaking measures to improve the safety and security of eligible households such as windows and door locks, fixing loose flooring, undertaking repairs to pathways and the removal of trip hazards.
   iii) With the purchase and installation of Assistive Technology (Telecare) to enable people to remain in their homes. Where levels of funding permits any on-going subscription fees associated with the installation (monthly/weekly) may be paid by HBC for one year.
   iv) In addition, where levels of funding permit, the Council shall fund the replacement of existing adaptations where they reach the end of their lifespan. This could include the replacement of stairlifts, through floor lifts and steplifts.
3.1.3 The first £5K of any means tested client contribution will be funded by Harrogate Borough Council.

3.1.4 The maximum reasonable assistance the council will offer is £15,000. The council retain sole discretion in award of Discretionary Financial Assistance (DFA).

3.1.5 The new home may require work that qualifies for a DFG. If so any applicant’s contribution to the relocation element of the grant will be taken into account when calculating the amount of the DFG.

3.1.6 Harrogate Borough Council retains the right, subject to available resources, to finance DFA over the mandatory £30,000 DFG limit in cases when it is the most reasonable and appropriate course of action.

3.1.7 If there are insufficient resources to deal with referrals for mandatory DFGs received from both North Yorkshire County Council (NYCC) and private Occupational Therapists, the council reserves the right not to approve any discretionary financial assistance.

3.1.8 Discretionary funding from the council will only be made available as a last resort and must be approved by the Private Sector Housing Manager in consultation with the Head of Housing & Property Services. Applicants will need to show that other options have been explored, including but not limited to self-funding and charitable funding.

3.2 Registered Providers and Charities

3.2.1 In exceptional circumstances the council will also consider use of discretionary funds, subject to available budgets, to assist charitable organisations and Registered Providers with works deemed reasonable and practicable, and where in the council’s opinion such works would benefit residents in domestic dwellings. In each case a detailed business case, detailing exact adaptations to be considered and any supporting rationale, must be submitted by the charitable organisation. Each of these schemes will be considered on its own merits but the overriding criteria will be that Disabled Facilities Grants fund will pay for capital works of improvement or provision of facilities to assist disabled people remain as independent as possible at home.

3.2.2 Funds will not be provided to support revenue costs such as care and support.

3.2.3 No funds will be provided to other Councils, parish, first or second tier or unitary.

3.2.4 No funds will be provided for the repair of equipment.

4. Criteria for Adaptations

4.1 Grant Aided Schemes

4.1.1 Any adaptation scheme for which a Disabled Facilities Grant is sought must meet the relevant requirements set down for such grants in the Act and The Order.

4.2 General

4.2.1 Before any scheme of adaptations is processed, either mandatory or discretionary, the council shall normally be satisfied that:
i) The dwelling is the main or only residence of the disabled person, or the disabled person intends to occupy the dwelling as their main or only residence once it has been adapted.

ii) The person for whom the adaptations are intended is a "disabled person" within the meaning of Section 100 of the Act.

iii) The adaptation works, in the opinion of the council, are necessary and appropriate to meet the needs of the disabled person.

iv) The adaptation works, in the opinion of the council, are reasonable and practicable, having regard to the age and condition of the dwelling.

v) The adaptations fulfil one or more of those purposes set out in Section 23 (1) of the Act, i.e. those works which would be eligible for a mandatory DFG.

vi) The disability or condition affecting the disabled person is not temporary.

vii) The dwelling or building to be adapted meets the Housing Health and Safety Rating System Standard (free from Category 1 hazards) and is not overcrowded unless, in the opinion of the Head of Housing & Property, it would be unreasonable to require this because of the urgency of the work or that undertaking the necessary works to Rating Standard would have a significant adverse effect on the health of the disabled person.

viii) The disabled person has been assessed by either a NYCC or Private Occupational Therapist or other suitably qualified or experienced person, who have provided a referral to the local authority recommending works of adaptation.

ix) References in the document to Occupational Therapists and the Occupational Therapy Service include other suitably qualified and/or experienced, competent person. Whether a person is competent is determined by the Head of Housing & Property.

4.3 Role of the Home Adaptations Service

4.3.1 The council operates an In House Agency, the Home Adaptations Service, to help deliver its disabled facilities grants.

4.3.2 All applicants should be encouraged to utilise the comprehensive service provided, which include:

i) Assistance with the completion of all forms including:- Test of Resource form, owner/tenant/landlord declaration, proof of ownership, final payment.

ii) Assistance accessing charitable funds.

iii) Benefits advice and checks.

iv) Referral to other services as appropriate (NYFRS, Better Homes Yorkshire etc.)

v) Specification of works (if applicable)

vi) Provision of plans and other drawings.

vii) Submission for Planning Permission and Building Regulations approval.

viii) Commissioning works.

ix) Supervising works.

x) Signing off works on completion.

xi) Payment of grant.

4.3.3 Applicants not wishing to use the Home Adaptations Service as an agent, can if they wish, make a direct application. See 4.4 below.

4.3.4 Applicants who have a means tested contribution greater than the cost of the works can use the council’s Home Adaptations Service. The council will charge a fee for using the service and the applicant can either:

i) Use the council’s contractors to complete the works

ii) Use their own contractors to complete the works.
Where the applicant uses their own contractor to complete the works they must also have the works signed off as described in item 4.4.10 below.

4.4 **Home Adaptations Service Application process and Prioritisation**

4.4.1 The council has adopted a prioritisation scheme to ensure priority is given to those in the greatest need.

4.4.2 The Occupational Therapist will prioritise a case as either ‘urgent’ or ‘standard’.

4.4.3 Urgent cases will be immediately allocated to the Home Adaptations Service for a visit. These cases will then be ‘fast tracked’ through to completion.

4.4.4 All standard enquiries will be prioritised using the information contained in the Occupational Therapy referral (see appendix A) and will be allocated points. These cases will then be forwarded to the Home Adaptations Service in points order.

4.4.5 Advice will be provided to the disabled person and/or their carer on how their request for assistance with adaptations will be processed. Notifying them that a priority scheme is in operation for dealing with adaptations.

4.4.6 Additional points will also be awarded on a monthly basis to ensure progression through the waiting list.

4.4.7 If an applicant is dissatisfied with the level of prioritisation they have received, the issue will be dealt with through the adopted complaints procedure of the Council.

4.5 **Direct Application**

4.5.1 Applicants not wishing to use the Home Adaptations Service may request from the Home Adaptations Service an application pack, including certificate of occupation and owners certificate to complete, in order to submit an application for a Disabled Facilities Grant.

Applicants will be provided with a detailed recommendation and specification from an Occupational Therapist. Applications without these, submitted to HBC by the Occupational Therapist, via DASH Portal, will not be considered.

Prior to completion of the application pack, a meeting will be held with the Applicant, Home Adaptations Service and Occupational Therapist to discuss the application process. The Applicant and Home Adaptations Service Officer will complete and sign a checklist to confirm the process has been fully explained and understood.

When the Applicant has completed the application pack, a further meeting will be held with the Home Adaptations Service where the applicant will provide the completed application. The completed application will be checked and feedback given prior to approval.

4.5.2 Any such application should be satisfactorily completed and signed with accompanying;
i) Certificates of future occupation.
ii) Owner’s certificate.
iii) Up to date evidence of financial income and savings and any stocks, shares of other capital as noted in the application form, (where appropriate).
iv) At least 2 suitable and comparable quotes fully itemised and based on agreed schedule of work which will reflect the Occupational Therapist's recommendation and specification.
v) Copy of contractor(s) Public Liability Insurance Certificate(s).

4.5.3 Any works which the applicant wishes to carry out in addition to those detailed in the schedule of work and the Occupational Therapist recommendation and specification must be separately itemised.

4.5.4 An application will not be registered with the council for consideration until all required information is submitted.

4.5.5 Upon submission of a valid application to the council, applicants will receive written confirmation from the council that the application has been received. The council will then have 6 months to determine the application.

4.5.6 Once an application has been determined, the council will confirm the outcome in writing and in the case where an application is refused, will detail the reasons for such refusal.

4.5.7 Where an applicant wishes to use a contractor to complete the works who is a member of their family or is a friend, the grant will only cover the cost of materials. It will not cover the cost of labour.

4.5.8 Direct applications will be solely responsible for ensuring that all works are carried out in accordance with the Occupational Therapist's recommendation and specification and to the satisfaction of the council.

4.5.9 To ensure that public money is protected it will be a condition of the grant that any works are signed off as complete by an Occupational Therapist. Certification, as appropriate, is also required, including (but not limited to): Building Regulations Completion Certificate, Electrical Installation Certificate, Gas Safety Certificate.

4.5.10 It will be a condition of the grant that any works are signed off by a competent member of a recognised professional body such as:
   i) Chartered Institute of Building.
   ii) Chartered Institute of Environmental Health.
   iii) Chartered Institute of Housing.
   iv) Royal Institute of British Architects.
   v) Royal Institution of Chartered Surveyors.
   This person must hold appropriate professional indemnity insurance. The fee charged will be allowable as part of the grant.

4.5.11 An administration fee will be charged for this service.

4.5.12 No interim payments will be made.
5. **Assessment of Need**

5.1 **Legal Duty**

5.1.1 The council has a duty to consult with NYCC HAS and or Private Occupational Therapist on whether any works are necessary and appropriate to meet the needs of a disabled occupant.

5.2 **Occupational Therapist Referrals**

5.2.1 Following an assessment of a disabled person, the Occupational Therapist shall, if adaptations are considered necessary, send to Harrogate Borough Council using DASH portal, a recommendation of their assessment in the agreed format and detailing the purpose for the grant in accordance with section 23(1) of the Act.

5.2.2 Where recommendations do not contain sufficient information for the council to consider an application, the recommendation will be referred back to the Occupational Therapist for further clarification.

5.2.3 The Occupational Therapist assessment will normally be undertaken with reference to Occupational Therapy guidelines.

5.2.4 Recommendations will not be considered for grant where existing adaptations or equipment are meeting the clients needs (for example the replacement of a stair lift that, although old, is currently in working order)

5.2.5 Occupational Therapists are expected to explore the use of equipment prior to a request for adaptations being submitted and detail the outcome of this on the recommendation.

5.2.6 Occupational Therapist recommendations are expected to clearly specify the least expensive adaptation(s) which are appropriate to meet a disabled person's needs where there is more than one type of adaptation which would meet the client's needs.

5.2.7 If the recommended adaptations are not the least expensive option, the Occupational Therapist should be requested to identify any special circumstances which have been taken into consideration.

5.2.8 Where an applicant wishes to self fund a more expensive adaptation this should also be detailed on the recommendation so that the council can identify the eligible costs and ineligible costs. (see also Section 10 – Alternative adaptation works)

5.2.9 NYCC HAS will categorise each case into ‘Urgent' or ‘Standard'.

5.2.10 Where the disabled person is a tenant of a Registered Provider (RP) the Occupational Therapist shall, prior to sending the agreed recommendations to Harrogate Borough council, formally request that the RP fund the adaptation(s).

5.3 **Joint Visits**

5.3.1 A joint visit involving the Occupational Therapist and a council Surveyor will be required where it is unclear how best to adapt the property to meet the disabled person's needs.
5.3.2 The council Surveyor should at the time of the joint visit undertake a detailed survey of the property, discuss with the disabled person, and/or their carers, their circumstances and note their views and wishes. The officer must not make suggestions for alternative or additional work to the client. If the officer feels other work is appropriate / required this must be discussed with the Occupational Therapist separately.

5.3.3 In cases of doubt as to whether a scheme will be assisted in whole or part, it is recommended that officers should not make any commitments at the time of the joint visit but refer the matter for consideration, in the first instance to the Private Sector Housing Manager.

5.4 Judgment of Necessary and Appropriate

5.4.1 In deciding whether any works are necessary and appropriate the council shall take into account:
   i) The recommendations of the Occupational Therapist.
   ii) Whether the adaptation has been recommended in accordance with section 23(1) of the Act. (See Appendix A)
   iii) Whether the proposed works are the least expensive option or, if there are reasonable special circumstances to warrant a more expensive option.
   iv) Whether alternative schemes involving mobile aids/equipment have been considered/tried and are not appropriate.
   v) Whether the scheme is unduly influenced by the desires/aspirations of the disabled occupant/carers rather than actual need e.g. proposals for ground floor extensions where a person could use a stairlift but is unwilling to do so or requests shower facilities because they do not wish to use appropriate bathing aids. Schemes exceeding the Occupational Therapist/s recommendations may be acceptable where the service user may wish to have an enhanced adaptation provision, over-and-above that which is reasonable and practicable, and they are willing to meet the additional costs of the enhanced scheme, (see also Section 10).
   vi) Schemes that are necessary to accommodate the needs of carers may be eligible under the Act for grant assistance.
   vii) Whether a move to a more suitable property would provide a better solution.

5.4.2 In any cases of doubt as to whether the works are necessary and appropriate the matter should be referred initially to the Private Sector Housing Manger, who will discuss the recommendations with the Occupational Therapist and come to a view whether a scheme may proceed. If it is considered that the scheme should not proceed, or that it should be amended, a case conference should be arranged with all parties to try to resolve the issue and agree an acceptable scheme.

5.4.3 Every effort must be made to assist a disabled person, with the circumstances of each case being considered individually.

5.4.4 Where no satisfactory outcome can be found and an application is deemed not to be either necessary and appropriate or reasonable and practical then the Private Sector Housing Manager will have no option but to refuse such application. (See Refusals 6.12).
6. **Assessment of Reasonableness/Practicability**

6.1 **Legal Duty**

6.1.1 The council has a duty to satisfy itself that any proposed adaptations are reasonable and that it is practicable to undertake those works.

6.2 **Consideration**

6.2.1 Although it may be agreed that works are necessary and appropriate to meet the needs of a disabled person, it may not be reasonable or practicable to undertake those works.

6.2.2 Factors to be considered in deciding if the works are reasonable and practicable include: inter alia,

1. Whether the property meets the Housing Health and Safety Rating System Standard (free from Category 1 hazards) or can be made to be hazard free at reasonable expense.
2. The location of the property
3. The age of the property
4. Planning/building regulation constraints
5. The impact of the works on the existing facilities/amenities within the dwelling
6. Physical constraints due to the size or layout of the property
7. Whether the dwelling is overcrowded.
8. The availability of other suitable accommodation which the disabled person could occupy

6.2.3 Where levels of funding permit consideration will be given to replace damaged or broken facilities or equipment under a further DFG providing it:

1. It cannot be repaired.
2. Has not been wilfully damaged.
3. Still meets the needs of the disabled person.
4. Has been annually serviced/maintained in accordance with the manufacturer’s instructions, where applicable (including the warranty period); and the warranty period has expired.
5. Any decision to replace damaged or broken facilities or equipment will be made by the Housing Renewal Manager.

6.2.4 A DFG will not be considered where a facility or equipment that was present in a property has been removed by or under the instruction of a disabled person/occupant unless there was a proven good reason for doing so.

6.3 **Meeting the Housing Health and Safety Rating System Standard**

6.3.1 A property should ideally meet the Housing Health and Safety Rating System Standard (free from Category 1 hazards) before adaptation works are undertaken. In cases where category 1 hazards exist, discretionary assistance may be sought to alleviate hazards, please see section 3 – Discretionary Financial Assistance.

6.3.2 In any case, where the best course of action would be to serve a Demolition Order or Prohibition Order, it would not normally be reasonable to undertake adaptation works.

6.3.3 Where the health of a disabled person would be adversely affected by undertaking works to bring a property up to the Housing Health and Safety Rating System...
Standard, or such works are of a relatively minor nature, or adaptation works are urgently required e.g. for a terminally ill person, it may be reasonable not to require the property to meet the Housing Health and Safety Rating System Standard.

6.3.4 Where there are serious hazards present at a property it may not be either reasonable or practical to undertake adaptations without first addressing the hazards. An example of this is if the wiring in a property were to be dangerous or so old that a recommended adaptation, such as a stair lift or electric shower, could not be connected safely to the existing supply.

6.4 Location of Property

6.4.1 The location of a property is normally a relevant consideration in terms of access to or egress from the dwelling. It may not be reasonable or practicable to adapt a dwelling where:
   i) It is situated on a hillside with long flights of steps to the entrance.
   ii) It has a very steep access drive/path which cannot be re-graded.
   iii) The approach to the dwelling is an unmade track or road.
   iv) The dwelling is accessed directly from a highway/pavement which cannot be obstructed by ramps/lifts etc.
   v) The dwelling is an upper floor flat and permission cannot be obtained for adaptations to common entrance passageways or staircases etc.

6.4.2 The dwelling is a houseboat or mobile home with poor means of access.

6.5 Age of Property

6.5.1 The property may be listed as an historic building, which prevents certain alterations. Some older buildings may have design features which prevent or severely hamper adaptation, e.g. narrow, winding staircase, narrow passageways, numerous changes in floor levels.

6.5.2 Assistance will not, however, be limited simply due to the particular age of a dwelling.

6.6 Planning/Building Regulation Requirements

6.6.1 It will be important with certain adaptations which require extensions or substantial structural alterations to ensure that they comply with planning requirements and Building Regulations as required. This will include ensuring appropriate design of the scheme.

6.6.2 An extension or alteration may not be acceptable in local planning terms due to its design or location.
   Note: Pre-application advice is available through the council’s Development Management team which are based in the Planning & Development Directorate. Information on planning advice can be found on the Council’s website (www.harrogate.gov.uk).

6.7 Impact on Existing Facilities

6.7.1 Adaptations should not result in major unacceptable changes to the amenities or facilities enjoyed by other occupants of the dwelling e.g. the widening of a passageway should not have the effect of reducing living or sleeping space below the minimum standard, and an alteration to layout should not result in the dwelling becoming overcrowded.
6.8 Physical Constraints

6.8.1 It may not be reasonable or practicable to alter a very small dwelling or a flat to facilitate full wheelchair use.

6.8.2 Limited space may result in proposals which would cause a property to fail the Housing Health and Safety Rating System Standard. Adaptations will not normally be acceptable if they result in the creation of a category 1 hazard under the Housing Health and Safety Rating System Standard; particularly if it does not fail it without the adaptations.

6.9 Overcrowding

6.9.1 It would not normally be reasonable to adapt a dwelling which is currently overcrowded. Adaptations are not to be undertaken to relieve an overcrowding problem e.g. constructing a bedroom / bathroom extension for a disabled person who already has access to such facilities simply to reduce overcrowding for the remainder of the occupants.

6.9.2 It would normally be acceptable to require other occupants of a dwelling to share bedroom facilities to allow a disabled person access to a bedroom provided that by doing so the other occupants would not exceed the occupancy limit for the bedroom. Extensions to create additional bedroom space should not normally be undertaken where a dwelling has adequate rooms for sleeping to accommodate all the occupants and the disabled person can access a suitable bedroom.

6.9.3 Consideration must always be given to the use of rooms other than bedrooms for sleeping purposes. Where appropriate a living room may be used for sleeping purposes either by the disabled person or another occupant, provided that the remaining living space is reasonable to accommodate all the occupants.

6.10 General

6.10.1 A scheme of adaptations must, in general terms, be reasonable, taking into account costs and the practicability of carrying out the works. Where a scheme involves substantial structural alterations or extensions, and in any event where the cost of the adaptation work exceeds £30,000, the council may consider discharging its duty via re-housing and officers should therefore consider looking at re-housing options with the applicant.

6.10.2 Public funds will not normally be provided to adapt a dwelling above a reasonable minimum standard.

6.10.3 Disabled persons and their carers should be advised that if their desires/aspirations exceed what is considered to be reasonable, then they will be required to fund any additional costs themselves.

6.11 Consultations

6.11.1 Where it is considered that the works are not reasonable or practicable, the officer should advise the Occupational Therapist with a view to considering alternative courses of action. Such alternatives would include:
i) Bringing the property up to the Housing Health and Safety Rating System Standard prior to adapting the dwelling.

ii) The disabled person moving to more suitable accommodation or to another property which may more easily be adapted to their needs.

iii) At the point of assessment (prior to any formal recommendation for adaptation) if the Occupational Therapist considers that re-housing may better meet the needs of the disabled person than adapting their existing home, then the Occupational Therapist will advise the disabled person and supply them with appropriate housing options advice and/or refer them to the council’s Housing Options Team. For re-housing to be considered, the Occupational Therapist would consider the effect that major adaptations would have on layout and/or structure of the dwelling, the associated costs and the ability to meet those costs.

iv) When completing their recommendation for adaptations the Occupational Therapist will advise the council that discussions regarding re-housing have taken place and of any relevant factors which may need to be taken into consideration.

6.11.2 Where no suitable alternative solution can be agreed or the preferred solution is to recommend that the disabled person seeks alternative accommodation the case should be referred to the Private Sector Housing Manager who will arrange with NYCC HAS Occupational Therapy Services, the disabled person and/or their carers, for a case conference to further consider the issues.

6.12 Refusals

6.12.1 Where the council is likely to refuse an application in accordance with the Act, prior to refusal, the council will contact the applicant to give them the opportunity to provide additional information which may affect such a decision, prior to a formal refusal being made.

6.12.2 Where the council has no option but to refuse an application for grant, the council will advise the applicant of the reasons for such refusal.

6.12.3 An applicant will have the right to a review of such a decision and if so desires should request a review in writing to the Head of Housing, within 28 days of the date of the refusal letter.

6.13 Dual residency of a disabled child

6.13.1 In cases where families separate and a court order provides that residency of the subject disabled child is split between the mother and father (or other designated guardian). Mandatory DFG can only be provided to the ‘sole or main residence’ of the disabled applicant and in circumstances covered by this section it would be assumed that one party would apply for mandatory grant on the basis that the child occupies the subject property as their sole or main residence (within the Harrogate District). The main residence will be determined by which party receives any child benefit.

6.13.2 The Authority will consider the details of any court order and specifically the allocation of time spent with each parent in determining eligibility for assistance. No specific percentage split is proposed by this policy as each case will be reviewed on its own merits. Factors to be considered include the specific details of any order, likely time to be spent at each property, whether the child will stay overnight at the subject property and for what period etc.
6.13.3 In determining the works that might be considered as eligible for assistance the Authority will consider the suitability of the subject property for adaptation, the complexity and scope of the adaptations required and any observations or referral made by the Occupational Therapy service.

6.13.4 Any assistance provided under this heading will be up to a maximum award of £30,000, but will not be subject to any form of means testing.

7 Assistance with Costs

7.1 Grants (Disabled Facilities Grants)

7.1.1 Where an application for grant assistance is received, the amount of grant approved shall be calculated in accordance with the provisions of the Act.

7.2 Means tested contributions

7.2.1 Applicants for DFG’s and DFA will be required to complete a test of resources form (means test) to determine whether any contribution is to be paid towards the cost of works. The council will undertake such means tests in line with the prevailing statutory provisions in force at the point of application. At present parents of disabled children and young persons are not subject to a test of resources.

7.3 Payment of Disabled Facilities Grants

7.3.1 The council will have the overriding decision as to whether the works have been carried out to a satisfactory standard and will make direct payments to contractors. If works have been completed to a satisfactory standard and the applicant unreasonably withholds their authorisation to pay a contractor the council may decide to pay the contractor and notify the applicant that they have done so.

7.3.2 Where the council is obliged to approve an application for a grant under section 24(1) (a) of the Act, they may decide to defer the payment of the grant, or part of it, to a date specified in the notification of approval. That date shall not be more than twelve months after the date of the application.

7.3.3 It is a condition of payment of every grant that the eligible works are carried out within twelve months from:

i) The date of approval of the application concerned, or

ii) Where section 36 applies (delayed payment of mandatory grant), the date specified in the notification of the authority’s decision, or,

iii) In either case, such further period as the council may allow.

7.3.4 The council may allow further time where they are satisfied that the eligible works cannot be, or could not have been, carried out without carrying out other works which could not have been reasonably foreseen at the time the application was made.

7.3.5 The council must be provided with an acceptable invoice and relevant certificates, demand or receipt for payment for the works and any preliminary or ancillary services or charges in respect of which the grant or part of the grant is to be paid.

7.3.6 Eligible works must be carried out by the contractor appointed at the time of grant approval. During the course of grant work the council must be notified of any change of contractor if the applicant is not using the services of HBC.
7.3.7 Should applicants wish to use a suitably qualified, alternative contractor to that which the grant has been based on, they will be given the option to self-fund the extra over cost and will be solely responsible for ensuring all works are completed to the satisfaction of the council. Applicants will have to hold all funds for the extra over costs in advance of work commencing and pay contractors directly. HBC will not hold any funds on behalf of applicants.

7.3.8 When equipment is installed using a DFG the applicant who was awarded the grant becomes the owner of the equipment and is responsible for its maintenance, repairs and for removing the equipment once it is no longer needed. Once the grant works have been completed, the Council will not finance or organise servicing, repairs or maintenance after the expiry of any applicable warranty period which is usually 12 months. Applicants are advised to consider purchasing longer warranty at the time of installation as repairs can be costly.

7.3.9 Where levels of funding permit, if an applicant was passported through the test of resources process, the Council will consider funding a warranty as part of the grant for certain specialist equipment e.g. stairlifts. Information relating to warranties will be provided to the applicant as part of the grant approval process.

7.4 Social Services

7.4.1 Where eligible works for a mandatory DFG exceed the prescribed upper cost limit, a top-up may be sought from NYCC HAS. Applicants, requesting assistance shall be advised that NYCC HAS may assist some cases with grants or loans to cover wholly or partly the applicants’ share of the cost of the works.

7.4.2 The council may, if it deems appropriate, instruct an independent Occupational Therapist to carry out this assessment. This would typically be done where the Social Services department are unable to undertake an assessment within a reasonable period. In these instances the cost of such an assessment would be met and included within the DFG award.

7.4.3 The Social Services Authority has a responsibility to provide community care equipment and minor adaptations, which a person has been assessed to need and for which he or she is eligible, free of charge provided the cost (including fittings) is less than £1000.

7.5 Other Agencies

7.5.1 NYCC HAS requires that a grant applicant should seek funding from appropriate financial sources before applying for top-up funding.

7.5.2 In appropriate cases the disabled person may be able to obtain assistance with their share of the costs from charitable organisations.

7.5.3 If other agencies are involved in a scheme this must not result in any changes to the Occupational Therapist’s specification without their agreement.
7.6 Advice by Officers

7.6.1 Officers must not give grant applicants or any other person specific advice on financial matters as this is, strictly controlled. Advice must be restricted to the grant itself or to general matters such as directing them to contact organisations which may be able to help a person either with financial advice or with actual finance. The Home Adaptations Service may be able to assist in this process.

7.7 Insurance Claims

7.7.1 Where adaptation works are required for a person who has been disabled due to an incident such as an accident at work or on the road etc, and the disabled person may be able to make a claim for damages, they shall normally be required to pursue such a claim.

7.7.2 It will be a condition of a DFG that insurance claims are made in appropriate cases to cover the cost of the adaptation works. Applicants should be advised of this at the earliest stage in the process.

7.7.3 Officers shall obtain details of the cause of any disability and write to the disabled person's legal representatives or insurers to advise that the council will require any claim for damages to include the cost of the adaptation works.

7.7.4 Submission of insurance claims must not, however, delay the processing of the adaptation scheme. Claims may take several years and shall be monitored every 6 months by the officer writing to the disabled person's legal representatives/insurers to request information on the progress of the claim.

7.8 Fees and Charges

7.8.1 Where an applicant incurs fees or charges in the making of their application or appoints an approved agency service to assist them in making an application, the Council will reimburse the reasonable fees or charges incurred subject to the maximum amounts of assistance applicable.

7.8.2 The fees which may be included are fees for:
   i) Home Adaptations Service Administration in relation to a Direct Application.
   ii) Completion of an Owner’s Certificate,
   iii) Provision of specialist reports e.g. gas, planning and building control fees, costs incurred in providing mains utilities services e.g. gas including the infrastructure charge.
   iv) Structural engineers report.
   v) Bat Survey
   vi) Asbestos Survey calculations and supervision /certification.

7.8.3 This is not an exhaustive list and other fees will be considered. It is the applicant(s) responsibility to pay all fees and charges and to be aware that if for any reason a grant application is not approved the responsibility rests with them. The Council will also only include fees which it considers to be reasonable and necessary.
7.9 Repayment of Grant

7.9.1 Where property ownership is transferred within 10 years of the grant award the council will reclaim funding for extensions where the cost of the extension exceeds £30,000. The funding reclaimed will be between £5,000 and £10,000. This money is recouped via a land charge.

7.9.2 In addition any recipient of a DFG that has a home owners interest in the property that has had any adaptation carried out and subsequently moves property within the Borough and is seeking further grant aid to install similar adaptations to those previously funded then any cost over £5000 will also be subject to a land charge.

Where discretionary financial assistance has been provided towards an adaptation, the full cost of the assistance will be recouped on transfer of the property. This money is recouped via a land charge.

7.9.3 In determining whether to reclaim such grant the council must consider:
   i) The extent to which the recipient of the grant would suffer financial hardship if they were to be required to repay all or any of the grant.
   ii) Whether the disposal of the premises is to enable the recipient of the grant to take up employment, or to change the location of their employment.
   iii) Whether the disposal is made for reasons connected with the physical or mental health or wellbeing of the recipient of the grant or of a disabled occupant of the premises.
   iv) Whether the disposal is made to enable the recipient of the grant to live with, or near, any person who is disabled or infirm and in need of care, which the recipient of the grant is intending to provide, or who is intending to provide care of which the recipient of the grant is in need by reason of disability or infirmity.
   v) That it is satisfied that it is reasonable in all the circumstances to require the repayment.

8 Reclamation of Equipment

8.1.1 Officers shall consider when preparing a schedule of works for an adaptation scheme whether any of those works could be undertaken using equipment which may be able to be reused at a later date. Such cases may include the provision of a steel ramp for wheelchair use rather than a concrete ramp etc.

8.1.2 It is not envisaged that it will be cost effective to reclaim most types of equipment other than lifts/ramps as the equipment may need to be further adapted and stored for reuse and may result in significant costs in its removal.

8.1.3 If an officer believes that arrangements should be made to reclaim equipment other than lifts it shall be referred to the Private Sector Housing Manager

8.1.4 Pre used and fully refurbished equipment, such as stair lifts, can be used provided that they are covered by a warranty of at least 1 year.
9 Extensions

9.1 General

9.1.1 The construction of extensions to provide accommodation for a disabled person is normally the most expensive form of adaptation work and, therefore, the Council must be completely satisfied that such works are wholly necessary and reasonable.

9.1.2 Extensions will not normally be provided simply to enlarge a dwelling. The extension works must be required to allow a disabled person access to a sleeping room and/or bathroom or to allow a disabled person or registered carer (as recommended by the Occupational Therapist) to safely use kitchen facilities.

9.1.3 Extensions may not be provided to accommodate occupants other than a disabled person or a registered carer, unless the extension releases existing space in the dwelling for the use of the disabled person and is a more cost-effective solution.

9.1.4 The council’s officers and Occupational Therapists should ensure the disabled person and/or any other relevant person(s) is made aware of such condition, prior to the approval of any Disabled Facilities Grant.

9.2 Alternatives

9.2.1 Where a recommendation is received from an Occupational Therapist for the construction of an extension, officers must fully investigate the potential for an alternative scheme of adaptation to be undertaken.

9.2.2 In the majority of cases extensions are proposed because the disabled person cannot access a sleeping room and bathroom on the first floor. In such cases it must normally be proven that the disabled person is unable to use a stairlift or through-floor lift because of their condition, or that it is not practical to install a lift and, where necessary, alter the first floor layout.

9.2.3 If the only reason for not installing a lift is the presence of children in the household this is not considered to be a reasonable justification to construct an extension.

9.2.4 Dependent upon the level of occupancy of the dwelling it may be appropriate to convert existing rooms on the ground floor for sleeping or bathing purposes and this must be considered especially where there are unused rooms, more than 2 living rooms (or more than 1 living room if there is a single occupancy or a couple only) or garage/utility etc which may be more easily converted.

9.2.5 If an extension is proposed for a bedroom because there is no room available which is suitable for the use of the disabled person for sleeping purposes, consideration must be given to other occupants in the house moving to another sleeping room or sharing a sleeping room with other occupants, where appropriate, to release an adequate room for use by the disabled person.

9.3 Room Sizes

9.3.1 Where it is agreed that an extension be constructed to accommodate a disabled person, decisions on the appropriate size of the room(s) should be made with reference to the minimum habitable rooms sizes Housing Act 1985. The actual size of
9.3.2 If the disabled person has a partner with whom they normally share a bedroom then a bedroom extension should be large enough to accommodate both persons. In certain cases it may also be appropriate to accommodate others who normally share a bedroom e.g. twins. However, such cases should be referred to the Private Sector Housing Manager for consideration.

9.3.3 As the needs of disabled persons differ significantly it is not possible to define a limit to the size of a bedroom or bathroom extension which may be assisted. The essential principal, however, is that the rooms should not exceed an area of size sufficient to meet the basic sleeping/bathing needs of the disabled person.

9.3.4 Within a bedroom, space may be allowed for:
   i) A bed (or beds if a couple share a room)
   ii) Wardrobe
   iii) Drawer Unit
   iv) The safe manoeuvring of a wheelchair or walking frame, if appropriate
   v) Equipment necessary to assist in getting into or out of bed
   vi) Access for carers to assist a disabled person in getting into and out of bed

10 Alternative Adaptation Works (Off-set costs)

10.1 General

10.1.1 Although the council may limit the extent of assistance in accordance with this guidance, a disabled person may prefer to undertake an adaptation scheme which differs to that for which assistance is being provided: e.g. assistance may be limited to relocating bathing facilities but the disabled person decides to construct an extension instead.

10.1.2 A notional allowance may be made towards the alternative works equivalent to the cost of those works for which assistance would have been given. The council will only release such funding on satisfactory completion of the works. These works must be completed within 12 months. The applicant will be solely responsible for the satisfactory completion of such works. Any work involving off-set costs must be agreed first by the Private Sector Housing Manager in consultation with the Head of Housing and Property. The applicant will be solely responsible for all funding for offset / extra costs and must pay the contractor directly, under no circumstances will funds be transferred to HBC to pay contractors for work.

10.2 Occupational Therapist Agreement

10.2.1 Where it is proposed that works be undertaken which differ from those specified by the Occupational Therapist in their referral, agreement must be obtained from the Occupational Therapist that the alternative works are appropriate to meet the needs of the disabled person before the works commence.
11 Conclusion of Adaptation Scheme

11.1 General

11.1.1 The council must satisfy themselves that the works have been undertaken in a proper and workmanlike manner; any deviations from the original recommendation must be discussed and agreed with the Occupational Therapist before they proceed.

11.1.2 The disabled person and/or their carers shall be consulted on whether they consider the works to be satisfactory and relevant certificates must be obtained before final payment is made to the contractors.

11.1.3 The council will have the overriding decision as to whether works have been completed to a satisfactory standard and therefore whether to release payment to the contractor.

11.1.4 Where specialist equipment is installed, e.g. stailift/through-floor lift etc, and where the Home Adaptation Service has been appointed, a council Surveyor shall ensure that the disabled person and/or their carers have been fully instructed in its safe use by the installers or Occupational Therapist as appropriate. If it appears that a disabled person has not been adequately instructed, then the Occupational Therapist shall be notified immediately.

11.1.5 If it appears that any adaptation works are not wholly satisfactory in meeting the needs of a disabled person or that a disabled person appears unable to use adapted facilities etc, the Occupational Therapist should be notified immediately.

11.1.6 Officers must not give any advice or instructions on the safe use of equipment, but refer any such requests to the Occupational Therapist.

11.2 Occupational Therapist Comments

11.2.1 On completion of all schemes the Occupational Therapist should confirm in writing if the adaptation does not meet the disabled person needs due to the work not being carried out in accordance with their specification. Where the Home Adaptations Service has been appointed, a Council Surveyor shall pursue these matters with the contractor or others as appropriate. Direct applicants will be expected to resolve these issues themselves.
Appendix A

Mandatory Disabled Facilities Grants – Priority Pointing System

<table>
<thead>
<tr>
<th>TOTAL SCORE</th>
</tr>
</thead>
</table>

NAME OF APPLICANT:

ADDRESS OF PROPERTY:

<table>
<thead>
<tr>
<th>Fast track request</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>The Occupational Therapist has flagged the case as extremely urgent due to health and safety issues or life threatening illness (to be applied in exceptional circumstances).</strong></td>
<td><strong>Fast track requests are outside pointing scheme</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>1.0 Time waiting for adaptation</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>OT recommendations made in last 6 months.</td>
<td>0</td>
</tr>
<tr>
<td>For every month elapsed over 6 months since recommendations.</td>
<td>+2</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>2.0 Reason for recommending adaptation (Note: score up to three categories only.)</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>To facilitate access into/out of the property</td>
<td>+10</td>
</tr>
<tr>
<td>To facilitate access to the toilet.</td>
<td>+20</td>
</tr>
<tr>
<td>To facilitate the use of the kitchen/enable food preparation.</td>
<td>+7</td>
</tr>
<tr>
<td>To facilitate getting up and down steps and stairs.</td>
<td>+10</td>
</tr>
<tr>
<td>To facilitate the use or access to bathing/showering.</td>
<td>+10</td>
</tr>
<tr>
<td>To facilitate access to a room used or usable as the principal family room</td>
<td>+5</td>
</tr>
<tr>
<td>To facilitate access to or the provision of a room used or usable for sleeping</td>
<td>+5</td>
</tr>
<tr>
<td>To improving or provide a heating system</td>
<td>+10</td>
</tr>
<tr>
<td>Other (specify and score 1 – 7) Give reasons: e.g. To facilitate access to garden, ergonomics within the dwelling</td>
<td></td>
</tr>
</tbody>
</table>

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### 3.0 Adaptations
Existing adaptations exist, which partially meet needs or would do so in the short term. | Points |
<table>
<thead>
<tr>
<th></th>
<th></th>
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<tbody>
<tr>
<td></td>
<td>-10</td>
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</tbody>
</table>

### 4.0 Mobility (Note: only apply one score for the client.)
Client is room bound or house bound without proposed adaptation. | Points |
<table>
<thead>
<tr>
<th></th>
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<tbody>
<tr>
<td></td>
<td>+30</td>
</tr>
</tbody>
</table>
Client is a total wheelchair user. | +15 |
Client is mainly a wheelchair user but can stand for short periods. | +10 |
Client is ambulant indoors but needs wheelchair outdoors. | +8 |
Client is ambulant but uses frame/sticks or support system. | +6 |
Client is ambulant but unsteady or blind/deaf. | +4 |

### 5.0 Safety factors (Note: score one category only.)
Client is a single parent with disabled child. | Points |
<table>
<thead>
<tr>
<th></th>
<th></th>
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<tbody>
<tr>
<td></td>
<td>+20</td>
</tr>
</tbody>
</table>
Client lives alone. | +15 |
Client has carer who is not managing | +10 |
Client is a disabled parent with able bodied child aged under 16. | +5 |
Client lives with/well supported by family/others or has occupying related carer. | +2 |

### 6.0 Child or Young Person’s application
As defined in the DFG Regulations | Points |
<table>
<thead>
<tr>
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<td></td>
<td>+10</td>
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Date ........................................ Signed .................................................................

Comments

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Appendix B

Works Eligible for Assistance under Mandatory DFG

1.1 General

1.1.1 The adaptation works eligible for assistance will be those listed under section 23 (1) of the Housing Grants, Construction and Regeneration Act 1996, as follows.

1.2 Access to the Dwelling

1.2.1 Works eligible for assistance may include:
   i) Ramped access to main entrance door for wheelchair use; Widened or shallower steps to main entrance door or a step lift;
   ii) Widened entrance door for wheelchair use;
   iii) Resurfaced or re-graded path to entrance door;
   iv) Alterations to secondary entrance door/patio window to provide access to rear garden/yard where access cannot easily be gained via the adapted main entrance and drive/side path;
   v) Structural alterations required to allow installation of stair lift through floor lift or step lift equipment.

1.2.2 Works which will not normally be eligible for assistance include:
   i) Construction of drive, garage or storage facility for car, electric scooter or wheelchair etc;
   ii) Works outside the curtilage of the dwelling where permission cannot be obtained from others e.g. ramp on public footway;
   iii) Works of access to garage/shed/outbuildings etc;
   iv) Resurfacing/re-grading of public footpaths or common passageways to the entrance of the dwelling e.g. cobbled rear passage to yard of terraced house.

1.3 Making the Dwelling Safe

1.3.1 Works eligible for assistance may include:
   i) Provision of guards or cladding etc; to prevent persons with behavioural problems harming themselves;
   ii) Specialised glazing or shades to windows to protect occupants with a medical condition which make them sensitive to sunlight;
   iii) Repairing defective stairs or floors etc which are hazardous

1.3.2 Works which are not normally eligible for assistance include:
   i) Works to bring a property up to the Housing Health and Safety Rating System Standard other than those above (other forms of assistance may be available to eligible applicants for such works).
1.4 Access to Principal Family Room

1.4.1 Works eligible for assistance may include:
   i) Widened doorway for wheelchair access;
   ii) Provision and installation of stair lift/through-floor lift equipment and structural alterations required to allow installation, if the principal living room is on an upper floor;
   iii) Widened doorway in entrance hall to access principal family room for wheelchair use;

1.4.2 Works which are not normally eligible for assistance include:
   i) Widening or improving access to other living rooms/study etc which are not the principal family room;
   ii) Alterations or extensions to create a family room;

1.5 Access to Sleeping Room

1.5.1 Works eligible for assistance may include:
   i) Provision and installation of stair lift/through-floor lift equipment and structural alterations required to allow the installation, where access is required to a bedroom or room suitable for sleeping which is above ground floor level.
   ii) Conversion of a ground floor room into a bedroom; Widened doorway for wheelchair access to sleeping room;
   iii) Construction of bedroom extension (see notes on extensions);
   iv) Strengthened ceiling and/or preparation works for ceiling track hoist, where hoist is to be provided by North Yorkshire County Council Health & Adult Services.

1.5.2 Work which will not normally be eligible for assistance include:
   i) Provision of space within a bedroom for social, recreational, study or working purposes, unless essential for the applicants daily living. Such a request will be justified as part of the Occupational Therapist’s recommendation and shall be agreed by both the Occupational Therapist and The Private Sector Housing Manager.

1.6 Access to WC

1.6.1 Works eligible for assistance may include:
   i) Provision of a WC where one does not exist.
   ii) Provision and installation of stair lift/through-floor lift equipment and structural alterations required to allow the installation, where access is required to a WC above ground floor level;
   iii) Strengthened ceiling and/or preparation works for ceiling track hoist, where hoist is to be provided by North Yorkshire County Council Health & Adult Services
   iv) Repositioning WC to facilitate access by wheelchair user;
   v) Raised/lowered WC pan;
vi) Provision of grab rails;

vii) Provision of ground floor WC where upper floor cannot be accessed;

viii) Widened doorway for wheelchair access;

ix) Extension for a WC (see notes on extensions).

1.6.2 Works which are not normally eligible for assistance include:

i) Provision of an external WC

**Note:** A wash-hand basin should normally be provided within the same room as a WC. Where this is not possible, the wash-hand basin should be in an adjoining room e.g. ante space or bedroom.

1.7 Access to Bathing Facilities

1.7.1 Works which may be eligible for assistance include:

i) Provision and installation of stair lift/through-floor lift equipment and structural alterations required to allow the installation, where access is required to an existing bathroom above ground floor level;

ii) Provision of bath or shower for the first time;

iii) Provision of shower (thermostatically controlled) over a bath, including necessary curtain, tiles and grab rail;

iv) Replacement of bath with shower facility;

v) Replacement of shower with a bath;

vi) Provision of bath and shower where there are 2 or more disabled occupants with differing needs;

vii) Provision of bathroom extension (see notes on extensions);

viii) Relocation of bath/shower to facilitate use by wheelchair user;

x) Strengthened ceiling and/or preparation works for ceiling track hoist, where hoist is to be provided by North Yorkshire County Council Health & Adult Services;

xi) Widened doorway for wheelchair access;

xii) Provision of fixed seat/grab rails;

xiii) Non-slip/sloping floor to create shower facility.

**Note:** Shower facility may be low-level or level access depending on need and large enough to accommodate seat if required. A shower may also be provided with ½ screen/curtain and would include necessary tiling.

1.7.2 Works which are not normally eligible for assistance include:

i) Tiling outside of immediate shower area;

ii) Retention of bath/shower for non-disabled occupants when providing a facility for a disabled occupant if this increases costs;

iii) Provision of non-fixed bathing or shower seat;

iv) Provision of an additional bathing facility on ground floor if existing facility is accessible or would be if a lift was provided.
1.8 Access to Wash Basin

1.8.1 A wash-hand basin will normally be provided in the same room as the WC. Works to provide access may include:
   i) Relocation of wash-hand basin to facilitate use by wheelchair user;
   ii) Replacement of wash-hand basin with more suitable type e.g. replace vanity unit with wall fixed wash-hand basin;
   iii) Replacement of taps with lever taps in association with above.

1.8.2 Works not normally eligible for assistance include:
   i) An extension solely for a wash-hand basin;
   ii) The replacement of taps on their own if no other works involved and tap turners would be adequate.

1.9 Access to Kitchen Facilities

1.9.1 The extent of adaptation work in a kitchen should be related to the extent of cooking and food preparation normally undertaken by the disabled person.

1.9.2 Works which may be eligible for assistance include:
   i) Rearrangement of kitchen fittings/appliances to facilitate their use;
   ii) Enlargement of the kitchen if it is too small to allow its safe use by Wheelchair user;
   iii) Adapted work-top/storage unit for wheelchair user;
   iv) Adapted doorway for wheelchair user;
   v) Widened doorway for wheelchair user

1.9.3 Works not normally eligible for assistance include:
   i) Provision of additional kitchen units/fittings/appliances

1.10 Access to Power, Light and Heat

1.10.1 Works which may be eligible for assistance include:
   i) Relocating power points to make them accessible;
   ii) Adaptation of heating/lighting controls to make them accessible;
   iii) Replacement of solid fuel fire with other heating appliance in living/sleeping rooms normally used by a disabled occupant;
   iv) Improvement of inadequate heating in living/sleeping rooms normally used by disabled occupant;

1.10.2 Works not normally eligible for assistance include:
   i) Works to rooms not normally used by disabled occupant;
   ii) Provision of central heating. (exceptions may occur)
1.11 Access to Permit Care of Other Persons

1.11.1 Where the disabled occupant cares for other persons e.g. spouse, young children or elderly relatives who are normally resident in the dwelling, works may be provided to other rooms in the dwelling to allow the disabled person access to care for those persons, including:

i) Provision and installation of stair lift/through-floor lift equipment and structural alterations required to allow the installation, where the disabled person lives on the ground floor but needs access to bedrooms;

ii) Widened doorways to bedrooms of those being cared for by disabled, wheelchair user;

1.11.2 Works not normally eligible for assistance include:

i) Any works necessary to relocate persons being cared for by the disabled occupant into other rooms e.g. moving a child from the first floor bedroom to a ground floor room or extension;

1.12 Access to the Garden

1.12.1 The legislation changed making access to gardens a specific criterion for entitlement for the grant, where this is reasonable and practicable. The Council can exercise discretion when considering the works that will be necessary for the purpose of allowing access to the garden. In determining whether the works are reasonable and practicable the Local Authority must satisfy themselves having regard to:

- The age and condition of the dwelling or building.
- The practicalities of carrying out adaptations to the property with narrow doorways, difficult or limited access.
- Conservation considerations and planning constraints
- Impact on other occupants of the proposed works, if those works could reduce or limit the existing facilities or amenities in the dwelling.

The local housing authority will only provide a grant that is sufficient to enable the disabled person reasonable access to the garden or yard. The grant is not intended to pay for works to enable access to the whole garden or to every outhouse or structure within a property’s curtilage where it is clear that the disabled person does not specifically need such access.

The provision is, therefore, solely for access as follows:-

i) The garden should be immediately adjacent to the building, within the same curtilage as the applicant’s home.

ii) The grant is to cover one access doorway to the garden. (It is appreciated that in some properties the existing level entry may be to the front of the property therefore access to the back garden may be included provided this is used as the main leisure/garden area.)

iii) Access does not include the following:
- access to an area of decking (or similar area) separated from the main house
- provision of, or access to, raised garden beds
• access to outhouses/garages and garden buildings including greenhouses, sheds etc.
• where access is not deemed reasonable and practicable, for example where step lifts or platform lifts are required

iv) Normally access to gardens criteria would be fulfilled by either improving existing access, or by providing a suitable outdoor space that can be accessed safely from the dwelling to allow appreciation of the outdoor area by the disabled person. A suitable outdoor space should where possible be 4m wide x 2m deep, level, free from tripping hazards and be provided with curbing / safety rails as appropriate.

1.12.2 Exceptional circumstances

Each case will be considered on individual merit. If exceptional circumstances arise that would entail a wider scheme of works then the matter will be referred to the Private Sector Housing Manager in consultation with the Head of Housing & Property for a decision.
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</table>
1 Introduction

1.1 Purpose

1.1.1 The Empty Homes Budget was approved by Cabinet on 26 June 2019 with authority to offer empty home owners a loan for renovation and repair to facilitate returning the property to occupancy.

1.1.2 The purpose of this Procedure is to outline the details of the loan to ensure fair, equitable and consistent treatment for all owners of empty homes who require the council's assistance in renovating their properties to return them to use.

1.2 Scope

1.2.1 It is proposed that the council offers loans through Homes and Loans, which is operated by Sheffield City Council.

1.2.2 Homes and Loans is operated by Sheffield City Council, on behalf of the local authorities across the Yorkshire and Humber region, to enable them to offer equity release loans to eligible property owners. Homes and Loans develop loans at the request of local authorities across the region to meet their requirements. They also process and administer loans for all of the local authorities involved with the loan scheme, from receipt of the loan application to redemption of the loan. Harrogate Borough Council will be working in conjunction with Sheffield City Council as part of a legal agreement that will be put in place between the two local authorities.

1.2.3 All loans are compliant with the Mortgage Sales Guidance issued by the Ministry of Housing, Communities and Local Government department. Homes and Loans are not required to comply with the Mortgage Credit Directive Regulations under the Financial Conduct Authority. This is because the types of loans they provide are not considered to be regulated activities because of its status as a Housing Authority.

1.2.4 While the loan is being trialled the terms and eligibility are being kept broad enough to allow the loan to be shaped over time to accommodate those people and situations where the need is greatest.

2 Financial Implications

2.1 Harrogate Borough Council has committed a budget of £800,000 to progress CPOs, as part of the enforcement element of the Empty Homes Strategy, and empty property loans.

2.2 A total of £800,000 has been included for empty homes purchases and empty property loans in the latest update of the Capital and Investment Programme. The funding for these costs will come from the estimated £600,000 of capital receipts from the sales of the properties, with the remaining £200,000 coming from the Housing Business Reserve, which currently has £200,000 set aside for CPOs.

2.3 It should be noted that this is currently a one-off budget that has been included in 2019/20 as part of a trial. The processes and associated costs will need to be reviewed once the first loans have taken place and a decision taken as to what level of budget, if any, to include going forward. The scheme as a whole is currently cost neutral because of the £200,000 funding available from the Housing Business Unit reserve. This balance is likely to be depleted though, as there are costs associated with CPO that cannot be recouped, and therefore alternative funding would be required.
2.4 The empty property loans will be interest-free loans, with a maximum term of five years, the value of loan to be repaid will, in cash terms, be equal to or higher than the original loan granted, as the repayable amount is based on a proportion of the property value.

3 **Legal Implications**

3.1 There are implications from potential increased enforcement activity. Capacity within the Legal team may mean that the council has to consider outsourcing on a case by case basis. If borrowers of the Empty Homes Loan fail to meet the terms of the contract, such as missing the final pay date at the end of the five year term, additional work will be required with the enforcement of the loan, which could include the sale of the property.

4 **Criteria for Loans**

4.1 The loan is intended to help empty property owners carry out essential repairs to their property to bring them back into use.

4.2 The loan is for anyone who owns a property that has been empty for more than six months and wants to carry out repairs or improvement works to bring the property back into use. It is likely it may be of greatest interest to those struggling to get the finance to do this, or would like some help from the council to help them manage this task.

4.3 The procedure of the loan will include the following:

i. The loan is devised to help unlock the potential of empty properties to bring them back into use.

ii. The loan is an equity release product, which is appreciation based. This means there aren’t any monthly repayments or interest charges.

iii. The loan is secured as a legal charge against the empty property, same as the security required on a mortgage.

iv. The loan is for a fixed term of five years, or sooner if the empty property owner sells the property, or wishes to pay the loan off in full, before that time.

v. Harrogate Borough Council would lend the empty property owner the money to have repairs and improvement works carried out on the property – this will become the loan amount.

vi. The loan amount would be converted to a percentage of what an independent valuer anticipates the property would be worth if the works were carried out – this will become the loan to value percentage.

vii. When the loan is re-paid and if the value of the property has increased the loan to value percentage is used to calculate what should be repaid, based on the value of the house at that time with vacant possession.

viii. When the works are completed to the expected standard of the council, the works are signed off as completed by the council and the empty property owner, and the loan funds paid directly to the contractor who has undertaken the work.

ix. When the loan is re-paid, if the value of the property has fallen then the homeowner will re-pay the original amount that has been borrowed (as it will be a charge on the property).

x. See the table below for examples of how the Empty Homes Loan works:
<table>
<thead>
<tr>
<th>Cost of Works Required</th>
<th>What the Property Would be Worth if Improved</th>
<th>% of Costs to Value</th>
<th>Property Value at end of Loan Period</th>
<th>Amount to be Repaid of the Loan</th>
</tr>
</thead>
<tbody>
<tr>
<td>£10,000</td>
<td>£100,000</td>
<td>10%</td>
<td>£120,000</td>
<td>(10% x £120,000) = £12,000</td>
</tr>
<tr>
<td>£15,000</td>
<td>£300,000</td>
<td>5%</td>
<td>£320,000</td>
<td>(5% x £320,000) = £16,000</td>
</tr>
</tbody>
</table>

4.4 Once the property has been improved the empty property owner may wish to sell it or rent it out but the loan must be re-paid by the end of the five year term. A condition of the loan is that the property is occupied as a home or sold within twelve months. If this is not met then an enforced sale is pursued. It is also a condition of the loan, that after the first twelve months, if the property is occupied but then becomes unoccupied for more than three months during years two to five, then the loan can be enforced.

5 Terms and Eligibility of the Loan

5.1 The terms and eligibility of the loan will include the following criteria:

i. Loans will be publicised as between £2,000 and £15,000 during the trial period but requests of a higher value will also be considered on a case by case basis depending on the funds available.

ii. The percentage of the Empty Properties Loan to the property value will not exceed 50% to avoid taking a share of more than half of the property.

iii. The total of the current secured borrowing against the property plus the proposed Empty Properties Loan will not exceed 80%.

iv. The loan will be paid in full within five years; instalments will not be accepted.

v. The start date of the loan will begin from the date the works are signed off as satisfactorily complete by the council.

vi. Following the death of the last borrower the loan will be paid in full within 18 months to allow the estate sufficient time to put their affairs in order.

vii. There will be set up costs associated with the loan such as valuation and Land Registry fees for legal charge registration, and possibly consent for an empty property owner’s lender to give consent for HBS’s legal charge to be registered behind theirs. The empty property owner will have the choice to either pay for the costs upfront or incorporate the costs as part of the loan.

viii. Sheffield will be conducting a standard valuation of the property at a current cost of £174 to the empty property owner. The valuation will be undertaken by a RICS qualified valuer from a panel procured by Sheffield and processed prior to the application being completed and will be submitted with the application.

ix. Applicants will be financially vetted and clients that might have adverse credit information registered against them when Sheffield conduct a Credit Reference Search will be referred back to Harrogate Borough Council to make a decision about the client.

x. Building Insurance needs to be in place before works start and annual checks are required.

xi. Homes and Loans will send an annual statement and reminder of obligations by which the loan needs to be repaid for the first four years, then continue to send at six months, three months and one month for the fifth year until the loan is repaid.

xii. Harrogate Borough Council will enforce the payment of the loan if it has not been repaid after five years and will process any enforcement actions.

xiii. In situations where the loan hasn’t been repaid after five years the 4% over Bank of England bank rate is applied to the loan. This will come into force 21 days after the
end of the loan. If this leads to an enforced sale of the property and there are tenants renting from the owner then rehousing the tenants will be offered.

xiv. A requirement of the loan is that the property is occupied within 12 months of the legal charge being registered.

xv. If the property becomes unoccupied after the first 12 months of the loan for more than three consecutive months, it will be considered a breach of the contract and repayment can be requested. The empty property owner is not able to move back into the property themselves as this defeats the purpose of increasing the housing stock.

xvi. If the empty property owner wishes to apply for further borrowing via their lender after HBC’s legal charge is registered, the lender will need to obtain HBC’s consent via Sheffield. Consent for further borrowing will be considered on a case by case basis but it must be obtained in writing.

xvii. The client must be at least 18 years of age (there is no upper age limit).

xviii. The property must have been empty for six months or longer.

xix. Owners of property portfolios will not be eligible but empty property owners can apply for additional loans. However, applicants will be approved on a case by case basis and cannot hold more than one loan at any given time.

6 Responsibilities of Sheffield’s Homes and Loans Team

6.1 Homes and Loans will:

i. Provide a source of referral and financial guidance for Harrogate Borough Council staff throughout the whole loan process.

ii. Provide appropriate training and continued support to loan Caseworkers.

iii. Provide Harrogate Borough Council with appropriate loan documentation for their use during the loan process.

iv. Notify Harrogate Borough Council of changes to processes, procedures and documentation.

v. Ensure the client is provided with necessary documentation throughout the process, including issuing annual statements, a reminder letter that the loan is due for repayment six months, three months and a month before the end of the five year term.

vi. Underwrite cases in accordance with the procedure laid down in the Operational Handbook which forms part of the legal agreement to be entered into.

vii. Provide individual Caseworkers with copies of all letters sent to clients.

viii. Provide sufficient information, e.g. monitoring reports, to allow the council to track and monitor individual loan cases.

ix. Where necessary, invoice Harrogate Borough Council as part of a service agreement defining scheme fees.

x. Arrange for the legal charge documents to be securely stored.

xi. Deal with repayment of loans.

xii. Assist with the repossession of empty properties where loans are in default by providing required information to Harrogate Borough Council.

7 Responsibilities of Harrogate Borough Council

7.1 Harrogate Borough Council will:

i. Adhere to procedures laid down in the Operational Handbook and those given in the latest version of the Staff Loan Pack and Training and Assessment Procedure Guide.
ii. Deal with loan applications in accordance with the processes laid down in this Operational Handbook and the latest version of the Staff Loan Pack.

iii. Ensure that documentation used, e.g. Empty Properties Loan application forms, and illustrations etc. are the latest versions provided by Homes and Loans.

iv. Ensure that clients must be eligible for referral for an Empty Properties Loan under their policy and that works to be carried out are acceptable under their policy.

v. Ensure that if a proposed loan falls outside normal lending criteria, they obtain the approval of the delegated officer for the loan to proceed.

vi. Arrange for the client’s title deeds for unregistered properties to be sent directly to the scheme solicitors or directly to Homes and Loans, at the latest by the time Homes and Loans undertake the legal work for the loan.

vii. Submit applications for underwriting in accordance with the processes laid down in this Operational Handbook and the latest version of the Staff Loan Pack.

viii. On the request of Homes and Loans, contact the client to follow-up documentation or obtain additional information.

ix. Keep up to date with any changes to processes and procedures as notified by Homes and Loans.

x. Inform Homes and Loans if a client's details or circumstances change.

xi. Inform Homes and Loans of proposed work start dates.

xii. Provide all necessary documents to enable the loan to be completed and payments to be made, e.g. contractor’s invoice, interim / final certificate of completion and final payment request form.

xiii. Where necessary, reimburse Homes and Loans with fees as part of the legal agreement defining scheme fees.

xiv. Monitor the occupation of the property within 12 months of the start date of the loan and notify Homes and Loans if they are aware that the property has been unoccupied for a period of three consecutive months.

xv. Pursue Empty Homes Loans in default through their own legal processes, including repossession of properties if applicable.

xvi. When a client sells their property to repay their loan, if the remaining equity in the property is not enough to cover the outstanding loan required to be repaid, Harrogate Borough Council will pursue the client for repayment of any shortfall.

8 Conclusion of Empty Homes Loans

8.1 To support the building of cases when pursuing compulsory purchases it is crucial to demonstrate that all other avenues have been exhausted. This could partly be determined by the empty property owners’ rejection of a loan to return the property to occupation (albeit some may be returned to use by this mechanism). It is therefore recommended that support is offered in the early stages of the process through a loan that is repaid within five years through the sale or rental of the property.
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**Equality Impact Analysis**

The equality impact analysis (EIA) process ensures that we do not disadvantage customers and staff who have Protected Characteristics ([https://www.gov.uk/guidance/equality-act-2010-guidance](https://www.gov.uk/guidance/equality-act-2010-guidance)). In addition to publishing equality information every year the EIA is the council’s main way of ensuring we meet our Statutory Public Sector Equality Duty under the Equality Act 2010.

It is important to consider the equality impact before designing or changing a policy, project or service in any way. You should complete an EIA when considering any sized project which will impact people including:

- Developing a service specification
- Commissioning a service
- Providing a new service to residents
- New staff working procedure
- Refreshing and updating a policy
- Removal of service
- Developing a strategy
- Changing a service
- As part of consultation process
- Changes to services delivered jointly with other agencies

There are 4 sections to this Equality Impact Analysis. Answer all the sections and questions. If you are unable to answer any questions this indicates you need more work so that you can answer the question with confidence and evidence*.

---

If you need any guidance or assistance completing your Equality Impact Analysis contact Emma McIntosh (Engagement Officer) emma.mcintosh@harrogate.gov.uk

*Evidence could include information from consultations; voluntary group feedback; satisfaction and usage data (i.e. complaints, surveys, and service data); and reviews of previous strategies

**YOUR GUIDE TO COMPLETING AN EQUALITY IMPACT ANALYSIS**

**Section 1**
In Section 1 identify background information to the policy, project or service you are analysing.

**Section 2**
In Section 2 highlight any likely impact on equalities as a result of the policy, project or service. You must have evidence* to support this. Impacts can be positive and negative

**Section 3**
Create an action plan which explains what you will be doing as a result of carrying out this analysis

**Section 4**
The responsible officer (completing this assessment) must now check the analysis and sign Section 4 and have the relevant senior manager also check and approve this analysis, and sign the relevant part of Section 4. Monitor and review your policy, project or service once it has been implemented to ensure any future adverse effects are mitigated. Ensuring the Equality Impact Analysis is kept up to date will from a core part of this.
**SECTION 1**

<table>
<thead>
<tr>
<th>Name of activity/policy/project/decision/function being assessed</th>
<th>Housing Assistance Policy</th>
</tr>
</thead>
</table>
| Aims of policy/project/service | • To outline the assistance available to private home owners, landlords and tenants to improve housing conditions across the district.  
• To assist residents to remain in their own homes for as long as possible. |
| Is this new or existing? | Revision to previous policy |
| Who is responsible for policy or decision, or advising on decision, and also responsible for this equality analysis | Head of Housing Property |
| What customer/profile data have you already got? What does it tell you about who is currently using/accessing the service? | All current and previous requests for assistance are saved on M3 and Northgate systems. This information advises that the community, and more specifically those deemed in need (for the case of the EIA (elderly (Age) and disabled (Disability)) are already aware of the service the council delivers. |
| What information/evidence do you have on current and future service users and what impact could the change make? | Lot of information held on current service users, historical information stored on M3 and Northgate systems. Comparison information indicates that changes to service delivery will have a positive impact in terms of both finance and time management. Introduction of discretionary assistance available will open up opportunities to more people and have a positive impact. |
| What consultation (either new for the purpose of this change or carried out previously, but relevant) has been carried out to engage service users on the change? | Consultation has been held with members of the public, local authorities, relevant stakeholders to determine views on council expanding delivery of DFG works. Response was very positive. Current service delivery will cease on 31st March 2018 therefore there is a need to be proactive in addressing how the service will be delivered from this date forward. |
| Who are the customers/Stakeholders of the service? | All residents of the borough whose property is either; deemed in need of adaptation to fully meet the needs of the individual (disabled / elderly / young) or in need of emergency repair. |
| List the information and evidence you are using to | Previous applications for DFG works (both private properties and council owned stock) |
inform this equality analysis. | Consultation results.
---|---
Summarise the key findings of the information listed above | Housing Assistance Policy – will reinstate discretionary assistance to private home owners, landlords and tenants. DFG - Current service delivery will cease on 31st March 2018, intention is to replace this service delivery with one that is entirely led by the council, with full control over budgets and allocation of works.

**SECTION 2**

Do you have enough information to complete section 2? If not then you will need to complete some engagement/research with the service area to know your customer

### 2.1 Negative Impact?

<table>
<thead>
<tr>
<th>Page 203</th>
<th>Is the likely effect to be negative on any of the Protected Characteristics listed below (please mark all that apply)</th>
<th>Please describe the effect and evidence that supports this*</th>
<th>How will you ensure the negative impact is removed? Copy into the action plan</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Yes</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Age</td>
<td></td>
<td>X</td>
<td>Current criteria for some of the discretionary assistance does place restrictions based on age (over 60 years)</td>
</tr>
<tr>
<td>Disability</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Gender re-assignment</td>
<td></td>
<td>X</td>
<td></td>
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<tr>
<td>Pregnancy and maternity</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Race</td>
<td></td>
<td>X</td>
<td></td>
</tr>
</tbody>
</table>
Religion or belief X
Sex X
Sexual Orientation X
Marriage/ Civil partnerships X

*Evidence could include information from consultations; voluntary group feedback; satisfaction and usage data (i.e. complaints, surveys, and service data); and reviews of previous strategies.

2.2 How are you going to address any negative impact?

Which of the options below best describes how you are going to address the impact described above?

Answer

1. No major change - the Equality Impact Analysis demonstrates that the policy is robust and that the evidence shows no potential for discrimination and that all opportunities to promote equality have been taken.

2. Adjust the policy to remove barriers or better promote equality.

3. Continue the policy despite potential for adverse impact or missed opportunities to promote equality.

4. Urgent action must be taken if the policy shows actual or potential unlawful discrimination contact Emma McIntosh, Engagement Officer

2.3. Positive Impact?

Is the likely effect to Provide examples of good equality practice or How will you promote equality and
<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>be positive (please mark all that apply)</td>
<td></td>
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<tr>
<td>benefits to people with protected characteristics arising from the implementation of this service/policy etc</td>
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<tr>
<td>communicate good practice?</td>
<td></td>
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<tr>
<td>Copy into the action plan in Section 3</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Age</strong></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td><strong>Disability</strong></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Expansion of DFG scheme to cover discretionary grants will open up the opportunity for assistance to a wider range of people.</td>
<td></td>
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<tr>
<td><strong>Gender re-assignment</strong></td>
<td></td>
<td>X</td>
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<tr>
<td><strong>Pregnancy and maternity</strong></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td><strong>Race</strong></td>
<td></td>
<td>X</td>
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<tr>
<td><strong>Religion or belief</strong></td>
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<td>X</td>
</tr>
<tr>
<td><strong>Sex</strong></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td><strong>Sexual Orientation</strong></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td><strong>Marriage/Civil partnerships</strong></td>
<td></td>
<td>X</td>
</tr>
<tr>
<td><strong>What measures does and could the policy include to promote equality and foster good relations</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
ACTION PLAN

The Public Sector Equality Duty is also a continuing duty, requiring attention and a review of decisions post-implementation. Therefore, every Equality Impact Analysis should result in an action plan that sets out the arrangements for reviewing the actual impact of a new policy or changes to an existing policy once it has been implemented.

The action plan could include actions in the following categories:

- Involvement and consultation;
- Further data collection and evidence gathering;
- mitigating disproportionate or adverse impact; and/or
- taking any opportunity to advance equality and foster good relations.

You can produce the action plan by using the template below or by creating one on Covalent. This link provides guidance on producing an action plan in Covalent or through service planning.

<table>
<thead>
<tr>
<th>Action</th>
<th>By when</th>
</tr>
</thead>
<tbody>
<tr>
<td>Equality monitoring of take up of discretionary assistance</td>
<td>12 months from adoption of policy</td>
</tr>
</tbody>
</table>

SECTION 4
Based on the information in section 2, what is the decision of the responsible officer (please select one option below):

No negative equality impact (your analysis shows there is no impact) - sign assessment below

Please summarise your responses here ……………………………………………………………………………………………………………………………

Adverse impact but continue (record objective justification for continuing despite the impact)-complete sections below

<table>
<thead>
<tr>
<th align="left">This EIA had been checked and approved by responsible officer (sign and print name)</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td align="left">This EIA has been checked and approved by senior manager (sign and print name)</td>
<td>Date</td>
</tr>
</tbody>
</table>

(1) Attach your completed Equality Impact Analysis to your decision/recommendation report

(2) Please send the completed Equality Impact Analysis to Emma McIntosh, Engagement Officer, emma.mcintosh@harrogate.gov.uk

(3) Upload the completed Equality Impact Analysis to the relevant service improvement action on covalent

Date of Equality Impact Analysis Review: …………………………………………………

Even after your activity/policy/project/decision/function has been implemented; it is recommended that analysis is undertaken every three years, and that this analysis is updated at any significant points in between. The purpose of any update is that the actual effects will only be known after the implementation of your policy, project or service. Additionally, area demographics could change, leading to different needs, alternative provision can become available, or new options to reduce an adverse effect could become apparent.
REPORT TO: Cabinet

DATE: 13th November 2019

SERVICE AREA: Safer Communities - Parking Services

REPORTING OFFICER: Parking Services Manager
Susan McGarry
Economic Development Officer
Matt Roberts

SUBJECT: SMART PARKING IN HARRGATE TOWN: PROGRESS UPDATE AND EXTENSION TO TRIAL PERIOD

WARD/S AFFECTED: Harrogate Central

FORWARD PLAN REF: N/A

1.0 PURPOSE OF REPORT

1.1 The purpose of the report is to provide an update to Cabinet on the trial of smart parking in Harrogate Town Centre and to seek approval to extend the trial by one year at a cost of £7,500 to the council.

2.0 RECOMMENDATION/S

2.1 Cabinet notes how the trial of smart parking in the Harrogate District has progressed and approves the proposal to extend the terms of the trial and the contract by one year from the 28th July 2020 to the 27th July 2021 for the reasons outlined below.

2.2 Cabinet notes that the extension will be funded from council reserves subject to relevant Director approval.

3.0 RECOMMENDED REASONS FOR DECISION/S

3.1 An extension to the contract allows the council and North Yorkshire County Council (NYCC) to better evaluate the business case for smart parking and, subsequently, make a more informed decision as to any permanent deployment in Harrogate District.
3.2 The smart parking sector is maturing rapidly. The extension will allow all parties to the contract to realise/evaluate both imminent product developments and new initiatives. In turn, the authorities can effectively tailor any future tender.

3.3 Implementation of the bespoke barrier solution in Victoria and Jubilee Multi-Storey Car Parks (MSCPs) has been delayed because of issues with third party integration and faults found during testing.

Although the town’s surface level car parks and West Park MSCP have been ‘live’ since January, the extension would allow a full assessment of its application in HBC-owned ‘barriered’ car parks.

4.0 ALTERNATIVE OPTION/S CONSIDERED AND RECOMMENDED FOR REJECTION

4.1 Not to extend the trial period. This is recommended for rejection as, to ensure continuity of a smart parking service, the local authorities would have to take a decision regarding procuring a permanent solution prior to the beginning of 2020. Also, the council would not be able to (1) take the opportunity to enjoy further product enhancements and (2) ensure that its decision to implement a new smart parking service would be based on a full/robust business case.

5.0 THE REPORT

5.1 On 28th March 2018, Cabinet approved an 18 month pilot of smart parking in Harrogate Town in partnership with NYCC. An opportunity had arisen through the Visa Innovation Competition Fund to showcase cutting edge parking guidance and frictionless parking payments. The capital cost of the required infrastructure (2,000 sensors and installation worth circa £230k) was funded by Visa in collaboration with AppyWay (previously AppyParking). The council and NYCC entered into a tri parte agreement with the supplier of the services, namely Yellow Line Parking Limited trading as AppyWay.

5.2 The 18 month pilot went live on 28 January 2019, at which point Harrogate was the first town/city in the UK to have an end-to-end smart parking system (encompassing bay occupancy identification/navigation and ‘one click’ payments).

Take Up & Performance

5.3 Take up of smart parking has been above target, with 9% of all paid parking sessions conducted via the associated mobile app. However this has plateaued in recent months; attributed to the seasonal influx in tourist parking combined with the removal of temporary promotional signage. Sessions are, however, expected to increase following:

- A reduction in the Appy convenience fee from 30p to 20p.
- A planned paid-for digital promotion by Appy.
- Mobile app enhancements.
5.4 A number of performance measures have been established to evaluate the project. Further work is required to refine these measures and obtain more feedback from customers. Other factors impact several indicators so Officers are still identifying what can be clearly allocated to the trial. In the meantime, circa 500 users have been surveyed. Of these users:

- 39% stay longer in Harrogate Town as a result of not worrying about a pay and display (P&D) ticket expiring.
- 21% have saved time finding a car parking space – further work is required to translate this into CO2 saved.
- 66% of users say that using Appy alleviates stress normally associated with a P&D ticket expiring.
- 89% say that Appy is more convenient than using a P&D machine.

5.5 Furthermore:

- Appy sessions are on average six minutes longer on-street and 23 minutes longer off-street than P&D payment sessions. Although this could be interpreted as serving to increase revenue, it must be balanced against the impact of linear ‘minute-by-minute’ pricing (customers not ‘overpaying’) and the underlying, ongoing decline in parking usage. Further work will take place with NYCC to establish revenue impact.
- To date, the councils have saved circa £5,400 on pay and display machine transaction costs (at 12p per card transaction over 45,000 transactions). This is forecast to reach £44,400 over the new contract period of which £9,000 will be a saving for HBC.
- As Appy transactions have increased there has been a proportionate reduction in cash payments, whilst card payments have reduced only marginally. In week 35: Appy +8%, cash -8%, card -1%. This reduces the burden of cash management on the council.
- The data provided by Appy has supported a robust evidence base for the recent parking review; supporting better strategic/operational decision making.
- Appy users, inevitably, are more likely to pay for their full use of a bay. However it is not possible to compare compliance with P&D users.
- There has been international coverage of Harrogate’s smart parking trial and the project has been shortlisted for several accolades, recently winning ‘Street of The Future’ at the 2019 Transtech Awards.

Extending the Trial

5.6 The trial period ends on 27th July 2020. However, HBC/NYCC Officers have negotiated a proposal to extend the terms by one year (to 28th July 2021).

5.7 The proposed extension will give the local authorities the opportunity to fully develop/evaluate a business case for any permanent smart parking solution in the district; encompassing a meaningful trial of the delayed barrier solution for Jubilee/Victoria MSCPs and imminent product developments (see 5.10).

5.8 The extension will also provide the authorities with enough time to ensure that any decision to continue with smart parking does not result in a period
of discontinuation caused by the procurement timetable. Whilst funding opportunities can also be explored and exploited.

5.9 As part of the extension, Appy shall also fund the deployment of sensors in selected 'high-demand' disc zones and all disabled bays; allowing the customer to identify vacant bays. The additional data/insight will further support decision making and traffic management.

5.10 There are several system enhancements planned through to March 2020, including:

- A new business intelligence reporting solution that will encompass data from all P&D payment methods to support/inform operational decisions.
- The overlay of both Appy and P&D payment data onto AppyWay's new Insights dashboard to significantly improve parking compliance monitoring.

5.11 Other applications to be explored include deployment in car club spaces, mobility hubs and retailer/BID involvement.

5.12 The cost of the extension is £15,000 (split equally between HBC/NYCC). Soft market testing/benchmarking indicates that this is excellent value for money.

5.13 If Cabinet approve the extension of the trial for a further 12 months, the value of the contract shall not exceed the OJEU procurement threshold of £181,302. The financial modelling at Appendix A sets out the value of the contract for the initial 18 month trial and forecasts the additional extension of 12 months.

6.0 REQUIRED ASSESSMENTS AND IMPLICATIONS

6.1 The following were considered: Financial Implications; Human Resources Implications; Legal Implications; ICT Implications; Strategic Property/Asset Management Considerations; Risk Assessment; Equality and Diversity (the Public Sector Equality Duty and impact upon people with protected characteristics). If applicable, the outcomes of any consultations, assessments, considerations and implications considered necessary during preparation of this report are detailed below.

6.2 An Equality Impact Assessment has been completed. Every person wishing to park in the town has the opportunity to download the AppyWay application and enjoy smart parking. The project does not have a direct negative impact on any protected group.

The deployment of sensors in disabled bays will enable people with disabilities to identify and navigate to vacant parking bays, improving their parking experience.

6.3 Legal Services has been consulted regarding the contents of this report and has provided advice to officers on the Public Contracts Regulations 2015.

6.4 Finance has been consulted regarding the contents of this report.
7.0 CONCLUSIONS

7.1 Early indications are that smart parking is more convenient for the customer, increases dwell time in Harrogate Town Centre and enhances its offer. Furthermore, the data/insight has supported strategic and operational decision making.

7.2 The proposed extension set out in this report reduces risk to the council and supports better decision making. The proposal is value for money and also furthers the objectives of the council’s Economic Growth Strategy and three of the four corporate priorities as outlined in the Corporate Plan 2018 - 2022: a strong local economy, excellent public services and a sustainable environment.

Background Papers
Exempt Appendix A – financial modelling
Cabinet Report – Smart Parking in Harrogate Town (28th March 2018)

OFFICER CONTACT: Please contact (Susan McGarry, Parking Services Manager), if you require any further information on the contents of this report. The officer can be contacted at Parking Services, PO Bo 787, Harrogate, HG1 9RW, by telephone - 01423-500600 (ext 58350) or by e-mail – susan.mcgarry@harrogate.gov.uk
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By virtue of paragraph(s) 3 of Part 1 of Schedule 12A of the Local Government Act 1972.

Document is Restricted
1.0 PURPOSE OF REPORT

1.1 The report presents the Council’s latest financial position and a summary of service plan performance (on an exception basis). Full details on performance can be found on Pentana, the Council’s Performance Management Information System. Performance data relates to the position at the end of quarter two unless specified otherwise.

2.0 RECOMMENDATION

2.1 That the Council’s current financial position, an overspend of £22k, and service plan exception reporting is noted.

3.0 RECOMMENDED REASON/S FOR DECISION/S

3.1 It is good financial discipline that regular reporting is presented to Management and Members so as to ensure expenditure remains within
budget, that potential underspends and overspends are highlighted and areas that are off target are highlighted and mitigating actions can be identified.

4.0 ALTERNATIVE OPTION CONSIDERED AND RECOMMENDED FOR REJECTION

4.1 Not to receive financial reporting which would weaken financial control, increase the risk of overspends against budget or missed opportunities to utilise underspends or identify mitigating actions.

5.0 THE REPORT

General Fund

5.1 The Council is currently reporting a projected overspend of £22k on General Fund activity, a deterioration of £22k from the Quarter 1 report in July. At this time last year there was a projected overspend of £373k.

Summary of key variances

5.2 The key variances making up the current forecast are shown in Table 1 below.

<table>
<thead>
<tr>
<th>Significant variances:</th>
<th>Q1 £000</th>
<th>Q2 £000</th>
<th>Change £000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trade Waste</td>
<td>-187</td>
<td>-46</td>
<td>+141</td>
</tr>
<tr>
<td>Salary savings net of associated costs</td>
<td>-86</td>
<td>-452</td>
<td>-366</td>
</tr>
<tr>
<td>Planning Application Income</td>
<td>0</td>
<td>-126</td>
<td>-126</td>
</tr>
<tr>
<td>Interest</td>
<td>0</td>
<td>-55</td>
<td>-55</td>
</tr>
<tr>
<td>Forecast Car Parking income shortfall</td>
<td>+138</td>
<td>+169</td>
<td>+31</td>
</tr>
<tr>
<td>P&amp;ES small variances</td>
<td>+76</td>
<td>+189</td>
<td>+113</td>
</tr>
<tr>
<td>Refuse driver post job re-evaluation</td>
<td>0</td>
<td>+79</td>
<td>+79</td>
</tr>
<tr>
<td>Homelessness</td>
<td>+57</td>
<td>+100</td>
<td>+43</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>-2</td>
<td>-142</td>
<td>-140</td>
</tr>
</tbody>
</table>

| Other Variances:       |         |         |             |
| All other (net)        | +2      | +164    | +162        |
| **Total**              | +2      | +164    | +162        |
| **Grand Total**        | 0       | +22     | +22         |

Table 1: Key Variances – October 2019/20
The following points in relation to this forecast should be noted:

- Forecasting focuses on large and volatile budgets. Across the Council there are many small budgets and whilst we pick up any expected variances in these as far as is possible, the cumulative effect of variances in these smaller budgets can be significant.
- The financial forecasts of the year-end position included in this report are for the most part based on actuals to the end of September 2019. As a result, the actual variance will be different from the latest forecast; forecasts are only our best estimate, circumstances will change and there will be items that could not have been foreseen.

### Summary of Service Variances

5.3 A service by service summary is shown in Table 2 below.

<table>
<thead>
<tr>
<th>Service Area</th>
<th>Net Controllable Budget £000</th>
<th>Quarter 1 Variance £000</th>
<th>Quarter 2 Variance £000</th>
<th>Change £000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Housing &amp; Property</td>
<td>1,663</td>
<td>+18</td>
<td>+54</td>
<td>+36</td>
</tr>
<tr>
<td>Parks &amp; Environmental Services</td>
<td>4,029</td>
<td>-111</td>
<td>+222</td>
<td>+333</td>
</tr>
<tr>
<td>Safer Communities</td>
<td>-1,593</td>
<td>+122</td>
<td>+137</td>
<td>+15</td>
</tr>
<tr>
<td>Corporate Affairs:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Finance</td>
<td>2,284</td>
<td>-32</td>
<td>-19</td>
<td>+13</td>
</tr>
<tr>
<td>Legal &amp; Governance</td>
<td>2,146</td>
<td>-12</td>
<td>-39</td>
<td>-27</td>
</tr>
<tr>
<td>ICT</td>
<td>2,774</td>
<td>0</td>
<td>-43</td>
<td>-43</td>
</tr>
<tr>
<td>Organisational Development &amp; Improvement</td>
<td>2,021</td>
<td>+8</td>
<td>-9</td>
<td>-17</td>
</tr>
<tr>
<td>Economy &amp; Culture:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Culture, Tourism &amp; Sport</td>
<td>468</td>
<td>-14</td>
<td>+12</td>
<td>+26</td>
</tr>
<tr>
<td>Place-Shaping &amp; Economic Growth</td>
<td>5,145</td>
<td>+22</td>
<td>-238</td>
<td>-260</td>
</tr>
<tr>
<td>Harrogate Convention Centre</td>
<td>-908</td>
<td>-1</td>
<td>0</td>
<td>+1</td>
</tr>
<tr>
<td>Treasury Management &amp; Other Corporate Items</td>
<td>-1,110</td>
<td>0</td>
<td>-55</td>
<td>-55</td>
</tr>
<tr>
<td><strong>Total Net GF Expenditure</strong></td>
<td><strong>16,919</strong></td>
<td></td>
<td></td>
<td><strong>22</strong></td>
</tr>
<tr>
<td><strong>Funding</strong></td>
<td><strong>-16,919</strong></td>
<td></td>
<td></td>
<td><strong>0</strong></td>
</tr>
<tr>
<td><strong>Net Position</strong></td>
<td><strong>0</strong></td>
<td></td>
<td><strong>+22</strong></td>
<td><strong>+22</strong></td>
</tr>
</tbody>
</table>

Table 2: Financial Position – October 2019/20

5.4 The forecast overspend of £22k and deterioration of £22k since the Quarter 1 report (items in brackets) is due to the following main reasons:
Community

Housing & Property (+£54k)

The service is forecasting an overspend of £54k, a deterioration of £36k from the quarter 1 report. Forecast salary savings of £56k (-£29k), increased Private Sector Housing income of £13k (+£1k) and materials savings of £14k in building & mobile cleaning (-£1k) are more than offset by an expected overspend on homelessness expenditure of £100k (+£43k) and of £22k on street lighting (+£22k) and a shortfall in income of £15k from independent living services.

The homeless overspend relates to prevention cost overspends of £90k and accommodation costs of £10k. In respect of homelessness prevention costs (including rent bond guarantee payments), improved take up continues. In 2017/18 we assisted 93 households to access the private rented sector, this was 195 in 2018/19 and this trend is continuing. This can be attributed to the recruitment of additional Housing Options Private Sector staff, increased work to attract a larger portfolio of private landlords within the district and the offer of more intensive support provision to ensure customers have the tools to manage their tenancies. Duty to Refer was introduced in October 2018, has resulted in closer working relationships with specified Public Bodies and a more responsive service provided for this vulnerable client group has also seen an increase in the use of funds. Private Sector staff are now looking at ways to recoup monies provided through the scheme and this will include, by agreement, the introduction of grant awards.

New income from independent living services (dispersed alarms / lifelines) will not be achieved as anticipated because changes to the service have not yet been fully implemented plus there has been a reduction in existing subscriptions. The Service is working with the Commercial & Transformation Manager to improve income in this area. The Business Intelligence & Performance Team have also carried out some process mapping ahead of moving their back-office systems to a single system and working towards a mobile working solution.

In terms of performance, 20% of homelessness reliefs were completed within 56 days at the end of Quarter 2, below the 60% target and a deterioration on Quarter 1. The number of housing applicants helped to access the private rented sector was below the target of 93 in Quarter 2 with 37 applicants. Work continues in the Private Sector team to attract new private landlords and letting agents. On a positive note, the average length of stay in temporary B&B accommodation was two weeks in Quarter 2, below the target of 3 weeks. The Housing Strategy action is showing as slightly off target, however, the consultation on the strategy is now complete and it is planned to be presented to Cabinet/Council for approval in November 2019.

Parks & Environmental Services (+£222k)

The service is forecasting an overspend of £222k, a deterioration of £333k from the quarter 1 report. Two items account for £220k of the change since
the last report: the implementation of the Trade Waste Development Strategy (TWDS) which was agreed after the budget was set is now anticipated to deliver a lower net savings figure of £46k (+£141k) and in addition to this there is a new expected cost of £79k in respect of a re-evaluation of the salary for refuse drivers (+£79k). Original forecasts regarding the TWDS (which included the introduction of the recycling service) were produced very early in the year to inform the Medium Term Financial Strategy. As part of budget-setting for 2020/21 a review has been undertaken using actual data and whilst the expected income loss is slightly more than forecast, the saving in disposal costs is much less than expected so whilst there is still a net saving against budget it has reduced considerably. The refuse driver post will be subject to job-evaluation during October 2019. This is to ensure the amended duties the drivers perform can be assessed and to address recruitment / retention issues. If the post increases by a grade the full year cost would be £158k and the 2019/20 part-year cost will be £79k.

There are other variances across the service with a net cost of £189k; there are forecast income shortfalls of £21k in bereavement services (+£13k), £15k in pest control (+£15k) and £20k in games in parks (+£15k) – the latter two being the result of poor weather, together with forecast overspends of £17k in salaries in parks & street cleansing due to a delay in implementing the Street Cleaning review and £20k in fuel (+£20k), a £32k cost associated with waste & recycling round catch-ups for missed collections following the introduction of new rounds in July (+£32k), forecast increased street cleansing disposal costs of £20k due to increased incidence of fly-tipping (+£10k), a £23k cost from additional specialist contractor support for playground inspections & repairs (due to long term staff sickness at a crucial part of the year) (+£23k) and other smaller variances with a net cost of £21k (-£15k).

The latest profit & loss accounts for Green Waste and for Trade Waste can be found at exempt Appendices B and C to this report.

Service Plan Performance is largely going well but the operational services review is off target. Since Q1 elements of the operational services review have been completed including reviews of operational management, motor transport and recycling & residual waste. Road sweeping, street cleaning and transport reviews are slightly behind but nearing completion. Performance indicators are mostly on target, apart from financial indicators for trade and green garden waste which have yet to be put in. Of particular note is the significant increase in recycling rates due to reuse of street cleaning waste reclaimed for road surface materials. It increased from 42.4% in Q1 to 47.22% in Q2.

**Safer Communities (+£137k)**

The service is forecasting an overspend of £137k, a deterioration of £15k from the quarter 1 report. The main reason for this is an anticipated shortfall in parking income of £169k (+£31k). There is a significant anticipated shortfall in daily ticket income at the large multi-storey car parks in Harrogate, consistent with the trend seen in previous financial years. This is
partly offset by forecast increased daily ticket income across other car parks and a net increase in other parking income such as from monthly tickets.

Other variances result in a net saving of £32k. These variances include an anticipated shortfall in income in the CCTV service of £56k primarily due to a reduction in the level of support provided by NYCC. The service is being carefully managed to ensure that this loss will not impact on the bottom line; there are forecast net salary savings across Safer Communities of £86k (-£15k) and £93k of these are within the CCTV service as it holds posts vacant to more than offset the loss of income (the other areas are reflecting a net salary-related overspend of £7k). In addition to this there is a forecast net saving in smaller items across the service of £2k (-£1k).

The Council continues to work with North Yorkshire County Council Highways to develop a car parking strategy, following the completion of the joint parking review, to support traffic management objectives. Harrogate officers continue to implement a marketing campaign promoting the Council’s off-street parking facilities and services available to customers.

In terms of the service plan, the review of emergency planning and options to increase resilience and sustainability action is off target. This is due to the focus and priority of the World Cycling Championships. Other incidents have also required priority focus, such as the premises fire in Harrogate. The team have returned to full capacity which will improve the resilience of the service.

The service plan performance indicators relating to Safer Communities are on track.

Corporate Affairs

Finance (-£19k)

The service is forecasting an underspend of £19k, a reduction of £13k from the quarter 1 report. Variances include net salary savings of £37k (-£13k), favourable Council Tax benefit payment adjustments related to 2012/13 of £20k (-£6k), an anticipated shortfall in revenues recovery income of £25k (+£25k), £6k expenditure on consultants in relation to increasing future New Homes Bonus grant income and other variances with a net cost of £7k (+£7k).

Service plan actions present no reason for concern. Officers are continuing to seek opportunities to automate manual processes in Agresso.

There are a number of service plan indicators outside of acceptable tolerances. These are reported within the Corporate Health section of the Quarter Two performance report presented at this meeting.

Legal & Governance (-£39k)

The service is forecasting an underspend of £39k, an increase of £27k from the quarter 1 report. Forecast salary savings net of associated temporary
staff and use of Counsels of £57k (-£45k) are partly offset by a net overspend in other small variances of £18k (+£18k).

All service plan actions are showing as on target. Quarter 2 indicator performance remains consistent with the previous quarter. We currently have 85 organisations signed up to the local lotto with a further 12 pending, just short of the target of 100.

**ICT (-£43k)**

The service is forecasting an underspend of £43k, an improvement of £43k compared to the quarter 1 report. Whilst there are significant salary savings due to vacancies, the majority will be used to pay for external support costs, leaving a net saving of £23k (-£23k). Other variances include a saving of £51k due to revenue savings arising from slippage in the capital programme (-£51k), a forecast net overpayment against software, hardware and communications budgets of £10k (+£10k) and a £21k cost of undertaking works alongside the UCI cycling event, to prepare for future major events (+£21k).

All service plan actions are showing as on target. The date for the review of disaster recovery and business continuity is slightly off target.

Performance indicators have raised no concerns. All indicators are on target or performing within acceptable tolerances

**Organisational Development & Improvement (-£9k)**

The service is forecasting an underspend of £9k, an improvement of £17k from the quarter 1 report. It was agreed that the cost of the Director of Major Projects (who lead on the 2024 programme) would be funded by corporate savings to the extent that they are available and from the Transformation Reserve to the extent that they are not. Based on current forecasts, none of the £74k cost can be funded from corporate savings compared to £8k being funded from corporate savings in the last report (-£8k). In addition to this the service is reporting net salary savings of £17k (-£17k) and an overspend of £8k in other items (+£8k).

In terms of performance, one action is showing off target (maximise the opportunities from the apprenticeship levy). However, work is continuing with services to promote the use of apprentices by looking at succession plans with services to see where opportunities may be. This will be explored further at the performance clinics. All performance indicators that are updated on a quarterly basis are on target.

**Economy & Culture**

**Culture, Tourism & Sport (+£12k)**

The service is forecasting an overspend of £12k, a deterioration of £26k from the quarter 1 report. £21k of the overspend relates to the recent UCI Road Race Cycling Event (+£21k); the estimated unbudgeted costs of re-
instating the Stray can be partly funded by anticipated savings against budgeted costs of the event and from the District Improvement Fund, but this leaves an estimated unfunded cost of £21k. It should be noted that this is based on a best-estimate of the costs of the work at this stage and that we are pursuing insurance from Yorkshire 2019 in respect of the Stray works.

Aside from this there are forecast sport & leisure employee related savings (excl Turkish Baths) of £41k (-£41k), an anticipated saving in expenditure on chemicals of £11k following investment in new equipment later in the year (-£11k) and a net underspend from all other smaller variations of £14k (+£1k), partly offset by a shortfall in swimming/diving instruction income, net of associated salary savings, of £12k (+£10k), a forecast net overspend in Museums & Arts of £11k (+£11k) and a forecast overspend at the Turkish Baths of £34k (+£35k).

The latest profit & loss account for the Turkish Baths can be found at exempt Appendix D to this report.

Service plan performance shows that the Sport & Leisure review is still off target with the first part of the options appraisal is overdue but nearing completion with an anticipated review at management board at the end of the month. The Knaresborough Pool gym feasibility study is now overdue.

Sport and leisure attendances overall have met their target. However, Starbeck is below target by nearly 7% and Ripon Pool and Knaresborough Pool have narrowly missed their attendance targets.

<table>
<thead>
<tr>
<th>Site</th>
<th>Qtr 2 actual</th>
<th>Qtr 2 target</th>
<th>Target variance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hydro</td>
<td>85,362</td>
<td>84,702</td>
<td>0.8%</td>
</tr>
<tr>
<td>Ripon Pool</td>
<td>17,364</td>
<td>17,501</td>
<td>-0.8%</td>
</tr>
<tr>
<td>Starbeck</td>
<td>16,527</td>
<td>17,712</td>
<td>-6.7%</td>
</tr>
<tr>
<td>Knaresborough Pool</td>
<td>34,250</td>
<td>34,668</td>
<td>-1.2%</td>
</tr>
<tr>
<td>Nidderdale Pool</td>
<td>15,949</td>
<td>14,844</td>
<td>7.5%</td>
</tr>
<tr>
<td>Ripon Leisure</td>
<td>17,359</td>
<td>16,659</td>
<td>4.2%</td>
</tr>
<tr>
<td>Total</td>
<td>186,811</td>
<td>186,086</td>
<td>0.4%</td>
</tr>
</tbody>
</table>

Attendances for the Mercer and Knaresborough Castle have exceeded their targets for Q2 (the Mercer by 40%). For Q1 Knaresborough castle was significantly below target. The Pump Room slightly missed their attendance target whilst Other Museum attendances is still significantly below target.

**Place-Shaping & Economic Growth (-£238k)**

The service is forecasting an underspend of £238k, an improvement of £260k from the quarter 1 report. The two main reasons for the underspend are forecast increased planning application income of £126k (-£126k) and a forecast salary saving, net of provision for one-off costs associated with phase two of the service review, of £112k (+£112k). Other variances include an anticipated shortfall of £23k in building control income (+£1k), but a forecast increase in pre-planning application income of £30k (-£30k) and
other smaller variations with a net cost of £7k (+£7k).

Whilst figures are not yet available, it should be noted that there is the risk of an income shortfall in respect of the settlement of the 2018/19 ground rent.

In terms of performance the proportion of building control work carried out by the council has decreased in the long and short term to 25.33%. This is below the 35% target.

In addition, the percentage of land charges market share retained continues to underperform at 60.5% against a target of 70%. The average land charges turnaround time is also off target for the first time since August 2018 with a Quarter Two outturn of 5.53 days against a target of 5 days.

We have seen a decline in the performance of two of our planning application processing indicators:

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Qtr 2 Actual</th>
<th>Qtr 2 Target</th>
<th>Target Variance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Planning application processing: receipt to initial action in 5 working days</td>
<td>58.48%</td>
<td>70%</td>
<td>-11.52%</td>
</tr>
<tr>
<td>Planning application processing: valid application handover in 3 working days</td>
<td>28.54%</td>
<td>60%</td>
<td>-31.46%</td>
</tr>
</tbody>
</table>

77.42% of major applications received have been determined in time this quarter, below the target of 85%. Complex applications requiring lengthy negotiations continue to impact on performance.

Harrogate Convention Centre

Harrogate Convention Centre is forecasting to outturn on budget, compared to a £1k underspend in the quarter 1 report. Reasons for this are highlighted in the exempt Appendix A and more detailed lettings information is reflected in exempt Appendix E to this report.

Treasury Management, Other Corporate Items and Funding

These budgets include the Council’s Treasury Management activities, recharges to non-General Fund services and funding (such as Business Rates). We are currently forecasting a saving of £55k in this area, compared to forecasting to outturn on budget in the quarter 1 report.

Whilst the forecast average interest rate is lower than budgeted, cash balances are higher and as a result we anticipate increased interest income of £55k (-£55k).

Management Board and Members are reminded that budgets are monitored on a risk weighted basis, which seeks to focus staff resource on volatile budgets in the identification of major variances.
5.6 **Appendix F** to this report shows how these variances relate to budgeted savings and increased income. Overall there is a forecast over-delivery of net savings of £9k.

**Housing Revenue Account**

5.7 The Housing Revenue Account is currently projecting a saving of £4.037m, an increase of £2.931m from the quarter 1 report. The 2019/20 budget included a £3.8m cost of capital charged to revenue but this is now forecast to be just £245k and this variance of £3.555m forms the majority of the overall saving (-£2.512m). The reasons for the variance include that the Allhallowgate redevelopment project has been changed and pushed back into 2020/21 and the Spa Lane Hostel project has also moved into 2020/21 and that most of the remaining costs can be funded from the Major Repairs Reserve. Other variations include anticipated savings of £280k in the repair and maintenance of dwellings (-£280k), forecast salary savings of £36k (-£19k), In House Maintenance Team expenditure savings of £117k (-£87k), an anticipated shortfall in income from Independent Living Services of £12k (+£32k), loss of garage rental income of £30k (+£10k) and a net saving from other items of income and expenditure of £91k (-£75k).

6.0 **REQUIRED ASSESSMENTS AND IMPLICATIONS**

6.1 The following were considered: Financial Implications; Human Resources Implications; Legal Implications; ICT Implications; Strategic Property/Asset Management Considerations; Risk Assessment; Equality and Diversity (the Public Sector Equality Duty and impact upon people with protected characteristics). If applicable, the outcomes of any consultations, assessments, considerations and implications considered necessary during preparation of this report are detailed below.

7.0 **CONCLUSIONS**

7.1 The Council’s latest financial position shows a forecast overspend of £22k. It is however still early in the year and there will inevitably be other variations during the course of the year.

**OFFICER CONTACT:** Please contact the Service Finance Manager if you require any further information on the contents of this report. The officer can be contacted at Civic Centre, St Luke’s Avenue, Harrogate, HG1 2AE, by telephone on 01423 500600 ext 58568 or by e-mail at gillian.morland@harrogate.gov.uk. Alternatively please contact the Improvement & Development Manager by telephone on ext 56823 or by e-mail at sarah.cornforth@harrogate.gov.uk.
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### Appendix F: SUMMARY Reductions in Existing Expenditure

#### Table: Summary Reductions in Existing Expenditure

<table>
<thead>
<tr>
<th>Ref</th>
<th>Directorate</th>
<th>Service</th>
<th>Proposal Description</th>
<th>2019/20 Saving (£)</th>
<th>Forecast variance to budget</th>
<th>Forecast delivery</th>
<th>Hence forecast delivery</th>
</tr>
</thead>
<tbody>
<tr>
<td>PESS1901</td>
<td>Community</td>
<td>Environmental Services</td>
<td>A review of provision resulting in a reduced number of staffs</td>
<td>-4,170</td>
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<tr>
<td>PESS1903</td>
<td>Community</td>
<td>Parks &amp; Environmental Services</td>
<td>Waste Operational Review</td>
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<td>PESS1904</td>
<td>Community</td>
<td>Parks &amp; Environmental Services</td>
<td>Undertake Full Review of Waste Operational Services</td>
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<td>17,000</td>
<td>-35,360</td>
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<td>PESS1906</td>
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<td>Parks &amp; Environmental Services</td>
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<td>PESS1907</td>
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<td>Undertake Full Review of Waste Operational Services</td>
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<td>PESS1909</td>
<td>Community</td>
<td>Parks &amp; Environmental Services</td>
<td>Removal of Parish Grant</td>
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<td>PESS1911</td>
<td>Community</td>
<td>Parks &amp; Environmental Services</td>
<td>Fuel volume reductions (offset by inflationary growth)</td>
<td>-55,000</td>
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<tr>
<td>PESS1912</td>
<td>Community</td>
<td>Parks &amp; Environmental Services</td>
<td>Refuse collection</td>
<td>-7,500</td>
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<td>PESS1913</td>
<td>Community</td>
<td>Parks &amp; Environmental Services</td>
<td>Bottle banks and recycling Equipment</td>
<td>-1,000</td>
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<td>PESS1914</td>
<td>Community</td>
<td>Parks &amp; Environmental Services</td>
<td>Games in Parks</td>
<td>-1,920</td>
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<td>PESS1915</td>
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<td>Waste and Recycling</td>
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<td>PESS1916</td>
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<td>Environmental Services</td>
<td>Other Savings</td>
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<td>Service Review</td>
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<td>FINS1901</td>
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<td>H&amp;V &amp; CSS Review - Post Digital</td>
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<td>FINS1902</td>
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<td>Financial Services Review Phase 2</td>
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<td>FINS1903</td>
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<td>ICTS1901</td>
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<td>ICT</td>
<td>ICT Savings 2019/21</td>
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<td>ICTS1902</td>
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<td>ICT</td>
<td>Software/Hardware Savings</td>
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<td>LGS1901</td>
<td>Corporate</td>
<td>Legal &amp; Governance</td>
<td>Legal &amp; Governance Staffing Review</td>
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<td>LGS1902</td>
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<td>Strategic Grant Review</td>
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<td>ODIS1901</td>
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<td>Organisational Development &amp; Improvement</td>
<td>Efficiency Savings</td>
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<td>2,130</td>
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<tr>
<td>CTSS1901</td>
<td>Culture</td>
<td>Culture, Tourism &amp; Sports</td>
<td>Efficiency Savings</td>
<td>-16,450</td>
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<tr>
<td>CTSS1902</td>
<td>Culture</td>
<td>Culture, Tourism &amp; Sports</td>
<td>Sum of Net Savings</td>
<td>-7,430</td>
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<tr>
<td>PEGS1901</td>
<td>Culture</td>
<td>Place Shaping &amp; Economic Growth</td>
<td>Energy Conservation Savings</td>
<td>-5,670</td>
<td>0</td>
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<tr>
<td>PEGS1902</td>
<td>Culture</td>
<td>Place Shaping &amp; Economic Growth</td>
<td>Efficiency Savings</td>
<td>-13,950</td>
<td>0</td>
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<td>Service</td>
<td>HCC</td>
<td>HCC</td>
<td>2019/20 Saving (£)</td>
<td>Forecast variance to budget</td>
<td>Hence forecast delivery</td>
<td></td>
<td></td>
</tr>
<tr>
<td>--------------------</td>
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<td>--------------------</td>
<td>----------------------------</td>
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<tr>
<td>HCCS1901</td>
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<td>HCC</td>
<td>-60,300</td>
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<td>HCCS1903</td>
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<tr>
<td>HCCS1904</td>
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<td>-9,000</td>
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<td>-9,000</td>
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<td></td>
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<tr>
<td>Total</td>
<td></td>
<td></td>
<td>-1,040,830</td>
<td>22,000</td>
<td>-1,040,610</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Restructure did not happen due to change in Director. Savings met instead from holding other posts vacant that will ultimately be removed in restructure to be completed by new Director.
## Appendix E: SUMMARY Increases or New Areas of Income

<table>
<thead>
<tr>
<th>Ref</th>
<th>Directorate</th>
<th>Service</th>
<th>Proposal Description</th>
<th>2019/20 Saving (£’000)</th>
<th>Forecast variance to budget</th>
<th>Hence forecast delivery</th>
</tr>
</thead>
<tbody>
<tr>
<td>HCC1901</td>
<td>Community</td>
<td>Housing &amp; Property</td>
<td>Net fees income. Cave and Harrogate Joint Development Partnership</td>
<td>-15,150</td>
<td>0</td>
<td>-15,150</td>
</tr>
<tr>
<td>HCC1902</td>
<td>Community</td>
<td>Housing &amp; Property</td>
<td>Trade Waste growth in business</td>
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<td>15,090</td>
<td>0</td>
</tr>
<tr>
<td>PEGI1901</td>
<td>Community</td>
<td>Public Health</td>
<td>Fees and charges increases</td>
<td>-152,000</td>
<td>64,000</td>
<td>-58,000</td>
</tr>
<tr>
<td>PEGI1902</td>
<td>Community</td>
<td>Public Health</td>
<td>Fees and charges increases</td>
<td>-104,950</td>
<td>0</td>
<td>-104,950</td>
</tr>
<tr>
<td>PEGI1903</td>
<td>Community</td>
<td>Public Health</td>
<td>Fees and charges increases</td>
<td>-5,000</td>
<td>0</td>
<td>-5,000</td>
</tr>
<tr>
<td>PEGI1904</td>
<td>Community</td>
<td>Public Health</td>
<td>Fees and charges increases</td>
<td>-1,500</td>
<td>0</td>
<td>-1,500</td>
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<tr>
<td>PEGI1905</td>
<td>Community</td>
<td>Public Health</td>
<td>Fees and charges increases</td>
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<tr>
<td>PESI1905</td>
<td>Community</td>
<td>Public Health</td>
<td>Fees and charges increases</td>
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<td>-16,290</td>
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<tr>
<td>PESI1906</td>
<td>Community</td>
<td>Public Health</td>
<td>Fees and charges increases</td>
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<tr>
<td>PESI1907</td>
<td>Community</td>
<td>Public Health</td>
<td>Fees and charges increases</td>
<td>-7,000</td>
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<td>-7,000</td>
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<tr>
<td>PESI1908</td>
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<td>Fees and charges increases</td>
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<tr>
<td>PESI1909</td>
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<td>Public Health</td>
<td>Fees and charges increases</td>
<td>-16,290</td>
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<td>-16,290</td>
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<tr>
<td>PESI1910</td>
<td>Community</td>
<td>Public Health</td>
<td>Fees and charges increases</td>
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<tr>
<td>PESI1911</td>
<td>Community</td>
<td>Public Health</td>
<td>Fees and charges increases</td>
<td>-1,500</td>
<td>0</td>
<td>-1,500</td>
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<tr>
<td>PESI1912</td>
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<td>Fees and charges increases</td>
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<td>-2,000</td>
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<tr>
<td>PESI1913</td>
<td>Community</td>
<td>Public Health</td>
<td>Fees and charges increases</td>
<td>-5,190</td>
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<tr>
<td>PESI1914</td>
<td>Community</td>
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<td>Fees and charges increases</td>
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<td>PESI1915</td>
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<td>PESI1916</td>
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<td>-5,000</td>
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<td>PESI1917</td>
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<tr>
<td>PESI1920</td>
<td>Community</td>
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<td>Fees and charges increases</td>
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<td>PESI1921</td>
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<td>Fees and charges increases</td>
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<td>Fees and charges increases</td>
<td>-2,000</td>
<td>0</td>
<td>-2,000</td>
</tr>
</tbody>
</table>

### Total Income Increase
- **2019/20**: £1,900,000
- **2020/21**: £6,000,000
- **2021/22**: £13,400,000
- **Total Income (24)**: £22,079,000

This reflects the total movement in trade waste income not just the growth in business of removing residual waste. Other changes have been made, such as a move to recycling of waste, as part of the Development Strategy, which was agreed after the budget was set.
### Appendix E: SUMMARY New Areas of Expenditure

<table>
<thead>
<tr>
<th>Ref</th>
<th>Direction</th>
<th>Service</th>
<th>Proposal Description</th>
<th>2019/20 Cost (£k)</th>
<th>Forecast variance to budget</th>
<th>Future forecasting delivery</th>
</tr>
</thead>
<tbody>
<tr>
<td>PSE-9161</td>
<td>Corporate Affairs</td>
<td>ICT</td>
<td>Business Development Officer - new post to increase trade waste sales</td>
<td>16,345</td>
<td>0</td>
<td>36,945</td>
</tr>
<tr>
<td>PSE-9163</td>
<td>Community &amp; Environmental Services</td>
<td>ICT</td>
<td>Disposal Costs - increase in costs as the trade waste business grows</td>
<td>-110,000</td>
<td>-44,000</td>
<td>0</td>
</tr>
<tr>
<td>PSE-9167</td>
<td>Community &amp; Environmental Services</td>
<td>ICT</td>
<td>Contamination Costs - due to increased number of contamination</td>
<td>-2,160</td>
<td>0</td>
<td>3,060</td>
</tr>
<tr>
<td>PSE-9161</td>
<td>Corporate Affairs</td>
<td>ICT</td>
<td>Nursery Service staff</td>
<td>-9,670</td>
<td>-9,670</td>
<td>0</td>
</tr>
<tr>
<td>PSE-9163</td>
<td>Community &amp; Environmental Services</td>
<td>ICT</td>
<td>Nursery growth in business - increased income to be achieved at the nursery through sales alone needs to increased hard materials</td>
<td>-8,000</td>
<td>0</td>
<td>4,000</td>
</tr>
<tr>
<td>PSE-9168</td>
<td>Corporate Affairs</td>
<td>ICT</td>
<td>Water Transport - increased costs of materials and equipment</td>
<td>-8,570</td>
<td>-8,570</td>
<td>0</td>
</tr>
<tr>
<td>PSE-9167</td>
<td>Community &amp; Environmental Services</td>
<td>ICT</td>
<td>Solid Waste Disposal - increased costs of waste disposal for increased written waste</td>
<td>-6,000</td>
<td>-6,000</td>
<td>0</td>
</tr>
<tr>
<td>PSE-9168</td>
<td>Community &amp; Environmental Services</td>
<td>ICT</td>
<td>Kerbside Recycling - increase in costs of waste disposal for increased kerbside recycling collected</td>
<td>-12,000</td>
<td>-2,000</td>
<td>0</td>
</tr>
<tr>
<td>PSE-9169</td>
<td>Community &amp; Environmental Services</td>
<td>ICT</td>
<td>Scraps Banks and Recycling - increase in budget for removal of bulky items</td>
<td>-10,370</td>
<td>-10,370</td>
<td>0</td>
</tr>
<tr>
<td>PSE-9163</td>
<td>Community &amp; Environmental Services</td>
<td>ICT</td>
<td>Salary Costs - across salary increases and changes to hours</td>
<td>22,000</td>
<td>23,890</td>
<td>0</td>
</tr>
<tr>
<td>PSE-9161</td>
<td>Corporate Affairs</td>
<td>ICT</td>
<td>Audit Fee - increase in Audit Fees for Revenues &amp; Welfare Services</td>
<td>-4,000</td>
<td>-4,000</td>
<td>0</td>
</tr>
</tbody>
</table>

**Total New Expenditure (£k):** 472.719

**Total New Expenditure (£k):** 478.118

*This reflects the total movement in trade waste income net the growth in business of removing residual waste. Other changes have been made, such as a move to recycling of waste, as part of the Development Strategy, which was agreed after the budget was set.*
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1.0 PURPOSE OF REPORT

1.1 To provide an update on the Quarter Two progress of the measures within the Corporate Delivery Plan.

2.0 RECOMMENDATIONS

2.1 To review the report, recognise good performance and determine whether any interventions need to be put in place to improve performance on those measures that are off target.

2.2 That:
   • Management Board receives the report and provides comments before the report goes to Members
   • Overview & Scrutiny receives the report and provides comments before the report goes to Cabinet
   • Cabinet receives the report, noting the comments from Overview & Scrutiny and Management Board

3.0 RECOMMENDED REASON FOR DECISIONS

3.1 Our Corporate Plan sets out our long-term vision for the Harrogate district, our aim as an organisation, our corporate priorities and the long term outcomes that we want to achieve. The Delivery Plan is updated on an annual basis and details what we will do, what our targets are and how we
will measure these. This report tracks our progress against the Delivery Plan.

4.0 ALTERNATIVE OPTION CONSIDERED AND RECOMMENDED FOR REJECTION

4.1 No alternative options were considered as reporting progress on the Council’s Corporate Delivery Plan performance is a key part of the Council’s performance management arrangements.

5.0 SUMMARY

5.1 Appendix 1 provides the Quarter Two outturn of the measures within the Corporate Delivery Plan along with the commentary from the responsible officer. Each priority in the Corporate Delivery Plan may be made up of more than one action or performance indicator and the following table provides an overall summary of how we are performing against each of these priorities:

<table>
<thead>
<tr>
<th>Corporate priority</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>A strong local economy</strong></td>
<td>Be closely involved with, and influence, any proposals for changes to the way local government is structured across Yorkshire benefits us, our residents and the services we provide</td>
</tr>
<tr>
<td></td>
<td>Maximise the use of land and buildings for growth; enabling local companies to stay and grow, and attracting inward investment into the district</td>
</tr>
<tr>
<td></td>
<td>Work in partnership to address current and future operational barriers to business growth by securing investment and improvements in digital infrastructure</td>
</tr>
<tr>
<td></td>
<td>Promote the Harrogate Convention Centre as widely as possible so we attract new events to the district and grow its income to support our local economy</td>
</tr>
<tr>
<td></td>
<td>Increase the contribution that tourism makes to the local economy</td>
</tr>
<tr>
<td><strong>A sustainable environment</strong></td>
<td>Adopt a local plan to set out where new housing will be built, and employment, created, over the next two decades</td>
</tr>
<tr>
<td></td>
<td>Deal with the problems associated with traffic congestion and poor air quality in the district</td>
</tr>
<tr>
<td></td>
<td>Encourage more of us to re-use or recycle the household waste we produce</td>
</tr>
<tr>
<td><strong>Supporting our communities</strong></td>
<td>Ensure people have the opportunity to live and work in the district because they have access to high-quality housing which meets their needs and matches their income level</td>
</tr>
<tr>
<td></td>
<td>Work together to halve rough sleeping, prevent and reduce homelessness and assist homeless households in finding long term affordable and sustainable housing</td>
</tr>
<tr>
<td></td>
<td>Help our residents build secure, safe and healthy lives in thriving communities</td>
</tr>
<tr>
<td><strong>Excellent public services</strong></td>
<td>As a thriving district council, we will continue to find innovative and effective ways to manage our resources whilst ensuring they reflect our priorities</td>
</tr>
<tr>
<td></td>
<td>Work with our public and voluntary sector partners to ensure that our communities can access inclusive, joined up services to improve the quality of life across the Harrogate district</td>
</tr>
</tbody>
</table>
Corporate Plan Summary:

- In general, performance is positive with progress made across all projects and a general improvement in performance.
  - Sport & Leisure attendances at some sites
  - Completion of Sport & Leisure Review
  - Digital Incubator Hub behind schedule
  - Implementation of Operational Services Review remains behind target but making progress
  - Allhallowgate development new build portion will not now be progressed and alternative uses be developed. The refurbishment portion to be repackaged and tenders sought.

- Areas of positive performance include:
  - Approval to start works on a new swimming pool for Ripon
  - Overall income received at the HCC has exceeded its target for the quarter
  - The district successfully hosted the UCI 2019 Road World Cycling Championships
  - Increases in the percentages of household waste sent for re-use, recycling and composting with green garden waste and kerbside collections increasing
  - Number of affordable homes delivered exceeding target and previous year levels at this point
  - Significant improvement in the percentage of complaints responded to within the target response time

Corporate Health Summary:

- **Financial** – collection levels of council tax have slightly decreased but with a higher amount to collect. Non-domestic rates have increased on the previous year and quarter. In-year debt collection is better than target and the same period last year. Debt over 90 days old is above target but with a significant sum due to a single company. Legal debt recovery and car parking debt exceed their target levels of collection.

- **Workforce** – Sickness levels have decreased significantly and remain well below the national average. The main reasons for absence being stress, musculo-skeletal issues and stomach related sickness.

- **Customer** – the number of stage 1 and 2 complaints reduced in comparison to the previous quarter (58 compared to 87) and we did meet our response time target. Although processing times for Council Tax reduction claims did not meet their internal target, performance improved in comparison to the previous quarter. Housing Benefit claim processing times met the target and continue to be above average. Face to face customer interactions continue to decrease with telephone and online contacts accounting for over 90% of customer contacts.

- **Governance** – the number of FOI requests and data security breaches increased during Quarter Two with five FOI request going to appeal/review.

6.0 REPORT

6.1 This report summarises performance against our Corporate Plan Delivery Plan by each of our four corporate priorities along with comments from Management Board (section 8):
We met almost all of our ‘supporting projects’ targets to help us deliver our **strong local economy** corporate priority

- **Be closely involved with, and influence, any proposals for changes to the way local government is structured across Yorkshire** benefits us, our residents and the services we provide; HBC continue to play an active role in the on-going devolution and LEP reviews. The Council has actively supported the development of both LEP’s Local Industrial Strategies. The outcome of the LEP review is still to be decided at this time. Regional Leaders and CEX continue discussions with national Government in order to secure a devolution deal(s) for Yorkshire.

- **We have continued to maximise the use of land and buildings for growth; enabling local companies to stay and grow, and attracting inward investment into the district** and continue to make progress. Council approved the appointment of contractors to build a new swimming pool in Ripon, contracts are being finalised with work expected to start on site at the end of November. There has been some slippage on the progress for the new digital incubator hub in Springfield House to allow the project to also include minor refurbishment of the HCC offices within the same building. As part of the Station Gateway project work is progressing on the Transforming Cities Fund bid which, if successful will help fund the highway and public realm components of the scheme. Agreements are also being reached with partners to co-fund detailed viability work that will form the basis for the negotiation of a development agreement for the scheme. The wider Strategic Asset review will also see a report setting out recommendations and next steps to Cabinet before Christmas. Progress also continues with proposals for the Ripon Barracks site, Homes England have undertaken extensive pre application community involvement over the summer and recently held feedback events which means Homes England are on track to submit the Outline Planning Application by the end of October.

- **Work in partnership to address current and future operational barriers to business growth by securing investment and improvements in digital infrastructure:** Work is continuing with colleagues at NYCC to appoint expert strategic/commercial advice as well as technical support in undertaking a further strategic option appraisal of wireless connectivity and subsequently supporting HBC/NYCC in the procurement process. Initial discussions among partners have highlighted possible alterations to the councils’ approach that would maximize benefits for the district in what is a fast-moving industry and landscape within Harrogate District (e.g. fibre/5G investment). Another soft market testing exercise may follow, dependant on the extent of proposed changes to scope. Over £100k has been utilised by small businesses in the district to upgrade to a gigabit capable connection and the Local Full Fibre Network Programme is kicking off with the appointed contractors presenting installation plans and agreeing council inputs and actions needed. As part of the Private Sector Investment Talk Talk's fibre build begins in January, HBC has agreed a wayleave for its properties and a communications plan has been developed, it is projected to roll out to 2000 properties per month.
Progress is being made to promote the Harrogate Convention Centre (HCC) as widely as possible to attract new events to the district and grow its income to support our local economy. The latest forecast indicates that overall income received has exceeded the target for Quarter 2. The methodology supporting the Economic Impact calculation is still under review with the Director determining whether to adopt the Visit Britain method of calculation instead of the Association of Event Venues 2007 Best Value Benchmarking Group methodology, which has been used previously.

We are continuing to increase the contribution that tourism makes to the local economy, following this year's bidding round, a comprehensive programme of works for the District Improvement Plan (DIF) is in place. The works centre on environmental improvements to the urban economic centres across the district. In total there are 18 approved projects that are in various stages of development or implementation. One project has already been completed. The UCI World 2019 Road World Cycling Championships took place in September with a range of teams from HBC being involved in planning for its delivery, supporting various events and ensuring council services were still delivered. Work on the economic impact assessment of the event will be completed by the end of the year.

Overall, we are making good progress on the priority measures within a sustainable environment corporate priority; all of the priority measures are on target.

We are on track to adopt a local plan to set out where new housing will be built, and employment, created, over the next two decades; work towards the adoption of a New Settlement DPD has continued and the Local Plan Modifications Consultation has closed and all responses are with the Inspector. We await the Inspectors report before we can move forward with the DPD and completion of the Local Plan. With respect to the development of proposals for a Community Infrastructure Levy leading to submission of Charging Schedule to Examiner the CIL Examination was scheduled for 23 October.

We are proactively dealing with the problems associated with traffic congestion and poor air quality in the district; The Air Quality Annual Status Report has been completed and approved by DEFRA. Implementation of the air quality action plan is ongoing. With respect to the Implementation of the ULEV Action Plan detailed costing work has been carried out to inform a request of the Capital Strategy to fund the first phase of implementation. HBC are also part of an NYCC ERDF bid to secure funding for electric chargers. If successful HBC should secure funding for a charger in Masham. In terms of progress with the car parking strategy for Harrogate Town Centre North Yorkshire County Council have advised that they wish to align the review proposals with the wider transport and congestion study and therefore commitment to proposals and timescales is not imminent. Therefore HBC will progress relevant off-street proposals with a view to implementation April 2020.

We have made good progress on encouraging more of us to re-use or recycle the household waste we produce with a significant increase in the percentage of household waste sent for re-use, recycling and
composting, reaching 6% above target for this quarter. The increase in performance is due to a number of factors, first a large part of the Street Cleanings waste is reclaimed for use in road surface materials, this accounts for over 500 tonnes this quarter which also lowers our disposal amount, Garden waste has been performing better than last year with over a 1000 tonnes a month, kerbside collection has also been a lot higher with around 950 tonnes a month. Going forward using previous years as a guide, we would expect to see a decrease in collection amounts in the next quarter, and when garden waste ends in December a notable drop in the Recycling rate. Notwithstanding this the figures still indicate better performance that the same quarter last year.

The Government has consulted on its Resources and Waste Strategy and HBC has actively contributed to the consultations and briefed Members on the potential impacts of the proposals for HBC. HBC continues to play a key influencing role in local, regional and national networks. HBC also submitted a joint response with partners from the York and North Yorkshire Waste Partnership on the proposal regarding food waste. We do not expect significant further clarity or the next round of consultations until early 2020. Uncertainty across the recycling sector may impact of the cost of disposal / collection in the short term. Regarding the expansion of kerbside recycling service this remains on hold but it is worth noting that the council already collects all materials that are being proposed in the 'standard set of recyclables' the government has proposed in its consultation.

6.4 Two of the three priority measures within the supporting our communities corporate priority remain on track whilst one is ‘amber’

- Progress is being made to ensure people have the opportunity to live and work in the district because they have access to high-quality housing which meets their needs and matches their income level with the number of affordable homes delivered this year running above target, a total of 159 compared to a target of 125 for this point in the year and higher than the same point last year. This quarter, the team have delivered two new homes directly. The consultation on the Housing Strategy has now been completed and once all modifications have been made the strategy will be reported for approval. The scope of the Allhallowgate development will now change with the new build portion not being progressed and alternative uses be developed. The refurbishment portion to be repackaged and tenders sought. Lots of activity is also underway in implementing the Housing Delivery Action Plan, including £35,000 of funding secured from LGA to employ external expertise to look at how we engage and work with SMEs to help bring forward small housing sites.
- Working together to halve rough sleeping, prevent and reduce homelessness and assist homeless households in finding long term affordable and sustainable housing is making good progress with the average length of stay in temporary B&B accommodation below target at two weeks and average length of stay in hostel accommodation continues to be below target at five weeks. This has been achieved through the appointment of private sector officers and the pointing
system. The number of households living in temporary accommodation has increased from 56 to 59, but remains just below target of 60. Activity is also under way to implement the Empty Homes Strategy Year 1 Action Plan, working with community groups, home owners and local residents to help bring empty homes back into use. Work on the Spa Lane site is Work well underway. Foundations are in, the frame is programmed to arrive on site in October and M&E package is out for tender. The structure will be wind and watertight by Christmas

• We continue to help our residents build secure, safe and healthy lives in thriving communities. The Sport and Leisure Review report is in draft form and being circulated to council teams for comment before being reported to Management Board and on to Cabinet and Council thereafter. Attendances figures across all sport and leisure facilities are slightly higher for Q2 than Q1, however a lower target has meant that Q2 shows as on target whereas the previous quarter was slightly off target. Hydro, Nidderdale and Ripon Leisure have all hit their attendance targets for Q2. Knaresborough and Ripon are slightly below target (less than 2% below target). Starbeck has been below target for both Q1 and Q2. For Q2 it was 7% below target:

![](sport-leisure-attendances.png)

Overall, we are making good progress on the priority measures within our excellent **public service** corporate priority, with one of the measure showing amber on the basis of the need to complete the Operational Service Review

• As a thriving district council, we will continue to find innovative and effective ways to manage our resources whilst ensuring they reflect our
priorities; the council’s commercial activities are progressing, a pipeline of houses is now in place for the Bracewell Homes and a project is underway to look at opportunities to generate income from the use of Property Funds. A report will also be coming forward to Cabinet before Christmas that sets out recommendations for development and disposal of some council assets. Work is also underway to develop a sustainable CCTV service alongside reviewing the council’s security provision (currently outsourced to a number of providers). Progress is being made with the Lifeline service to improve the use of technology to support the delivery of the service but there has been a small decline in the number of referrals to the service and a higher than normal loss of customers through mortality/moving into care homes. The situation is improving and a further marketing campaign is planned.

A three year efficiency plan for the council is being drafted alongside the service planning process along with a full review of council reserves.

Although the Operational Services Review is still showing as being behind target the waste service changes have now been implemented and bedding down well with only a small number of issues still under review. The Street Cleansing review has now been approved and will be implemented following the UCI event. The vehicle workshop trial is to be evaluated in next couple of months and overall the team are making good progress toward full completion of the review.

- We continue to work with our public and voluntary sector partners to ensure that our communities can access inclusive, joined up services to improve the quality of life across the Harrogate district; PSLB agreed the Plan on a Page and supporting action plan at its meeting on the 1st August. Some actions still to scope in full but some will take time to develop. All priority leads now have a list of key officers responsible for the actions, the revised highlight report and timescales for submitting for the meetings

6.6 Corporate Health Performance

All of the performance indicators included within the Corporate Health dashboard on Pentana help contribute towards our corporate priority of excellent public services.

6.7 Financial

During Quarter Two we collected 57.3% of Council tax, which is very slightly below our target of 57.9% and slightly below the 57.8% collected in the same quarter last year. However, the collectable debt has increased by £7.5 million since September 2018 and over £50k in the last month. September 2018 saw collection figures of £64m, now we are at £68m so again actually an improving picture. As the collectable amount continues to increase towards the end of the year, there are also fewer instalments available for payments, we are therefore, likely to see an increase in performance.
6.8 Our Non-domestic rates collection level for the second quarter was 58.4%, exceeding our target of 57.9% and the performance in the same quarter last year (57.8%).

6.9 We collected 98% of in-year debt; above the 95% target for the quarter and the 92% collected in the same quarter last year. At the end of Quarter Two 48% of total debt was over 90 days old; this is above the target of 13% for the year and the performance in the same quarter last year (8%). Of the debt over 90 days old, £255k has been passed to Legal to deal with. This total includes 2 overdue invoices totalling £180k for one company which have remained unpaid now and in dispute for 6 & 4 months respectively. If we remove the invoices being dealt with by Legal, performance would fall below target at 7%.

6.10 Our Legal Services debt recovery level was 79% at the end of the second quarter; significantly above the 60% target and indicative of an improving trend. We also collected 43.9% of in-district car parking debt; this exceeds the 40% target and is an improvement on the same quarter last year (35%).

**Workforce**

6.11 We have a target to employ an average of at least 2.3% of staff as new apprentice starts over the period of 1 April 2017 to 31 March 2021. Our annual target is 26 apprentices. We are currently reviewing how we monitor progress and are starting to take a strategic approach to identify skills gaps which can be met through an apprenticeship levy as well as meeting recruitment challenges through the potential use of apprenticeship. In Quarter 2, two new apprenticeships started. Aside from this the Organisational People and Development Business Partners are working with services to promote the apprenticeship scheme to maximise the use of the apprenticeship levy.

6.12 **Sickness absence** Sickness absence was 1.42 days per FTE for Q2, significantly below the target of 2.05 working days lost per quarter and the Latest LG Inform benchmarking club data (Q4 18/19) average of 2.5 days.

6.13 Stress accounted for 21.5% of days lost per FTE in Q2, little change compared to 21% last quarter. As of the end of September there are still 10 open cases related to stress, all of which are long-term, so days lost per FTE will likely increase. HBC does not record the difference between work-related and home-related stress.

6.14 Musculo-skeletal issues were second at 19% of all days lost followed by stomach related sickness just behind in third making up 16% of the total sickness days over the quarter. There are 8 open cases of musculo-skeletal sickness and 3 stomach related cases. 31 cases of sickness are still open across the whole council.
6.15 Customer

The majority of customer contacts remain via the telephone, with the percentage of face to face continuing to fall, now at an all-time low of 6.19%. Online contacts have remained relatively static over the last two quarters at around 25% and below the target of 27%.

6.16 We had 58 Stage 1 and 2 complaints during Quarter Two, a significant reduction on the 87 received during the previous quarter. We responded to 93% of stage one complaints within 10 working days; an increase in performance from the 62% achieved during the previous quarter and above our target of 80%. Once again 100% of stage two complaints were responded to within 25 working days.

6.17 Website availability averaged at 99.99% across the quarter; it continues to be AA compliant.

6.18 We report benefit processing times on a quarterly basis. As reported in previous quarters; the processing time for new Council Tax Reduction
(CTR) claims did not meet its 21 day target, with quarter two performance of 28.15 days; albeit an slight improvement on quarter one performance of 29.43 days. Performance is impacted by the time it takes the DWP to assess and pay a Universal Credit (UC) claim. We have streamlined our in-house information gathering procedure at the start of the claiming process. However, we still have to wait for the DWP to process a UC claim (a minimum of 5 weeks) before we can finalise the CTR claim.

6.19 We hit our 21 day processing target for new Housing Benefit Claims; with a Quarter two outturn of 20.71 days; an improvement on similar to the 21.68 days achieved previous quarter. The latest benchmarking available for our CIPFA nearest neighbours gave an average performance of 23 days at Quarter Four, 2018/19; putting our performance above average.

6.20 We missed our 6 day processing target for changes to CTR claims; with a Quarter Two outturn of 6.58 days, a decline on the previous quarter figure of 5.12 days.

6.21 We exceeded the 6 day processing target for changes to Housing Benefit Claims; with a Quarter Two outturn of 5.69 days; however this is a decline in performance in the previous quarter which achieved an average of 3.29 days.

The latest benchmarking available for our CIPFA nearest neighbours gave an average performance of 9 days at Quarter Three, 2018/19; putting our performance significantly above average. The following two charts show the quarterly performance for all of these indicators:

**Governance**

6.22 We regularly monitor the number of FOI and data breaches (no targets are set against these indicators). There were 265 FOI requests in Quarter Two,
an increase on the 211 received during the previous quarter with five requests going for appeal/review.

6.23 There were 25 data security breaches during quarter two of 2019/20, an increase on the 17 at Quarter 1 of 2019/20. We continue to proactively encourage staff to report any data breach; an increase in numbers does not necessarily reflect a decrease in performance and reflects the work carried out to promote the importance of reporting data breaches.

Energy

6.24 The council’s carbon reduction strategy has now been updated and strengthened following council’s notice of motion on climate change. Our ultimate aim is to achieve net zero carbon emissions by 2038 (in line with the Leeds City Region target).

6.25 We are currently in the process of convening a new Harrogate District Climate Change Coalition, consisting of local businesses, community groups and public sector organisations. The intention is that by sharing expertise and influence, the coalition will be able to have a greater impact on local greenhouse gas emissions than if we each act alone. We expect the coalition to meet four times a year to plan and coordinate joint activities, which may involve a wider group of supporters as needed. The full terms of reference for the coalition and a work plan for the coming year will be agreed at the group’s first meeting.

6.26 Within our own estate, a contractor (Oasis Energy) has been appointed to upgrade lighting in the lower HCC car park. This will involve replacing current lighting with an LED system and we anticipate significant savings of car park electricity consumption. We intend to carry out “before and after” monitoring of energy use. Works will start in November. Similarly, through our refurbishment of Conyngham Hall there is also investment in the replacement of fluorescent strip lighting with new LED fittings.

7.0 CONCLUSIONS

7.1 Management Board are asked to consider the risk of not achieving the Delivery Plan Supporting Projects highlighted in Appendix 1 and flagged as areas of concern in section 6 of this report.

7.2 **High risk:**
- None

**Medium risk:**
- Sport & Leisure attendances at some sites
- Completion of Sport & Leisure Review – still to be reported
- Digital Incubator hub – progress behind target and additional Project Management capacity needed
- Operational Services Review – some elements still to be complete.
- Allhallowgate development - new build portion will not now be progressed and alternative uses be developed. The refurbishment portion to be repackaged and tenders sought.
Management Board are asked to consider the Corporate Health performance reported within this report. Although we have missed internal targets in some areas there are clear reasons for this, such as large single invoice debts being raised. We have improved performance in comparison to the previous quarters e.g. in sickness absence, stage one complaint responses and changes to Housing benefit Claims. Management Board should pay attention to:

- debt over 90 days old
- Apprentices

This report is focussed on the Delivery of the priorities within our Corporate Delivery Plan. However, in addition to this, there has also been a number of other achievements that contribute to our corporate priorities, including:

<table>
<thead>
<tr>
<th>A strong local economy</th>
<th>An Invest in Harrogate campaign has been taking place at Leeds Bradford Airport in September/October to maximise the benefit of the additional visitors to the district during UCI.</th>
</tr>
</thead>
<tbody>
<tr>
<td>A sustainable environment</td>
<td>We are testing a Renault Twizy, a small electric car, for a potential future transport project for Harrogate and Knaresborough. If successful, the project could see a fleet of Twizys introduced to increase ‘green’ travel options.</td>
</tr>
<tr>
<td>Supporting our communities</td>
<td>We recently purchased retail units with residential accommodation above on Knaresborough High Street, an investment of £1m to help provide high quality employment space and new homes in the town.</td>
</tr>
<tr>
<td>Excellent public services</td>
<td>Turkish Baths attendances continue to increase, Quarter two was 33% above target. Treatment numbers at the Turkish Baths have also been strong with Q2 being 37% above target</td>
</tr>
</tbody>
</table>

MANAGEMENT BOARD COMMENTS

Management Board were pleased with the positive progress made during the first quarter and congratulated staff on their achievements. Their comments on the areas of risk are highlighted below:

Medium risk:

Sport and Leisure Facility Attendances at some sites
This will be reviewed by Management Board as part of the discussion on the report related to the Sport and Leisure Review

Completion of Sport & Leisure Review – still to be reported
The report outcomes are expected to be presented to the Management Board very soon.

Digital Incubator hub – progress behind target and additional Project Management capacity needed
The project delay has been partly as a result of taking the opportunity to combine the work with a refurbishment of the HCC space in the same building. Additional PM support has been sought.
**Operational Services Review – some elements still to complete.**

The review is continuing to make progress with some major parts of the review now completed. Plans are in place for the remaining elements.

**Allhallowgate development**

New build portion will not now be progressed and alternative uses be developed. The refurbishment portion to be repackaged and tenders sought.

**Corporate Health:**

- **Debt over 90 days old** – a large part of this is due to a single organisation and has been passed to legal services.
- **Apprentices** – Approach is being reviewed corporately and discussed with services through the performance clinics.

### 9.0 REQUIRED ASSESSMENTS AND IMPLICATIONS

#### 9.1

The following were considered: Financial Implications; Human Resources Implications; Legal Implications; ICT Implications; Strategic Property/Asset Management Considerations; Risk Assessment; Equality and Diversity (the Public Sector Equality Duty and impact upon people with protected characteristics). If applicable, the outcomes of any consultations, assessments, considerations and implications considered necessary during preparation of this report are detailed below.

**Risk Statement**

#### 9.2

Management Board can also consider the interventions in place to mitigate against these risks and confirm if these are adequate. In future these reports could include risk assessments for those individual actions that have been rated as ‘Red’ and will include an overall summary of Service Plan risks as well as the Corporate Delivery Plan.

**Background Papers** – None

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**OFFICER CONTACT:** Please contact Sarah Cornforth, Improvement & Development Manager, if you require any further information on the contents of this report. The officer can be contacted at on 01423 500600 ext 56823 or by e-mail – sarah.cornforth@harrogate.gov.uk
## Corporate Plan: Delivery Plan

### A strong local economy

Be closely involved with, and influence, any proposals for changes to the way local government is structured across Yorkshire benefits us, our residents and the services we provide.

<table>
<thead>
<tr>
<th>Expected Outcome</th>
<th>Action</th>
<th>Due Date</th>
<th>Responsible Officer Notes</th>
<th>Note Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Be closely involved with, and influence regional governance proposals across the whole of Yorkshire.</td>
<td>31-Mar-2020</td>
<td>HBC continue to play an active role in the on-going devolution and LEP reviews. The Council has actively supported the development of both LEP’s Local Industrial Strategies. The outcome of the LEP review is still to be decided at this time. Regional Leaders and CEX continue discussions with national Government in order to secure a devolution deal(s) for Yorkshire.</td>
<td>08-Oct-2019</td>
<td></td>
</tr>
</tbody>
</table>

### Maximise the use of land and buildings for growth; enabling local companies to stay and grow, and attracting inward investment into the district.

<table>
<thead>
<tr>
<th>Expected Outcome</th>
<th>Action</th>
<th>Due Date</th>
<th>Responsible Officer Notes</th>
<th>Note Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>To provide a new pool for Ripon to replace the Spa Baths</td>
<td>30-Dec-2021</td>
<td>As 9.10.19 Contract finalisation is anticipated in next 2 weeks with mobilisation and start on site by 25 Nov 2019</td>
<td>09-Oct-2019</td>
<td></td>
</tr>
</tbody>
</table>
Creation of a temporary Digital Incubator at Springfield House

Due Date: 30-Apr-2020

This project will now incorporate the refurbishment of floor 4 for HCC. The programme is being amended to reflect this and a PM lead is being procured.

Note Date: 03-Oct-2019

To work with partners to develop and test the proposals suggested within the Station Gateway MasterPlan.

Due Date: 02-Apr-2020

Work is progressing on the TCF bid which, if successful will help fund the highway and public realm components of the scheme.

Agreements are being reached with Caddicks, Transdev and Network Rail to co-fund detailed viability work that will form the basis for the negotiation of a development agreement for the scheme. An inception meeting for this work is planned for early October.

Note Date: 03-Oct-2019

Implement the recommendations from the Strategic Assets Review

Due Date: 31-Mar-2021

A report was presented to Place Board on June 13th that set out recommendations and next steps. This will now be formalised in a report to Cabinet before Christmas.

Note Date: 03-Oct-2019

Contribute to a public sector partnership approach (including potential purchase) to shape the options and implement the development of the Ripon Barracks Site

Due Date: 31-Mar-2021

The second Strategic Oversight Board has taken place. Homes England have undertaken extensive pre app community involvement over the summer and recently held feedback events. Work is progressing well and Homes England are on track to submit the Outline Application by the end of October.

Note Date: 04-Oct-2019

Fibre infrastructure through DCMS LFFN process

Due Date: 31-Mar-2021

• Local Plan Policy: the policy requires that, where viable, all new development in the district is provided with a fibre to the premise (FTTP) broadband connection. Further public consultation will take place due to pre-examination policy

Note Date: 04-Oct-2019

Work in partnership to address current and future operational barriers to business growth by securing investment and improvements in digital infrastructure.
<table>
<thead>
<tr>
<th>Expected Outcome</th>
<th>Action</th>
<th>Due Date</th>
<th>Responsible Officer Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>modifications. However, in the meantime Officers are engaging with developers and providing guidance.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><strong>Superfast North Yorkshire (SFNY):</strong> The council continues to be the first point of contact for residents and businesses who are seeking information regarding the publically-funded roll-out of superfast broadband – and providing support on alternative delivery methods where communities are not within current roll-out plans.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Take up figures for Harrogate District:</td>
</tr>
<tr>
<td></td>
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<td></td>
<td>Fibre to the Cabinet (FTTC)</td>
</tr>
<tr>
<td></td>
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<td>Phase 1 - 25,181 premises upgraded and over 65% take up</td>
</tr>
<tr>
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<td></td>
<td></td>
<td>Phase 2 - 6,441 premises upgraded and over 70% take up</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Phase 3 - 17 premises upgraded and only just live</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Fibre to the premise (FTTP)</td>
</tr>
<tr>
<td></td>
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<td></td>
<td>Phase 1 - 744 premises upgraded and just over 40% take-up</td>
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<td></td>
<td></td>
<td>Phase 2 - 563 premises upgraded and over 44% take-up</td>
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<td></td>
<td></td>
<td></td>
<td>Phase 3 - 364 premises upgraded and just over 10% take-up</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td><strong>Gigabit Voucher Scheme:</strong> The council continues to promote the scheme. Over £100k has been utilised by small businesses in the district to upgrade to a gigabit capable connection.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><strong>Local Full Fibre Network (LFFN) Programme:</strong> SCD has</td>
</tr>
</tbody>
</table>
been appointed to connect all public sector buildings with fibre. Nynet and SCD are attending the next Smart Harrogate meeting to present installation plans and agree council input/actions.

**Private Sector Investment – Talk Talk (TT):** Talk Talk’s fibre build begins in January. HBC has agreed a wayleave for its properties. A comms plan has been developed. 2000 properties a month.

- Work is continuing with colleagues at NYCC to appoint expert strategic/commercial advice as well as technical support in undertaking a further strategic option appraisal of wireless connectivity and subsequently supporting HBC/NYCC in the procurement process. Initial discussions among partners have highlighted possible alterations to the councils’ approach that would maximize benefits for the district in what is a fast-moving industry and landscape within Harrogate District (e.g. fibre/5G investment).

Another soft market testing exercise may follow, dependant on the extent of proposed changes to scope.

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**Promote the Harrogate Convention Centre as widely as possible so we attract new events to the district and grow its income to support our local economy**

<table>
<thead>
<tr>
<th>Traffic Light Icon</th>
<th>Short Term Trend Arrow</th>
<th>Performance Indicator</th>
<th>Q2 2018/19 Value</th>
<th>Q3 2018/19 Value</th>
<th>Q4 2018/19 Value</th>
<th>Q1 2019/20 Value</th>
<th>Q2 2019/20 Value</th>
<th>Responsible Officer Notes</th>
<th>Note Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>✅</td>
<td>🚀</td>
<td>HCC Overall Income</td>
<td>£4,800.23</td>
<td>£4,634.06</td>
<td>£4,632.46</td>
<td>£5,083.77</td>
<td>£5,145.13</td>
<td>£5,113.00</td>
<td></td>
</tr>
<tr>
<td>Traffic Light Icon</td>
<td>Short Term Trend Arrow</td>
<td>Performance Indicator</td>
<td>Q2 2018/19</td>
<td>Q3 2018/19</td>
<td>Q4 2018/19</td>
<td>Q1 2019/20</td>
<td>Q2 2019/20</td>
<td>Responsible Officer Notes</td>
<td>Note Date</td>
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</tr>
<tr>
<td></td>
<td></td>
<td>Economic Impact of HCC</td>
<td>5.00</td>
<td>0.00</td>
<td>1.00</td>
<td>2.00</td>
<td>7.00</td>
<td>0.00</td>
<td></td>
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<td></td>
<td>The methodology supporting the Economic Impact calculation is currently under review. This is to determine whether to adopt the Visit Britain method of calculation instead of the Association of Event Venues 2007 Best Value Benchmarking Group methodology, which has been used previously. The Director is currently speaking to other Venues to determine the industry standard before making a final decision.</td>
<td>09-Oct-2019</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Expected Outcome</th>
<th>Action</th>
<th>Due Date</th>
<th>Responsible Officer Notes</th>
<th>Note Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Support the review of the Convention site to consolidate the venue, win new business, retain key existing repeat business and drive economic growth in line with the Economic Growth Strategy</td>
<td></td>
<td>28-Jun-2019</td>
<td>Work has now re-commenced following the HCC review of a preferred option.</td>
<td>03-Oct-2019</td>
</tr>
</tbody>
</table>

### Increase the contribution that tourism makes to the local economy

<table>
<thead>
<tr>
<th>Expected Outcome</th>
<th>Action</th>
<th>Due Date</th>
<th>Responsible Officer Notes</th>
<th>Note Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lead the development of an event strategy that articulates the council’s ambitions to deliver major events in the district</td>
<td></td>
<td>30-Nov-2019</td>
<td>Updated draft strategy presented to Place Board in June. Work now on going to progress some aspects of action plan as well as linking to Place Shaping team</td>
<td>08-Jul-2019</td>
</tr>
<tr>
<td>Expected Outcome</td>
<td>Action</td>
<td>Due Date</td>
<td>Responsible Officer Notes</td>
<td>Note Date</td>
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<td>-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>-----------</td>
</tr>
<tr>
<td></td>
<td>Administer the District Improvement Fund</td>
<td>31-Mar-2020</td>
<td>Following this year’s bidding round, a comprehensive programme of works for the District Improvement Plan (DIF) is in place. The works centre on environmental improvements to the urban economic centres across the district. In total there are 18 approved projects that are in various stages of development or implementation. One project has already been completed.</td>
<td>07-Oct-2019</td>
</tr>
<tr>
<td></td>
<td>Deliver the event contribution for the UCI 2019 Road World Cycling Championships</td>
<td>30-Sep-2019</td>
<td>Event took place as planned. Economic impact assessment to be completed by the end of the year</td>
<td>09-Oct-2019</td>
</tr>
</tbody>
</table>

A sustainable environment

Adopt a local plan to set out where new housing will be built, and employment, created, over the next two decades

<table>
<thead>
<tr>
<th>Expected Outcome</th>
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<th>Due Date</th>
<th>Responsible Officer Notes</th>
<th>Note Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Work towards adoption of a New Settlement DPD</td>
<td>30-Nov-2020</td>
<td>The Local Plan Modifications Consultation has closed and all responses are with the Inspector. We await the Inspectors report before we can move forward with the DPD.</td>
<td>04-Oct-2019</td>
</tr>
<tr>
<td></td>
<td>Develop proposals for a Community Infrastructure Levy leading to submission of Charging Schedule to Examiner</td>
<td>30-Sep-2019</td>
<td>CIL Examination is scheduled for 23 October</td>
<td>03-Oct-2019</td>
</tr>
<tr>
<td></td>
<td>Ensure efficient progress towards adoption of a compliant Harrogate District Local plan Action includes what were previous actions: - Formal 'Publication' consultation on the local plan - Submit the local plan to the secretary of state - Public examination of the local plan</td>
<td>31-Jan-2020</td>
<td>Consultation on the Modifications completed and the comments with the Inspector. We are now awaiting his report.</td>
<td>10-Oct-2019</td>
</tr>
</tbody>
</table>
### Deal with the problems associated with traffic congestion and poor air quality in the district

<table>
<thead>
<tr>
<th>Expected Outcome</th>
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<th>Due Date</th>
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<th>Note Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>✓</td>
<td>Provide the Air Quality Annual Status Report (DEFRA)</td>
<td>31-Mar-2020</td>
<td>Annual Status Report completed and approved by DEFRA. Implementation of the air quality action plan is ongoing.</td>
<td>04-Oct-2019</td>
</tr>
<tr>
<td></td>
<td>Develop &amp; implement the Council's car parking strategy for Harrogate, in partnership with NYCC, to support traffic management</td>
<td>30-Apr-2020</td>
<td>Implementation of the joint NYCC/HBC car park review (Harrogate town) is a 2019/20 Service Plan project. North Yorkshire County Council have advised that they wish to align the review proposals with the wider transport and congestion study and therefore commitment to proposals and timescales is not imminent. Therefore, Safer Communities will progress relevant off-street proposals with a view to implementation April 2020. The phase 1 off-street proposals have been presented to Place Board and Management Board and will progress through the relevant governance requirements, of NYCC and HBC, taking account of the comments from Place Board and Management Board.</td>
<td>09-Oct-2019</td>
</tr>
<tr>
<td></td>
<td>Influencing Strategic and Sustainable Transport</td>
<td>31-Mar-2020</td>
<td>Working with WYCA/NYCC on unlocking third party funding for sustainable transport improvements. Continuing work on the Harrogate Line Rail Group and HBC has responded to the NYCC Harrogate Congestion Study consultation.</td>
<td>08-Jul-2019</td>
</tr>
<tr>
<td></td>
<td>Implement the ULEV Action Plan</td>
<td>31-Mar-2021</td>
<td>Detailed costing work has been carried out to inform an ask of the Capital Strategy in order to fund the first phase of implementation. HBC are also part of an NYCC ERDF bid to secure funding for electric chargers. If successful HBC should secure funding for a charger in Masham. In addition HBC hosted a Greenfleet conference at HCC at which Cllr Ireland was the key note speaker, along with the STP and Cllr Groves (Chair of WYCA Transport Committee).</td>
<td>03-Oct-2019</td>
</tr>
</tbody>
</table>
Encourage more of us to re-use or recycle the household waste we produce

<table>
<thead>
<tr>
<th>Traffic Light Icon</th>
<th>Short Term Trend Arrow</th>
<th>Performance Indicator</th>
<th>Q2 2018/19</th>
<th>Q3 2018/19</th>
<th>Q4 2018/19</th>
<th>Q1 2019/20</th>
<th>Q2 2019/20</th>
<th>Responsible Officer Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Tonnages of household waste not sent for reuse, recycling or composting</td>
<td>7,650</td>
<td>8,122.5</td>
<td>7,554.62</td>
<td>7,628.22</td>
<td>7,653</td>
<td>8,125</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Cumulative Percentage of household waste sent for re-use, recycling and composting</td>
<td>42%</td>
<td>40.74%</td>
<td>40.14%</td>
<td>42.4%</td>
<td>47.22%</td>
<td>41%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Tonnage of household waste recycled</td>
<td>5,650</td>
<td>4,625</td>
<td>3,740.21</td>
<td>5,769.29</td>
<td>6,308.34</td>
<td></td>
</tr>
</tbody>
</table>

Increase in performance due to a number of factors, first a large part of the Street Cleanings waste is reclaimed for use in road surface materials, this accounts for over 500 tonnes this quarter which also lowers our disposal amount, Garden waste has been performing better than last year with over a 1000 tonnes a month, kerbside has been a lot higher with around 950 tonnes a month. Going forward using previous years as a guide, We would expect to see a decrease in collection amounts in the next quarter, and when garden waste ends in December a notable drop in the Recycling rate.

Note: Estimated figures used for September.
### Expected Outcome

<table>
<thead>
<tr>
<th>Action</th>
<th>Due Date</th>
<th>Responsible Officer Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Respond to Implications of Resources &amp; Waste Strategy</td>
<td>31-Oct-2019</td>
<td>HBC has actively contributed to the Government's recent consultations on the Waste and Resources Strategy and briefed Members on the potential impacts of the proposals for HBC. HBC continues to play a key influencing role in local, regional and national networks. HBC also submitted a joint response with partners from the York and North Yorkshire Waste Partnership on the proposal regarding food waste. Further developments continue to be on hold, pending the Government response to the recent consultation. We do not expect significant further clarity or the next round of consultations until early 2020. Uncertainty across the recycling sector may impact of the cost of disposal / collection in the short term.</td>
</tr>
<tr>
<td>We will expand the number of items we collect using our kerbside recycling service to include new items such as batteries and food waste.</td>
<td>31-Mar-2022</td>
<td>This is on hold due to the publication of the Government's Waste and Resources Strategy. The Council already collects all materials that are being proposed in the 'standard set of recyclables' the government has proposed in its consultation.</td>
</tr>
</tbody>
</table>

### Supporting our communities

**Ensure people have the opportunity to live and work in the district because they have access to high-quality housing which meets their needs and matches their income level.**

<table>
<thead>
<tr>
<th>Traffic Light Icon</th>
<th>Performance Indicator</th>
<th>Q2 2018/19</th>
<th>Q3 2018/19</th>
<th>Q4 2018/19</th>
<th>Q1 2019/20</th>
<th>Q2 2019/20</th>
<th>Responsible Officer Notes</th>
<th>Note Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>✔️</td>
<td>Number of affordable homes delivered (gross)</td>
<td>104</td>
<td>220</td>
<td>259</td>
<td>64</td>
<td>159</td>
<td>125</td>
<td>Figures revised as accurate as of 09/10/19 - Q1 for rent: 62</td>
</tr>
<tr>
<td>Period</td>
<td>Number of new homes built by the council</td>
<td>Number of homes bought by the council</td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Q1 2019-20</td>
<td>0</td>
<td>Not measured for Quarters</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Q2 2019-20</td>
<td>8</td>
<td>Not measured for Quarters</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Q3 2019-20</td>
<td>16</td>
<td>Not measured for Quarters</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Q4 2019-20</td>
<td>1</td>
<td></td>
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<tr>
<td>Year 2019-20</td>
<td>2</td>
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</tr>
</tbody>
</table>

So far in 2019-20, we have completed three residential properties:

- 17A Spa Mews, Harrogate: 1-bedroom ground-floor flat converted from a former common room
- 15 Wharfe View, Kirkby Overblow: 3-bedroom semi-detached house built on a disused garage site
- 16 Wharfe View, Kirkby Overblow: 2-bedroom semi-detached house built on a disused garage site

Currently there are a further 3 properties expected before year end.

We have purchased 4 properties for Shared Ownership in Q1 (3 x New build and 1 x Market acquisition) all have been 2 bed homes.
<table>
<thead>
<tr>
<th>Expected Outcome</th>
<th>Action</th>
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<th>Responsible Officer Notes</th>
<th>Note Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>☢️</td>
<td>Deliver the Allhallowgate development</td>
<td>31-Dec-2020</td>
<td>Need to revise following further developments on site</td>
<td>03-Oct-2019</td>
</tr>
<tr>
<td>📢</td>
<td>Housing Development Company</td>
<td>30-Apr-2019</td>
<td>Housing Company, Bracewell Homes, now incorporated. First board meeting took place on 1 April 2019</td>
<td>15-Apr-2019</td>
</tr>
<tr>
<td>🚨</td>
<td>Deliver a Housing Strategy and Annual Delivery Plan for the borough</td>
<td>31-Oct-2019</td>
<td>To go to Cabinet 13th November for approval then Council for adoption 4th December</td>
<td>31-Oct-2019</td>
</tr>
<tr>
<td></td>
<td>Implement revised Housing Strategy - Year 1</td>
<td>31-Mar-2020</td>
<td>Consultation on the strategy is now complete. Once all modifications have been made the strategy will be published.</td>
<td>03-Oct-2019</td>
</tr>
</tbody>
</table>
|                 | Implement the Housing Delivery Action Plan | 31-Mar-2020     | • £35,000 of funding secured from LGA to employ external expertise to look at how we engage and work with SMEs to help bring forward small housing sites.  
• Making good progress on the Phase 2 PSEG review to provide capacity and skills.  
• Providing regular briefings for Planning Committee.  
• Engaging more proactively with the development industry.  
• Strengthening our relationship with Homes England.  
• Reviewing S106 process.  
• Piloting the use of a Planning Performance Agreements.  
• Piloting the inclusion of pre application briefings for Planning Committee and subs.  
• Working closely with NYCC to improve working relationship and processes.  
• Proactively influencing the delivery of sites west of Harrogate by facilitating the preparation of a Parameters Plan to ensure a coordinated approach to the provision of highway improvements and education. |
|                 |                                                 |                |                                                                                                                                                                                                                     | 04-Oct-2019|
Work together to halve rough sleeping, prevent and reduce homelessness and assist homeless households in finding long term affordable and sustainable housing.

<table>
<thead>
<tr>
<th>Traffic Light Icon</th>
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<tbody>
<tr>
<td>✓</td>
<td></td>
<td>Average length of stay in temporary B&amp;B accommodation (weeks)</td>
<td>5</td>
<td>7</td>
<td>5</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>✓</td>
<td></td>
<td>Average time taken to re let local authority housing (days)</td>
<td>17.3</td>
<td>9.45</td>
<td>10.02</td>
<td>12.48</td>
<td>12.49</td>
<td>14</td>
<td></td>
</tr>
<tr>
<td>✓</td>
<td></td>
<td>Households living in temporary accommodation</td>
<td>60</td>
<td>53</td>
<td>42</td>
<td>56</td>
<td>59</td>
<td>60</td>
<td></td>
</tr>
<tr>
<td>✓</td>
<td></td>
<td>Average Length of stay in temporary hostel accommodation (weeks)</td>
<td>5.00</td>
<td>4.00</td>
<td>6.00</td>
<td>2.00</td>
<td>5.00</td>
<td>12.00</td>
<td></td>
</tr>
</tbody>
</table>

**Expected Outcome**

<table>
<thead>
<tr>
<th>Action</th>
<th>Action Plan</th>
<th>Due Date</th>
<th>Responsible Officer Notes</th>
<th>Note Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Implement the Empty Homes Strategy Year 1 Action Plan</td>
<td>31-Mar-2020</td>
<td>Work with community groups to see how they can cooperate with returning empty homes to use. Had a meeting with the Harrogate community group to discuss a working relationship. Continued scoring of properties to check progress of agreed work or new properties that have recently entered the two-year empty phase. Continued contact with homeowners to follow up on information previously given and to check progress with agreed timescales to get properties occupied again. Aside from properties listed as empty from Council Tax, process established for residents to report properties they are</td>
<td>09-Oct-2019</td>
<td></td>
</tr>
</tbody>
</table>
Concerned about. Properties are then investigated in accordance with the Empty Homes Strategy. Working with Finance to get approval to extend the empty homes budget to allow for more voluntary offers or compulsory purchases. Seeking approval through Cabinet to make an offer to purchase three empty properties.

Deliver the Spa Lane development 31-Jul-2020

Work well underway. Foundations are in, the frame is programmed to arrive on site in October and M&E package is out for tender. The structure will be wind and watertight by Christmas

Help our residents build secure, safe and healthy lives in thriving communities

<table>
<thead>
<tr>
<th>Traffic Light</th>
<th>Short Term Trend Arrow</th>
<th>Performance Indicator</th>
<th>Q2 2018/19 Value</th>
<th>Q3 2018/19 Value</th>
<th>Q4 2018/19 Value</th>
<th>Q1 2019/20 Value</th>
<th>Q2 2019/20 Value</th>
<th>Target Value</th>
<th>Responsible Officer Notes</th>
<th>Note Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>✓</td>
<td></td>
<td>Sport and Leisure Facility Attendances</td>
<td>186,086</td>
<td>172,937</td>
<td>197,813</td>
<td>186,622</td>
<td>186,811</td>
<td>186,086</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Leadership of the Harrogate Community Safety Partnership 31-Mar-2020

The Community Safety Annual Report was submitted to, and approved by, the Cabinet Member Housing and Safer Communities, on 11 June 2019. The local action plan is being implemented on an ongoing basis.

Sport and Leisure Review 31-Mar-2020

Draft MB report circulated for comment - anticipated review at 28 Oct MB before onward progress to Cabinet and Council
Excellent public services

As a thriving district council, we will continue to find innovative and effective ways to manage our resources whilst ensuring they reflect our priorities

<table>
<thead>
<tr>
<th>Expected Outcome</th>
<th>Action</th>
<th>Due Date</th>
<th>Responsible Officer Notes</th>
<th>Note Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Development of Commercial Lifeline Service</td>
<td>31-Mar-2020</td>
<td>Significant progress is being made with the back office/mobile working review and testing of the first element of the new system is about to commence with front line staff. Unfortunately we have had a poor summer quarter for new referrals and have lost more customers than we expected due to mortality/going into care. Referral numbers have picked up again between the end of the quarter and this update being reported, and we are planning another marketing campaign at the end of October to coincide with the clocks changing and darker nights.</td>
<td>09-Oct-2019</td>
</tr>
<tr>
<td>✔️</td>
<td>Develop a pipeline of homes to be delivered via the Housing Company</td>
<td>31-Mar-2020</td>
<td>A pipeline of houses is now in place. This will role forward year on year as developments come forward and Bracewell is matched to homes</td>
<td>03-Oct-2019</td>
</tr>
<tr>
<td></td>
<td>Review of property funds - linked to 2024</td>
<td>31-Mar-2020</td>
<td>Updated PID approved at Transformation Board on 2 September.</td>
<td>08-Oct-2019</td>
</tr>
<tr>
<td>✔️</td>
<td>Develop a sustainable CCTV service</td>
<td>30-Nov-2019</td>
<td>The Service has been reconfigured to operate within reduced budget, following reductions in external partner contributions. This action is superseded by the the current Transformation</td>
<td>10-Oct-2019</td>
</tr>
<tr>
<td>Expected Outcome</td>
<td>Action</td>
<td>Due Date</td>
<td>Responsible Officer Notes</td>
<td>Note Date</td>
</tr>
<tr>
<td>------------------</td>
<td>--------</td>
<td>----------</td>
<td>----------------------------</td>
<td>-----------</td>
</tr>
<tr>
<td></td>
<td>Board project which is reviewing the Council's CCTV and wider security services and provision across a range of Council services (including: Parks, Harrogate Convention Centre, Housing and others). This project is being managed by the Commercial &amp; Transformation Officer and is subject to the Transformation Board governance. Safer Communities are fully engaged in this project with the HOS &amp; CCTV Manager on the project team.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Turkish Baths - Review Development Strategy</td>
<td>31-Mar-2020</td>
<td>5 Year ‘business as usual’ now cast into budgets, proposals regarding expansion circulated and to be decided in due course.</td>
<td></td>
<td>09-Oct-2019</td>
</tr>
<tr>
<td>Implement the recommendations from the Strategic Assets Review</td>
<td>31-Mar-2021</td>
<td>A report was presented to Place Board on June 13th that set out recommendations and next steps. This will now be formalised in a report to Cabinet before Christmas.</td>
<td></td>
<td>03-Oct-2019</td>
</tr>
<tr>
<td>Deliver a Three Year Efficiency Plan</td>
<td>31-Mar-2020</td>
<td>To be progressed in line with the performance clinic process</td>
<td></td>
<td>10-Jul-2019</td>
</tr>
<tr>
<td>Maximise opportunities from the business rates pool pilot</td>
<td>31-Mar-2020</td>
<td>Fed into the consultation process re proposed commitments from the pool's share of income. Comfortable with the proposals, including £100k for Low Carbon. Agreed basis for allocating the remaining pool balance and submitted a joint North Yorkshire bid to support the allocation.</td>
<td></td>
<td>08-Oct-2019</td>
</tr>
<tr>
<td>Deliver a balanced budget</td>
<td>31-Mar-2020</td>
<td>MTFS currently going through the reporting cycle and budget process has a future start date.</td>
<td></td>
<td>08-Jul-2019</td>
</tr>
<tr>
<td>Full review of reserves</td>
<td>31-Mar-2020</td>
<td>To be completed as part of the autumn performance clinics.</td>
<td></td>
<td>08-Jul-2019</td>
</tr>
<tr>
<td>Implement the outcomes of the Operational Services Review</td>
<td>31-Mar-2021</td>
<td>Waste service now implemented and bedding down well - small number of issues still under review. Street Cleansing review approved and will be implemented</td>
<td></td>
<td>10-Oct-2019</td>
</tr>
</tbody>
</table>
following the UCI event.

Vehicle workshop trial to be evaluated in next couple of months.

Making good progress toward full completion of the review

---

**Work with our public and voluntary sector partners to ensure that our communities can access inclusive, joined up services to improve the quality of life across the Harrogate district.**

<table>
<thead>
<tr>
<th>Expected Outcome</th>
<th>Action</th>
<th>Due Date</th>
<th>Responsible Officer Notes</th>
<th>Note Date</th>
</tr>
</thead>
</table>
| Provide leadership to the Harrogate District Public Services Leadership Board with focus on:-  
- Affordable housing  
- Health inequalities  
- Inclusion and social isolation | 31-Mar-2020 | PSLB agreed the Plan on a Page and supporting action plan at its meeting on the 1st August. Some actions still to scope in full but some will take time to develop. All priority leads now have a list of key officers responsible for the actions, the revised highlight report and timescales for submitting for the meetings | 07-Oct-2019 |
| Support THE LOCAL FUND Harrogate District | 31-Mar-2020 | TLF opened for small grant applications July to the end of September. Promoted to VCS groups across the district. Preparations for the Dragons Den on the 3rd October worked on. Additional project meeting facilitated by external support to look at TLF governance and what would need to be done to develop a place based funding strategy to ensure sustainability of the Fund. Funding agreement revised and agreed for the council's £30k. | 09-Oct-2019 |
## Customer

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Average customer service satisfaction level</td>
<td>1.9</td>
<td>2.14</td>
<td>2.14</td>
<td>2.1</td>
<td>1.87</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Customer Contact Volume - Online (%)</td>
<td>17.01%</td>
<td>29.15%</td>
<td>36.87%</td>
<td>25.55%</td>
<td>24.95%</td>
<td>27%</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Time taken to process new council tax reduction benefit claims</td>
<td>23.54</td>
<td>27.01</td>
<td>27.59</td>
<td>29.43</td>
<td>28.15</td>
<td>21</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Time taken to process changes to council tax reduction benefit</td>
<td>5.31</td>
<td>5.61</td>
<td>6.08</td>
<td>5.12</td>
<td>6.58</td>
<td>6</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Percentage of stage 2 complaints responded to within 25 working days</td>
<td>50%</td>
<td>83%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>80%</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Percentage of stage 1 complaints responded to within 10 working days</td>
<td>48%</td>
<td>97%</td>
<td>57%</td>
<td>62%</td>
<td>93%</td>
<td>80%</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Time taken to process new housing benefit claims</td>
<td>22.08</td>
<td>25.91</td>
<td>21.59</td>
<td>21.68</td>
<td>20.71</td>
<td>21</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Time taken to process changes to housing benefit</td>
<td>4.82</td>
<td>5.37</td>
<td>2.52</td>
<td>3.29</td>
<td>5.69</td>
<td>6</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Service Level Agreement - first point of contact</td>
<td>89.67%</td>
<td>91.33%</td>
<td>89.67%</td>
<td>89.33%</td>
<td>87%</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Website availability</td>
<td>99.92%</td>
<td>99.96%</td>
<td>99.99%</td>
<td>99.95%</td>
<td>99.96%</td>
<td>100%</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Customer Contact Volume - Total</td>
<td>70,730</td>
<td>66,483</td>
<td>100,283</td>
<td>83,813</td>
<td>87,324</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Customer Contact Volume - F2F</td>
<td>11,629</td>
<td>10,893</td>
<td>10,656</td>
<td>7,321</td>
<td>5,408</td>
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</tbody>
</table>
### Traffic Light Status

<table>
<thead>
<tr>
<th></th>
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<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Customer Contact Volume - Telephone</td>
<td>47,069</td>
<td>36,207</td>
<td>52,655</td>
<td>55,080</td>
<td>60,126</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Customer Contact Volume - Online</td>
<td>12,032</td>
<td>19,383</td>
<td>36,972</td>
<td>21,412</td>
<td>21,790</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Customer Contact Volume - F2F (%)</td>
<td>16%</td>
<td>16%</td>
<td>10.63%</td>
<td>8.73%</td>
<td>6.19%</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Customer Contact Volume - Telephone (%)</td>
<td>66.55%</td>
<td>54.46%</td>
<td>52.51%</td>
<td>65.72%</td>
<td>68.85%</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Number of formal complaints received</td>
<td>42</td>
<td>40</td>
<td>38</td>
<td>87</td>
<td>58</td>
<td></td>
</tr>
</tbody>
</table>

### Financial

<table>
<thead>
<tr>
<th></th>
<th></th>
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<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Percentage of total sundry debt over 90 days old</td>
<td>8%</td>
<td>26%</td>
<td>8%</td>
<td>17%</td>
<td>48%</td>
<td>13%</td>
</tr>
<tr>
<td></td>
<td>% of Council Tax collected</td>
<td>57.80%</td>
<td>85.80%</td>
<td>97.80%</td>
<td>29.30%</td>
<td>57.30%</td>
<td>57.90%</td>
</tr>
<tr>
<td></td>
<td>Percentage of Non-domestic Rates Collected</td>
<td>57.80%</td>
<td>83.70%</td>
<td>97.50%</td>
<td>30.60%</td>
<td>58.40%</td>
<td>57.90%</td>
</tr>
<tr>
<td></td>
<td>% of in-district debt recovered (parking)</td>
<td>35%</td>
<td>32%</td>
<td>52%</td>
<td>61%</td>
<td>43.86%</td>
<td>40%</td>
</tr>
<tr>
<td></td>
<td>Legal Services: Debt Recovery</td>
<td>32.42%</td>
<td>41.68%</td>
<td>0.31%</td>
<td>45.84%</td>
<td>79%</td>
<td>60%</td>
</tr>
<tr>
<td></td>
<td>Percentage of in-year sundry debt collected</td>
<td>92%</td>
<td>96%</td>
<td>91%</td>
<td>97%</td>
<td>98%</td>
<td>95%</td>
</tr>
</tbody>
</table>
### Governance

<table>
<thead>
<tr>
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<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Number of FOI requests</td>
<td>270</td>
<td>208</td>
<td>279</td>
<td>211</td>
<td>265</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Number of FOI requests which go to appeal/review</td>
<td>3</td>
<td>1</td>
<td>3</td>
<td>1</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Number of data security breaches</td>
<td>15</td>
<td>16</td>
<td>34</td>
<td>17</td>
<td>25</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Number of data security breaches referred to ICO</td>
<td>1</td>
<td>0</td>
<td>3</td>
<td>0</td>
<td>0</td>
<td></td>
</tr>
</tbody>
</table>

### Workforce

<table>
<thead>
<tr>
<th></th>
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<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Working Days Lost Due to Sickness Absence (HBC) (LGA measure)</td>
<td>2.09</td>
<td>2.32</td>
<td>1.7</td>
<td>1.5</td>
<td>1.42</td>
<td>2.05</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Apprenticeships - Number of New Apprentices</td>
<td>1.19</td>
<td>1.6</td>
<td>1.02</td>
<td>0.8</td>
<td>0.72</td>
<td>1.23</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Sickness absence (HBC) - Short term (days)</td>
<td>0.9</td>
<td>0.79</td>
<td>0.68</td>
<td>0.7</td>
<td>1.23</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Sickness absence (HBC) - Long term (days)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Workforce (annual only)

<table>
<thead>
<tr>
<th>Traffic Light Status</th>
<th>Short Term Trend Arrow</th>
<th>Performance Indicator</th>
<th>2016/17 Value</th>
<th>2017/18 Value</th>
<th>2018/19 Value</th>
<th>2018/19 Target</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Annual appraisal</td>
<td>91.53%</td>
<td>86%</td>
<td>84%</td>
<td>90%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Internal Coaching and mentoring – Number of coaching/ mentoring relationships started</td>
<td>n/a – new for 2017/18</td>
<td>42</td>
<td>24</td>
<td>n/a</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Yorkshire Accord – Number of coaching/mentoring relationships started</td>
<td>n/a – new for 2017/18</td>
<td>13</td>
<td>17</td>
<td>n/a</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Age - % aged &lt; 21 (Corporate)</td>
<td>1.6%</td>
<td>2.2%</td>
<td>2%</td>
<td>n/a</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Age - % aged 21-30 (Corporate)</td>
<td>10.9%</td>
<td>10.5%</td>
<td>10.8%</td>
<td>n/a</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Age - % aged 31-40 (Corporate)</td>
<td>17.9%</td>
<td>17.3%</td>
<td>17.6%</td>
<td>n/a</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Age - % aged 41-50 (Corporate)</td>
<td>27.1%</td>
<td>26%</td>
<td>25.9%</td>
<td>n/a</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Age - % aged 51-60 (Corporate)</td>
<td>33.9%</td>
<td>34.1%</td>
<td>33.9%</td>
<td>n/a</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Age - % aged 61+ (Corporate)</td>
<td>8.6%</td>
<td>9.9%</td>
<td>9.8%</td>
<td>n/a</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Disability - % of workforce disabled (Corporate)</td>
<td>1.8%</td>
<td>1.6%</td>
<td>2.0%</td>
<td>n/a</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Number of employees: Actual (Corporate)</td>
<td>1,094</td>
<td>1,097</td>
<td>1,247</td>
<td>n/a</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Number of employees: FTE (Corporate)</td>
<td>960</td>
<td>943</td>
<td>945</td>
<td>n/a</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Employee turnover - % (Corporate)</td>
<td>16.4%</td>
<td>15.1%</td>
<td>16.1%</td>
<td>n/a</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Gender - % of workforce female (Corporate)</td>
<td>48.7%</td>
<td>49%</td>
<td>48.4%</td>
<td>n/a</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Gender - % of FT workforce female (Corporate)</td>
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<td>36.3%</td>
<td>34.9%</td>
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</tr>
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<td></td>
<td></td>
<td>Gender - % of PT workforce female (Corporate)</td>
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<td>78.7%</td>
<td>77.4%</td>
<td>n/a</td>
</tr>
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<td></td>
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<td>Ethnicity - % of workforce BME (Corporate)</td>
<td>2%</td>
<td>2%</td>
<td>1.9%</td>
<td>n/a</td>
</tr>
<tr>
<td>Traffic Light Status</td>
<td>Short Term Trend Arrow</td>
<td>Performance Indicator</td>
<td>2016/17 Value</td>
<td>2017/18 Value</td>
<td>2018/19 Value</td>
<td>2018/19 Target</td>
</tr>
<tr>
<td>----------------------</td>
<td>------------------------</td>
<td>-----------------------------------------------------------</td>
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<td>--------------</td>
<td>--------------</td>
<td>----------------</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Ethnicity - % of workforce White British (Corporate)</td>
<td>94.7%</td>
<td>95%</td>
<td>96.2%</td>
<td>n/a</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Ethnicity - % of workforce Other White (Corporate)</td>
<td>3.3%</td>
<td>3%</td>
<td>2.2%</td>
<td>n/a</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Apprenticeships - Number of Ongoing Apprenticeships</td>
<td>n/a</td>
<td>25</td>
<td>22</td>
<td>28</td>
</tr>
</tbody>
</table>
1.0 PURPOSE OF REPORT

1.1 Cabinet approves the proposals.

(1) To enter into an agreement with NYCC, CYC, Yorwaste Ltd, CDC, and RDC for an initial term of 3 years with an option to extend for a further two twelve month periods, for the provision of the treatment of dry recyclates (the Collaboration Agreement).

(2) To seek assurances from NYCC that it is in compliance with its own Contract Procedure Rules in respect of the proposed collaboration as set out in paragraph 7.2 of the Council’s Contract Procedure Rules.

(3) To delegate authority to the Director of Community and officers in Parks and Environmental Services to negotiate and finalise the terms of the Collaboration Agreement and associated agreements and documentation including the schedule of services for the provision of dry recyclates (“the Schedule”).

(4) To delegate authority to the Director of Community to enter into and sign all necessary agreements for and on behalf of the Council.

(5) To delegate authority for the Director of Community to explore the proposed opportunities set out in paragraph 5.4 below.

2.0 RECOMMENDATION/S

2.1 Cabinet approves the proposal that are set out in paragraph 1.1 above.
3.0 RECOMMENDED REASON/S FOR DECISION/S

3.1 The current contract for the receipt, transportation, processing and sale/disposal of our dry recyclates materials expires in March 2020. Yorwaste are the current provider of the treatment of dry recycling collected by the Council and won the contract when it was competitively tendered in 2015. Entering into a Collaboration Agreement, which other district councils are part of, provides the Council with the greatest surety in managing the costs of treating recycling material.

3.2 HBC has a statutory duty to collect at least two forms of recycling from households across the district and it is imperative we have a disposal method for this material. HBC is responsible for sourcing the safe disposal of this material and has a strong working relationship with Yorwaste.

3.3 If the Council were to tender for the treatment of dry recyclates on the open market it is highly likely that costs would increase significantly due to the volatile nature of the recycling market and current uncertainty regarding proposals outlined in the Government’s Waste and Resources Strategy. In addition, Yorwaste (the current provider) were the successful bidder for the last two contracts offered in an open market format, including a detailed joint procurement exercise undertaken in 2015.

4.0 ALTERNATIVE OPTION/S CONSIDERED AND RECOMMENDED FOR REJECTION

4.1 Not to enter into a collaboration agreement and to tender for a contract for the treatment of dry recyclates. This is not recommended as (i) Yorwaste has previously won a competitive tender and are the current provider of dry recycling waste treatment for HBC and (ii) due to the state of the recycling market (and the proposals contained in the Government’s recent Waste and Resources Strategy), the Council would be at a distinct disadvantage in tendering a contract at this time due to uncertainty in the market regarding values and prices. It is likely that costs of disposal could increase from their current levels.

4.2 To reject the proposed approach and request further work be undertaken and a revised option put forward, at a later date, to Management Board and Cabinet. This option is recommended for rejection because officers consider that the proposed collaboration is the best option to deal with the treatment of dry recyclates and considers a collaboration approach allows the realisation of economies of scale as services to be integrated and delivered together.

4.3 Officers have considered other options in the treatment of dry recyclates. These include:
(i) going to the market with a competitive tender. This was discounted due to the likelihood that costs would be significantly increased given the uncertainty in the industry and commodity values (as outlined by recent advice from LARAC/LGA)
(ii) HBC bring the management of the recycling materials in house. This was discounted because HBC would have to take on additional maintenance
responsibilities for the recycling disposal point and the fact that the Council does not have experience of the commodities market and therefore an effective disposal route.

5.0 THE REPORT

5.1 BACKGROUND

5.1.1 In 2015, HBC along with Craven District Council, Hambleton District Council and Richmondshire District Council engaged consultants (White Young Green, WYG) to tender for the provision of recycling treatment on the open market. This was an extensive and expensive procurement process and a number of companies bid for the contract. Yorwaste (a Teckal waste company of NYCC and CYC) was awarded the contract. The contract commenced in 2015 and each authority had a separate contract with Yorwaste. The HBC contract was extended for a further 12 months on 1 April 2019. There is no provision in the contract to extend it for a further period.

5.1.2 HBC collects dry recyclables from households across the district, via a box and bag scheme, using a fleet of recycling vehicles. Plastics, glass and cans are collected in black recycling boxes and paper and card are collected in blue recycling bags. This material is then deposited at the recycling shed at Claro depot (the recycling shed is owned by HBC and leased to Yorwaste); for further information see 5.3.4 below. Yorwaste are responsible for the safe and effective treatment of this recycling waste and its end destination markets.

5.1.3 The proposed Collaboration Agreement would see the continuation of treatment of dry recyclates by Yorwaste for recycling collected from the kerbside, recycling collected from bring banks and trade waste recycling from HBC customers. It would also allow HBC to benefit from economies of scale and from the experience of Yorwaste.

5.2 COLLABORATION AGREEMENT

5.2.1 Yorwaste Limited is wholly owned by NYCC and CYC. It is known as a Teckal compliant company which in laymen terms means that NYCC and CYC are able to directly award contracts to Yorwaste without undertaking a procurement exercise. A Collaboration Agreement was entered into between NYCC, CYC and Yorwaste on 18 September 2015. Since that day, other local authorities have entered into a collaboration agreement. HBC shall also become party to this collaboration agreement if Cabinet approve the recommendations at paragraph 2 above.

5.2.2 The Public Contracts Regulations 2015 state that local authorities are able to collaborate to provide a service without undertaking a procurement exercise. This exemption from the requirement to undertake a procurement exercise is known as the “Hamburg Principle”.

5.2.3 The proposed Collaboration Agreement provides a mechanism for collaboration in respect of waste activities across North Yorkshire and
beyond. HBC will be able to join the collaboration by using the process set out within the agreement.

5.2.4 The Collaboration Agreement allows participating authorities to benefit from economies of scale and the experience of Yorwaste in the commodities market. NYCC and CYC will supply the services to the contracting authorities at cost. This means that price charged to NYCC or CYC by Yorwaste. The prices are already benchmarked to the market and do not contact a profit margin as Yorwaste’s pricing is based on recovery of its direct costs and its overheads.

5.2.5 The Collaboration Agreement shall allow HBC to call off certain waste management services as and when required. Entering into the Collaboration Agreement shall remove the requirement for HBC to undertake its own EC own procurement exercise. It will also enable HBC to influence the amount of risk it wants to share with Yorwaste in relation to the fluctuating commodities market. Market rates for the sale of recyclates are often volatile and as a result of the Resources and Waste Strategy, is very uncertain in the short to medium term. This was previously outlined in a briefing to both Management Board and Members, in April and May 2019.

5.2.6 The greater the degree of risk the Council shares with Yorwaste shall be reflected in Yorwaste’s bid price. Entering into the Collaboration Agreement places no obligation on HBC to call off the services of the Agreement. However, entering into this Collaboration Agreement permits the Council to be in a position where it can react to any market/legislative changes in partnership with NYCC and Yorwaste and the other local authorities identified in paragraph 1 above.

5.3 FINANCE ISSUES (RISK AND REWARD)

5.3.1 Market rates for the sale of recyclates are often volatile and as previously outlined are very uncertain in the short to medium term. The Council pays Yorwaste to cover the costs of receipt, transportation, processing and sale/disposal of our dry recyclates materials.

5.3.2 HBC receives a recycling credit for the recycling material from NYCC and this would be unaffected by the Collaboration Agreement. The recycling credit is paid by NYCC as recycling diverts waste away from energy recovery and recycling remains the best option for treating waste from both an environmental and financial perspective.

5.3.3 Over the past few years, the tonnes of recycled materials collected at the kerbside have increased despite packaging materials being reduced by some manufacturers and materials used becoming lighter (e.g. thickness of glass packaging in wine, condiments etc). The tonnes of recycling materials collected by the Council in recent years are as follows (with in year monitoring highlighting in 2019/20 the figure is likely to further increase):

<table>
<thead>
<tr>
<th>Year</th>
<th>Tonnes (Recycling)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015/16</td>
<td>10,103</td>
</tr>
<tr>
<td>2016/17</td>
<td>10,407</td>
</tr>
<tr>
<td>2017/18</td>
<td>10,338</td>
</tr>
</tbody>
</table>
5.3.4 The Council owns the recycling disposal facility at Claro Road depot but leases it to Yorwaste for a ‘peppercorn’ rent (Yorwaste have the responsibility to maintain the building and repairs etc). It is proposed that, if approved, as part of agreeing the schedule with Yorwaste, this arrangement would continue for the length of the agreement (i.e. 3 years plus two further 12 month extensions).

5.3.5 As part of the current contract with Yorwaste, the Council pays a ‘gate fee’ to dispose of the recycling material (this gate fee covers receipt, transportation, processing and sale/disposal of our dry recyclates materials). The Council’s current pricing matrix is based on the “Let’s Recycle mid-point price”; therefore when the commodity values are greater the Council does not receive any income from the processor.

5.3.6 As HBC collects recycling via a box and a bag scheme, its contamination levels are very low (circa 1%). This means the quality of the recycling material is very high and therefore attractive to the commodity market (e.g. paper/card market). Therefore, HBC proposes that moving forward, in the Schedule agreed with Yorwaste, HBC ‘shares the risk’ more. This would mean that the Council could start to receive a value returned for the commodities that are sold (this would mean a move away from the Let’s Recycle mid-point price”). The current costs to the Council of dealing with recycling material is approximately £250,000 per annum and it is envisaged that this should reduce, with a shared risk arrangement (please refer to confidential Appendix A).

5.3.7 It should be noted that there could be fluctuations in the commodity market prior to and during the life of any agreement. This could result in income being significantly increased and/or costs being incurred to dispose of recycling tonnages. However, due to the high quality of the recycling material collected by the Council, it will remain attractive to the market.

5.3.8 In addition, due to the uncertainty in the wider recycling markets (outlined above as a result of the Waste and Resources Strategy) and with the potential for collection changes, material changes, tonnage changes, and the volatile commodities markets, entering into a Collaboration Agreement, would give the Council greatest stability in the short to medium term; while the markets adjust to legislative changes over the next 12-36 months.

5.4 OTHER WASTE AND SCHEDULES

5.4.1 It is proposed to agree a schedule with Yorwaste, which is part of the documentation referred to in paragraph 1.2 above, as part of the Collaboration Agreement, for the treatment of dry recyclates (this covers waste collected from the kerbside for domestic households and from HBC trade waste customers who have converted to recycling collections).

5.4.2 However, there are opportunities to examine in future months and years the option to agree other schedule(s), as part of the wider Collaboration Agreement, for the disposal of garden waste (current contracts run to March 2021) and for the receipt, transportation and sale of dry recycling and other
services at our two Bring bank sites Asda Dragon Road, Harrogate and Marygate, Ripon (please note that these containers require a specialist vehicle). For example, the Council currently dispose of garden waste at Yorwaste, Rufforth and Allium, Sandhutton and the Council would need to assess the implications of any changes or other opportunities in relation to the disposal of garden waste material.

5.4.3 Therefore, it is recommended as set out in paragraph 2 above, that delegated authority be given to the Director of Community to explore these opportunities, to the benefit of the Council in future months and years, in line with the principles set out in this report.

6.0 NEXT STEPS

6.1 If Cabinet grants the Council approval to enter into a Collaboration Agreement, then the proposal also needs to be approved by the NYCC Executive and agreed by all other local authorities that have also entered into the Collaboration Agreement (e.g. Craven District Council etc.).

6.2 It is expected that the Collaboration Agreement, the Schedule and associated agreements will be agreed and operational in conjunction with the expiry of the existing contract on 31st March 2020; with no disruption to the service provision.

7.0 REQUIRED ASSESSMENTS AND IMPLICATIONS

7.1 The following were considered: Financial Implications; Human Resources Implications; Legal Implications; ICT Implications; Strategic Property/Asset Management Considerations; Risk Assessment; Equality and Diversity (the Public Sector Equality Duty and impact upon people with protected characteristics). If applicable, the outcomes of any consultations, assessments, considerations and implications considered necessary during preparation of this report are detailed below.

7.2 Legal Services has provided legal advice in relation to the legal implications of this proposal and has been consulted regarding the preparation of the report. By entering into the collaboration agreement, the Council will not have to undertake an EC procurement exercise and Legal Services is satisfied that the Yorwaste Teckal and the proposed collaboration agreement comply with the Public Contracts Regulations 2015.

7.3 Finance have been consulted on the content of this report and have provided advice and support on the process and implications of the proposed approach.

8.0 CONCLUSIONS

8.1 Adopting the proposed approach is recommended as the best option for the Council in securing the treatment of dry recyclates. Entering into a Collaboration Agreement provides opportunities and surety for the Council in meeting it waste obligations and seeking the most financially advantageous approach to dealing with the district’s recyclable waste, especially given the uncertainty in the recycling market following the
publication of and consultations regarding the Waste and Resources Strategy.

8.2 The Collaboration Agreement will also allow the Council the opportunity to achieve best value in the future by having the ability to examine other opportunities in relation to managing its responsibilities in relation to garden waste disposal and bring banks.

Background Papers –

Appendix A – Confidential Finance information
Appendix B – LARAC Policy Briefing

**OFFICER CONTACT:** Please contact Ben Grabham (Direct Services Manager), or David Clarke (Waste and Recycling Manager) if you require any further information on the contents of this report. The officers can be contacted at Parks and Environmental Services, Claro Road depot, PO Box 787, Harrogate, HG1 9RW or by phone - 01423 500600 or by e-mail – benjamin.grabham@harrogate.gov.uk or david.clarke@harrogate.gov.uk
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