

STRONG AND SUPPORTIVE COMMUNITIES SCRUTINY COMMITTEE

**WEDNESDAY 15 OCTOBER 2014
7.00 PM**

Bourges/Viersen Room - Town Hall

AGENDA

Page No

1. Apologies for Absence

2. Declarations of Interest and Whipping Declarations

At this point Members must declare whether they have a disclosable pecuniary interest, or other interest, in any of the items on the agenda, unless it is already entered in the register of members' interests or is a "pending notification" that has been disclosed to the Solicitor to the Council.

Members must also declare if they are subject to their party group whip in relation to any items under consideration.

3. Minutes of the Meeting Held on 3 September 2014

3 - 8

4. Call In of any Cabinet, Cabinet Member or Key Officer Decisions

The decision notice for each decision will bear the date on which it is published and will specify that the decision may then be implemented on the expiry of 3 working days after the publication of the decision (not including the date of publication), unless a request for call-in of the decision is received from any two Members of a Scrutiny Committee or Scrutiny Commissions.. If a request for call-in of a decision is received, implementation of the decision remains suspended for consideration by the relevant Scrutiny Committee or Commission.

5. Portfolio Progress Report from Cabinet Member for Planning and Housing Services

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6. Progress Report Care and Repair Home Improvement Agency

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7. Compliance and Enforcement Policy for Regulatory Services

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8. City Market

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9. Forward Plan of Key Decisions

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10. Work Programme

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11. Date of Next Meeting

18 November 2014



There is an induction hearing loop system available in all meeting rooms. Some of the systems are infra-red operated, if you wish to use this system then please contact Dania Castagliuolo on 01733 452347 as soon as possible.

Emergency Evacuation Procedure – Outside Normal Office Hours

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Committee Members:

Councillors: N Khan (Chair), J R Fox (Vice Chairman), S Day, J Peach, Y Maqbool, L Forbes and J Okonkowski

Substitutes: Councillors: B Saltmarsh, S Lane, M Jamil and P Thacker

Further information about this meeting can be obtained from Dania Castagliuolo on telephone 01733 452347 or by email – danica.castagliuolo@peterborough.gov.uk

**MINUTES OF A MEETING OF THE
STRONG AND SUPPORTIVE COMMUNITIES SCRUTINY COMMITTEE
HELD IN THE
BOURGES & VIERSEN ROOMS, TOWN HALL, PETERBOROUGH
ON
WEDNESDAY 3 SEPTEMBER 2014**

Present: Councillors Khan (Chairman), Day, Peach, Arculus, Brown, Forbes, Okonkowski and J.R Fox

Also Present: Councillor Nigel North Cabinet Member for Communities and Environment Capital.

Officers in Attendance: Adrian Chapman Assistant Director for Communities and Targeted Services
Sean Evans Housing Needs Manager
Belinda Child Head of Housing and Health Improvement
Mark Woolner Head of Community and Safety Services
Dania Castagliuolo Governance Officer

1. Appointment of Vice Chairman

Councillor John Fox was nominated and seconded. There were no other nominations and Councillor John Fox was named as Vice chairman for 2014/15.

2. Apologies

Apologies were received from Councillor Maqbool, Councillor Brown was substituting for Councillor Maqbool. Councillor Peach had advised the Chair that he would be late and therefore, submitted his apologies for item 6. Councillor Arculus substituted for Councillor Peach for item 6 only.

3. Declarations of Interest and Whipping Declarations

Item 8. Homelessness Review and Draft Strategy 2013 – 2018

Councillor Khan declared that he was a landlord of property that he owned in Central Ward.

4. Minutes of the meeting held on 16 July 2014

The minutes of the Strong and Supportive Communities Scrutiny Committee meeting held on 16 July 2014 were approved as an accurate record.

5. Call In of any Cabinet, Cabinet Member or Key Officer Decisions

There were no requests for Call-in to consider.

CHAIRMAN'S ANNOUNCEMENT

The Chairman advised the Committee that he had received a request to move Item 8, Homelessness Review and Draft Strategy 2013 – 2018 to Item 7 on the agenda. The Committee were in agreement with this.

6. Portfolio Progress Report from the Cabinet Member for Communities and Environment Capital

The report was introduced by the Cabinet Member for Communities and Environment Capital to provide Members with a progress report in relation to matters relevant to this Committee.

The Council's Constitution set out the responsibilities of the Cabinet Member, describing them as being:

'Responsible for neighbourhood and community support including long term problem solving and operational community issues and in particular the following:

- Community Cohesion
- Community Safety
- Drugs Prevention
- Youth Offending Service
- Troubled Families'

All of these responsibilities fell under the remit of the Strong and Supportive Communities Scrutiny Committee

Key issues discussed within the report were as follows:

- Community Capacity and Cohesion
- Community Safety and Drugs Prevention
- Connecting Families
- Youth Offending Service

Members were asked to scrutinise the progress made on the aspects of the Cabinet Member's portfolio relevant to the Committee by providing challenge where necessary and to suggest ideas and initiatives to support the continued delivery of priorities within that portfolio.

Observations and questions were raised around the following areas:

- Members queried whether urban parishing was being approached in an even handed manor and if parties involved were being advised of the advantages and the disadvantages. *The Cabinet Member for Communities and Environment Capital advised Members that urban communities were always encouraged to talk to Parish Councils to gain advice on advantages and disadvantages and Parish Councils were always willing to cooperate.*
- Members commented that there could be a risk of inequality if urban parishing was adopted. There could be an increase in taxation and only partial agreement of parishing from residents. *Members were informed that there was currently no cap on parishes at, this allowed parishes to spend money on what they felt was an issue within their community. There had been no complaints from residents in parished wards so far and only one query regarding the parish precept.*
- Members commented that there could be a risk of a small un-representable portion of an urban community that would like to parish, which would leave a majority of the community not in favour of parishing but with a level of taxation increase. *Members were advised that people were generally happy with parishing. A petition was required and a certain percentage of signatures were required before an area could be parished. It was important that communities understood what they were walking in to when agreeing to parish an area, as it would be difficult to un-parish an area.*
- Members commented that parishing had been a great success in within the city. Werrington had a Neighbourhood Council which did not impose any costs to residents.
- Members queried how they would convince residents that parishing was a good or bad idea. *Members were advised that it was not their job to convince but to give residents full information so they could make their decision. They could talk to Parish Councils who were happy to give*

them information or advice. A good incentive would be to advise them of what they could obtain from the precept.

- Members queried how Parish Councillors would fit in with ward Councillors in urban areas. *Members were advised that ward Councillors could also be Parish Councillors if they wished although, there was no obligation.*
- Members queried whether the new App 'My Peterborough' had been successful. *Members were advised that a meeting to discuss the success of the App was due to be held in the next week, although, so far it seemed that the App had been successful.*
- Members queried on page 15 of the report 5.3.6 with regards to Connecting Families and how this was measured. *The Head of Community and Safety Services informed Members that this was based on reported antisocial behaviour.*
- Members queried how Peterborough was performing with regard to the assessment criteria for the Connecting Families Programme. *The Assistant Director of Communities and Targeted Services advised the Commission that initially Peterborough was not performing well and was at the bottom of the league table, now it was middling the league table and was recently quoted at a national conference as being in the top fifteen performers.*
- Members commented that they were interested in the target of 450 troubled families and if there had been more families than this identified as troubled in Peterborough. *The Assistant Director of Communities and Targeted Services advised the Commission that the 450 troubled families were based on a set of metric formulas although, in Peterborough there had been more troubled families than this identified. Phase two had been announced by Central Government and an extension of five years on this programme had been granted. The figure at present was around 1000 troubled families.*
- *The Cabinet Member for Communities and Environment Capital commented that he was very proud of Peterborough's performance with regards to the Connecting Families Programme. To qualify families had to have three of the four criteria, stated on page 15 of the report, 5.3.5. Peterborough had already turned around 170 families and was moving in the right direction. This programme had made a real change for people.*
- Members queried whether the target of 450 troubled families would be the 450 families most in need. *The Assistant Director of Communities and Targeted Services advised the Commission that Communities had been working with an excess of families to turn 450 families around, making sure the families with the most prolific problems were picked. The families who needed help were picked from a list that was greater than 450.*
- Members referred to page 10, part 5.3.1 of the report and queried if there was a strategy in place for Asset Transfers and if there had been any success with it. *The Cabinet Member for Communities and Environment Capital informed the Commission that play centres were moving forward very successfully and he was happy to bring a full report on this to the Committee in future.*
- Members congratulated officers in their work with the Connecting Families Programme and commented that they thought it was a very good and helpful programme to help the people of Peterborough.
- Members were concerned that they often saw play parks vandalised and commented that the Council could do more to improve and update facilities.

ACTION AGREED

The Commissions noted the report.

7. Homelessness Review and Draft Strategy 2013 – 2018

At this point Councillor Peach arrived and acted as a Member of the Committee and Councillor Arculus left.

The Housing Needs Manager introduced the report to the Committee which provided an update on the work of the Housing Needs Service over the last twelve months, and presented the draft Homelessness Review and Strategy.

The Committee were asked to:

- Note and comment on the activity of the Housing Needs Service over the last year
- Review and comment on the information contained within the Homelessness Review
- Comment and agree on the broad strategic aims of the draft Homelessness Strategy and agree for the review and strategy to be taken forward to Cabinet.

Observations and questions were raised around the following areas:

- Members queried what action was taken to assure people who were homeless that the accommodation they were offered would be up to a reasonable standard. *The Head of Housing and Health Improvement informed Members that the Council carried out regular inspections to check that properties were up to standard before placing people in to them. The Housing Enforcement team was currently taking action against three landlords for bad conduct.*
- Members queried what impact the closure of Peterborough Streets had on the city. *The Housing Needs Manager advised Members that the closure of Peterborough Streets was a great loss to the Council who were currently in discussions with Crisis to try to continue the work previously carried out. The difficulty was that homeless individuals were reluctant to communicate with the local authority. Other voluntary sector partners had also been involved to try and pick up from Peterborough Streets. Peterborough Council for Voluntary Services (PCVS), had agreed to become a Big Issue distribution point.*
- Members Commented that not having Peterborough Streets was concerning for the coming winter months. *Members were informed that Peterborough Streets did not provide accommodation, the task was contracted to a church. There was still a cold weather provision in place.*
- Members queried what effect immigration had on housing in Peterborough. *Members were advised that four years ago 70% of European Nationals were sleeping rough. Work had been carried out to tackle the issue. Good relations had been built with the Uk Border Agency (UKBA) and consulates to support individuals to get back home, if they refused to return home then the UKBA would send them back home. The work continued and there were less European National rough sleepers in the city. The demand on the housing register showed the percentage comparable to the latest Census data showed that 70 percent of people on the housing register were white British. Immigration had made a slight impact.*
- Members queried if under the Disabled Facilities Grant, disabled people could have an extra room for people staying with them short term. *Members were informed that this was not possible as the grant would always be available to adapt the existing property of the disabled person. There was only provision available on the basis of permanent need.*
- Members were very concerned that on page 75 of the report it stated that Mental Health Services were unable to access rough sleepers. *The Head of Housing and Health Improvement informed the Committee that there had been historical issues with this area, it needed to be addressed and it was currently being investigated.*
- Members were concerned that Peterborough was losing valuable services such as Peterborough Streets.
- Members queried how the Council worked with social landlords to identify the need for housing and how the Council ensured enough houses were being built. Members were advised that this fell within the planning department, who would request to know what types of accommodation was needed. It was going to take a considerable amount of time to accommodate all applicants on the housing register.
- Members referred to page 62 of the report and queried whether Cross Keys had achieved their aims stated in part 3.2.3 of the report. *The Head of Housing and Health Improvement advised the Committee that Cross Keys had completed the Decent Homes Programme one year before schedule.*
- Members queried whether number of new housing units built had improved. *Members were informed that this sat with the Director of Growth and Regeneration. The number of affordable housing built this year would significantly rely upon funding the Housing Associations could obtain through the Homes and Community Agency (HCA). 350 accommodation units had been built this year which was an improvement.*
- Members commented that there was an extremely high demand on two bedroom properties, due to the changes in the benefits system and queried whether there had been any

consideration on building more two bedroom properties. *The Housing Needs Manager advised the Committee that if the Planning Department came and asked advice on what type of units were to be built, they would be advised of the need for one and two bedroomed property.*

- Members requested information on the new Vista flats and what type of units these were going to be. *Members were informed that this was going to be a mixed development of affordable, sale and rented properties.*

ACTION AGREED

The Committee noted the report.

8. Safer Peterborough Partnership Priority 2 – Tackling Anti-Social Behaviour

The Head of Community and Safety Services introduced the report to the Committee, which included an overview of performance and activity by the Safer Peterborough Partnership and its constituent responsible and cooperating authorities in relation to priority 2 of the 2014 -17 Safer Peterborough Partnership Plan – Tackling Anti-Social Behaviour.

Priority 2 within the Safer Peterborough Partnership Plan contained two separate themes:

1. Tackling Anti-Social Behaviour
2. Road Safety

Whilst the report, and in particular the appended performance report, evidenced performance and activity in relation to both themes, its main focus was on anti-social behaviour.

The Committee was asked to note the content of the report including the appended extract from the most recently available Safer Peterborough Partnership Board Performance Report.

The Committee was also asked in its capacity of statutory Crime and Disorder Committee as set out in section 19 of the Police and Justice Act 2006 and as detailed in part 3, section 4.2 of the Council Constitution, to apply appropriate scrutiny to the content of the report.

Observations and questions were raised around the following areas:

- Members commented that they were still very concerned that Antisocial Behaviour was not being properly recorded. *The Head of Community and Safety Services advised the Committee that how antisocial behaviour was recorded was dependant on what type of activity was taking place. If antisocial behaviour was being reported through the 'My Peterborough' App then it would be recorded as a Quality of Life issue and appear in these statistics. Personal anti-social behaviour reports were recorded separately by the police and the local authority. Antisocial behaviour reported to the police which amounted to a recordable criminal offence was recorded as a crime and would show up in the crime statistics rather than the antisocial behaviour statistics. All antisocial behaviour reported was recorded.*
- Members were concerned that the antisocial behaviour figures which were produced from the police panel, did not reflect reality and queried if all antisocial behaviour reported to AMEY was being reported and included in the statistics. *Members were informed that AMEY reported antisocial behaviour through the Quality of Life reporting System.*
- Members referred to page 28 of the report and queried why, within the performance narratives, there was hardly any change in the level of reported antisocial behaviour. *Members were advised that the blue bars of the graph indicated the total number of reported antisocial behaviour incidents to the police and the local authority each month and fluctuated according to seasonal trends. The red line across the graph indicated that the level of antisocial behaviour reports as measured by a rolling 12 month rate was remaining static.*
- Members commented that it was impossible to get through to anyone to report antisocial behaviour at weekends, even the My Peterborough App stopped working leaving it impossible

for residents to report any antisocial behaviour, which then led them to give up reporting it. *Members were informed that delays in answering 101 were acknowledged and steps were being taken to address this. Members were further informed that officers were not aware of any other reported difficulties using the My Peterborough app at weekends but this would be investigated.*

- Members queried whether victim satisfaction was recorded. *Members were informed that victims were surveyed and tracked through the system, then measured and reported on.*
- Members commented that they would have preferred the report to have contained more historic data for them to make comparisons with.
- Members commented that the interagency relationship between the police and the Local Authority was good but not with the ward Councillors. Councillors needed to know what was happening in their wards. The issue was that there was no longer a local officer available. *Members were advised that the Inspector and Local Sergeants were the main contacts now. Police Community Support Officer needed to be used more efficiently.*

ACTION AGREED

The Committee noted the report and requested that more historic data was presented at future meetings.

9. Forward Plan of Key Decisions

The Committee received the latest version of the Council's Forward Plan of Key Decisions, containing key decisions that the Leader of the Council anticipated the Cabinet or individual Cabinet Members would make during the course of the forthcoming month. Members were invited to comment on the Plan and, where appropriate, identify any relevant areas for inclusion in the Committee's work programme.

ACTION AGREED

The Committee noted the Forward Plan of Key Decisions.

10 Work Programme

Members considered the Commission's Work Programme for 2014/15 and discussed possible items for inclusion.

AGREED ACTION

Members noted the work programme and agreed for the following to be added to the Work Programme:

- Care and Repair Framework
- City Market

11. Date of the Next Meeting

The Chairman advised that the next date of the Meeting for Strong and Supportive Communities Scrutiny Committee was due to be held on 15 October 2014.

The meeting began at 7.00pm and ended at 8.55pm

CHAIRMAN

STRONG AND SUPPORTIVE COMMUNITIES SCRUTINY COMMITTEE	Agenda Item No. 5
15 OCTOBER 2014	Public Report

Report of the Cabinet Member for Planning and Housing Services

Contact Officer – Belinda Child

Contact Details – 01733 863769

PORTFOLIO PROGRESS REPORT FROM THE CABINET MEMBER FOR PLANNING AND HOUSING SERVICES

1. PURPOSE

To provide Members with a progress report from the Cabinet Member for Planning and Housing Services in relation to matters relevant to this committee.

2. RECOMMENDATIONS

Members are asked to scrutinise the progress made on those aspects of the Cabinet Member's portfolio relevant to this Committee by providing challenge where necessary and to suggest ideas and initiatives to support the continued delivery of priorities within that portfolio.

3. LINKS TO THE SUSTAINABLE COMMUNITY STRATEGY

3.1.1 Providing affordable, warm, safe and secure housing is the cornerstone of a strong society.

3.1.2 Whilst this principle supports the entire Sustainable Community Strategy, it most closely aligns with the priority to achieve strong and supportive communities.

4. BACKGROUND

4.1.1 The Council's Constitution sets out the responsibilities of the Cabinet Member, including:

- Homelessness, housing options and Supporting People
- Traveller sites

4.1.2 These responsibilities fall under the remit of the Strong and Supportive Communities Scrutiny Committee.

4.1.3 Other responsibilities contained within the Constitution fall outside the remit of this Committee and are therefore not included in this report.

5. KEY ISSUES

5.1.1 Empty Homes

Since late 2013, the number of long term empty properties has remained at a steady level, since spiking prior to the submission of the base form to calculate the New Homes Bonus allocation last October. Having spent most of the time this year focused on the more challenging cases, focus has shifted from data cleansing and reducing numbers quickly, which will be the primary focus in the coming months. The current number of long term empty homes is 430. This time last year, it was 550.

5.1.2 The current number of properties being charged the empty homes premium (150% of council tax) is currently 114.

5.1.3 The total number of empty homes brought back into use through the intervention of the Empty Homes Officer from the 1st April 2013 to the 31st March 2014 was 128.

5.1.4 EDMOs

3 Empty Dwelling Management Orders have been applied for this year, with one having been successful. The other two applications have been revoked, due to one of the properties finally being put on the market after 7 years empty, and the other after the owner began works to refurbish the property. Having been empty for a combined total of 20 years, finally seeing a resolution to these three problematic properties is extremely positive.

5.1.5 Empty Homes Partnership

The partnership with Cross Keys Homes has enabled properties with a combined total of being empty for 24 years to return to use. Empty for different reasons and periods, the 5 properties brought back to use have done so through a combination of lease and repair, as well as purchase and repair, allowing Cross Keys Homes to increase their stock by direct purchase from the owner.

5.1.6 One of the properties purchased direct from the owner was bought solely through using email contact, as the owner moved to Canada three years ago. After tracing her through social media and explaining what options were available to her, she decided on a sale to Cross Keys Homes, allowing her to purchase her dream home in Vancouver, as well as allowing a family of five to move into the property.

5.1.7 Consulting with other councils

Our Empty Homes Officer has initiated a forum to share and consult on best practices with other councils in the area. Over the past 12 months, the Empty Homes Officer has worked with Huntingdonshire DC, Fenland DC, South Holland DC, and Rutland CC. This has led to the setting up of the Eastern Region Empty Homes Forum, allowing colleagues from other councils to meet up and share experiences, as well as seek advice from others in the same position.

5.1.8 Being the chair of the forum has allowed our Empty Homes Officer to represent the forum on the executive for the Empty Homes Network, and help shape their focus both politically and administratively for the coming months and years. This has provided valuable experience and knowledge, of what is happening at the forefront of the empty homes arena.

5.1.9 Award

Our Empty Homes Officer has followed on from his 'Highly Commended' award at the 2013 Empty Homes Conference by winning the overall award of Empty Homes Practitioner of the Year. Voted for by leading figures in the empty homes world, this is a significant achievement, and highlights the work and progress our Empty Homes Officer has achieved for Peterborough as a city in dealing with the issue of empty homes.

5.2 Housing Related Support

5.2.1 The focus of the Housing Related Support programme is on the prevention of homelessness and includes the provision of homeless hostels, floating outreach support and drop in services to vulnerable groups such as young people at risk, offenders or people at risk of offending, young parents, victims of domestic abuse, single homeless and homeless families, people with mental health illness, those who are chronically excluded and people with learning disabilities. Housing Related Support funding contributes towards the cost of support staff providing these services.

5.2.2 A new performance monitoring framework for providers of Housing Related Support (formerly Supporting People) has been developed which will allow providers to effectively and accurately report on the numbers of vulnerable people entering and exiting housing related accommodation, floating and drop-in support services. As well as monitoring how long people stay in and utilise these services, the framework will also detail how homelessness was prevented by the support staff.

5.3 Care and Repair

5.3.1 The Care & Repair team continue to assist vulnerable, old and frail people including disabled adults and children, to continue to live independently in safe and warm homes. Last year the Agency was recognised at the highest level, receiving two national Foundation Awards. The first award was for delivering the best Home Improvement Agency (HIA) handyperson service in England & Wales. The second was achieving runner-up in the Agency of the Year Award. Furthermore the Agency has just obtained a national award winning the National Foundations "Integration Champion" category. All the awards were presented at the House of Lords. The awards demonstrate the Agency's high level of performance in the Home Improvement Agency field, both in terms of the quality of delivery and best value. The most recent award demonstrates how the Agency has worked with Housing, Health and Adult Social Care and Children's Services to improve the quality of life for local people.

5.3.2 The agency's work reduces costs for Health and Social Care by

- Reducing accidents and falls
- Reducing ailments linked with poor or inappropriate housing.
- Relieving anxiety.
- Reduces pain.
- Reduces visits to the Doctors, Drop in Centres and Accident and Emergency.
- Reduces hospital admissions and assists with hospital discharge.

- The work can prevent untimely moves into residential care and reduces the requirement or the frequency of home care.

5.4 **Housing Options (known in Peterborough as Housing Needs)**

5.4.1 **Homelessness in Peterborough**

The Housing Needs Service continues to deliver a housing options approach when dealing with clients who contact the authority for assistance and will seek to prevent a household's homelessness wherever possible.

5.4.2 The number of clients contacting the service remains high. In the last financial year we were contacted 25,009 times by clients for advice and assistance, of which 5,418 were seen face to face by an officer. We have a number of options when preventing homelessness and have been successful in a large number of cases, which may have otherwise resulted in the household becoming homeless and the Council needing to accommodate in temporary accommodation while seeking alternative accommodation.

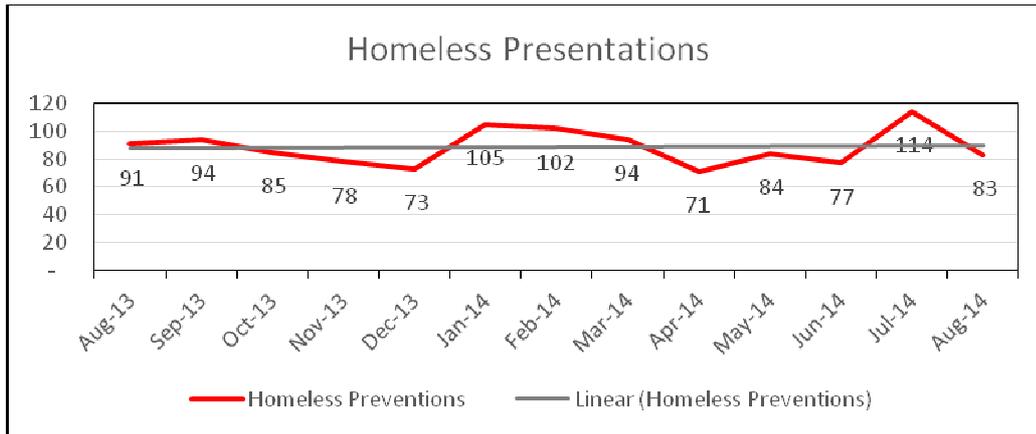
5.4.3 We have achieved this by:

- Negotiating with householders/landlords to resolve issues which led to the threat of homelessness
- Liaising with Housing Benefit to resolve payment issues
- Taking steps to improve security in the home to allow victims of domestic violence to remain in the home (Sanctuary Scheme)
- Delivering the Mortgage Rescue Scheme / mortgage debt advice
- Supporting households to move to alternative affordable accommodation in the private sector

5.4.4 The team of specialist officers focussing on homelessness prevention are currently made up of 11 officers, however 3 of these posts are funded temporarily through grants received from the DCLG. The funding for these posts is due to end on the 31 March 2015 with no likelihood of further funding being made available.

5.4.5 In 2013/14 we accepted homelessness applications from 1,095 households. This is marginally less than 4 years ago (1,326) of the 1,095 applications, 250 were accepted as 'statutorily homeless' and owed a full housing duty. This is in contrast to the national picture, which has seen increases in homelessness acceptances since 2010.

5.4.6 The graph below shows the number of homelessness presentations between August 2013 and August 2014



5.4.7 Rent Deposit Scheme and Discretionary Housing Payments

5.4.8 We continue to offer a Rent Deposit Scheme to enable persons to access an interest free loan to be used for the upfront costs associated with securing a property in the private rented sector.

5.4.9 This has created a real opportunity for the prevention and relief of homelessness and also increased access to permanent accommodation. In 2013/2014 a total of 232 households were assisted into private rented sector accommodation through this scheme totalling £100,521.

5.4.10 The Tenancy Relations Service

5.4.11 Peterborough City Council has a Tenancy Relations Officer based within the Housing Needs team. This service offers support to both tenants and private sector landlords. It aims to promote good relations between tenants and landlords and encourage good practice in the private rented sector.

5.4.12 The service provides advice on disrepair, possession, deposit protection, security of tenure, rent and rent arrears and unlawful eviction. The service has been successful in establishing a framework for dealing with illegal evictions and utilised its power to prosecute under The Protection of Eviction Act 1977 and currently has 4 prosecution cases pending alongside supporting 267 households in the last 12 months.

5.4.13 The Peterborough Homes Allocations Policy

5.4.14 The Housing Needs Team continues to work in partnership with the 10 Registered Providers of social housing who have significant numbers of housing stock in the city to allocate their properties through the Peterborough Homes Choice Based Lettings Scheme.

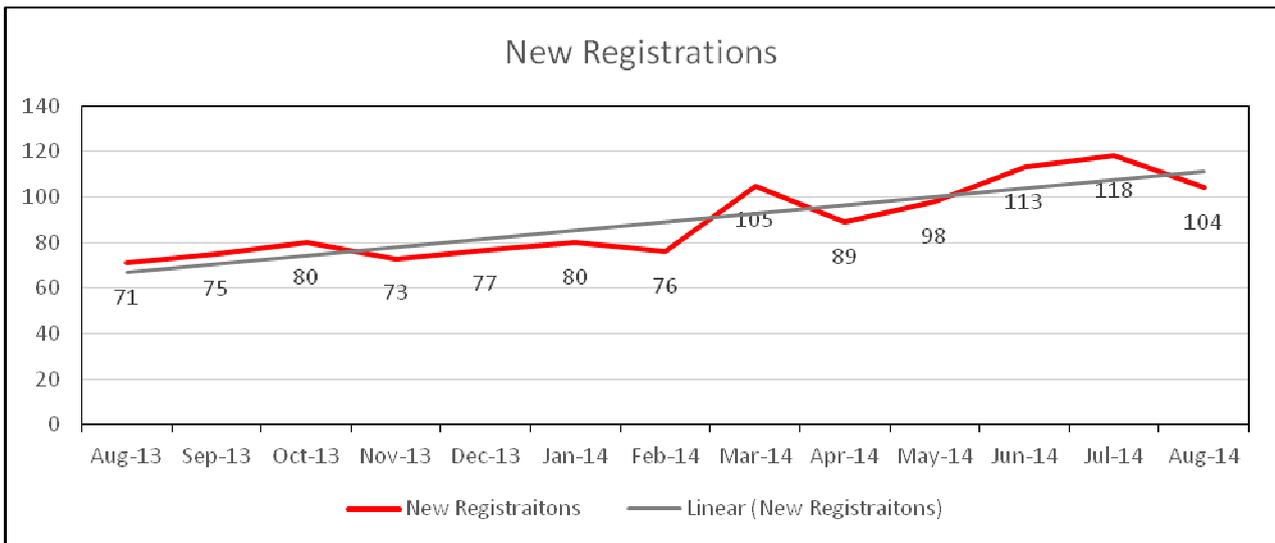
5.4.15 In April 2013 the council embarked on a comprehensive review of the Housing Register and made the following changes to the allocations policy:

5.4.16 Setting the entry criteria to the housing register to allow only those in the most urgent housing need to join. This includes homeless households, those who are threatened with homelessness, those living in insanitary or unsatisfactory housing conditions, those who need to move for social/welfare reasons or where failure to assist in moving will cause particular hardship

5.4.17 Only accepting applications from those who have a local connection with Peterborough demonstrated by having lived in the area for 6 of the last 12 months or 3 of the last 5 years,

those who are working in the city, or those who need to move to the area for special reasons

- 5.4.18 Excluding applicants who own suitable accommodation or those who have sufficient financial resources to secure suitable accommodation by other means from joining the housing register. (This will not apply to those over 55 and eligible for sheltered accommodation)
- 5.4.19 Continuing to exclude those who have behaved in an unacceptable manner. This will be determined by the Council or RSL being satisfied that the applicant or a member of their household has previously been guilty of unacceptable behaviour which would make them unsuitable to be a tenant, or the applicant or member of the household having been served with an injunction by the council or their landlord to stop them behaving in a way which causes nuisance or annoyance to others, or the applicant or a member of the household having current tenancy arrears in excess of 8 weeks rent, or the applicant or a member of the household having any outstanding former tenant arrears.
- 5.4.20 Additionally, the bedrooms standards policy that had previously been more generous was changed and brought in line with the criteria that will be applied to the Local housing Allowance (Housing Benefit) claims from April 2013.
- 5.4.21 In order to support the RSL's in managing the issue of the removal of the spare room subsidy the allocation policy also made provision to give band 1 priority to those who were assessed as under occupying their social housing tenancy. This has been relatively successful, but the continued demand for 1 and 2 bedroom properties has meant that many households are still unable to move into smaller accommodation.
- 5.4.22 In addition to the above changes we also included a number of additional preference categories, which gave increased priority for those who had a long standing local connection with the city (through 5 years continuous residence), those making an economic contribution to the city through employment or voluntary work in the area, and ex-servicemen and women who have been discharged from service in the last 5 years.
- 5.4.23 These changes have been implemented over the last year and having reviewed all applications on the housing register this has meant that the number of applications on the register has been greatly reduced to 2,918 as at August 2014. New applications to join the Housing Register have remained consistent over the last 12 months
- 5.4.24 The graph below represents the number of new registrations by month from August 2013 until August 2014



5.4.25 Partnership Working

The Health to Home Project was launched in January 2014 following a successful bid to the Department of Health Homeless Hospital Discharge Fund. The fund was set up to tackle the health inequalities faced by homeless persons and to prevent homeless persons being discharged to the streets. The project was a partnership between Peterborough City Hospital, Axiom Housing Association, Peterborough Streets, and Housing Needs and employed one Hospital based nurse and two outreach workers. Outcomes include 50 homeless persons being assisted into accommodation, developing a Hospital Discharge Protocol, providing training and information sessions to nurses, and a Homeless Persons Patients Charter.

5.4.26 During the last 12 months the Housing Needs Team have designated officers to ensure joint working between resettlement staff at HMP Peterborough and the Housing Needs service and promote homelessness prevention. This prevents offenders being released onto the streets and in turn making a crisis homelessness presentation to Housing Needs. The main aim of this work is to ensure that there is a planned approach to the prison discharge and accommodation need.

5.4.27 The early identification of those in housing need is essential in order to carry out preventative intervention which can avoid homelessness before individuals reach crisis point. This service will be further enhanced by the development of a Prison Discharge Protocol in late 2014.

5.4.28 Rough Sleeping in Peterborough

5.4.29 Peterborough City Council has a Rough Sleeper Outreach Officer to assist individuals who find themselves sleeping rough after losing their accommodation. The Rough Sleeper Outreach officer has made great strides in ensuring that those who are rough sleeping are assisted before they reach a point where they are entrenched. This work is continuing and we are now taking steps to tackle entrenched long term rough sleepers in the city who we are working to assist through a personalised approach to leave the streets. The number of known entrenched rough sleepers in the City is currently 14.

5.4.30 Mortgage Rescue Scheme

- 5.4.31 Peterborough City Council has been actively promoting the Government's Mortgage Rescue Scheme. This Scheme enables a homeowner who is at risk of losing their home because of mortgage arrears to be assisted by working with a local housing association to purchase their property who then rents it back to them. This Scheme enables both homeless prevention and increases the stock levels of our partner housing associations.
- 5.4.32 At the end of March 2014 we had completed on 24 mortgage rescues and had a small number which were pending completion and where funding had been agreed to ensure that these cases completed. We were the best performing authority in the East and South East areas of the Country and the reputation of the officer in the Housing Needs team was further enhanced by the HCA zone agent who referred a number of authorities to us for advice and guidance.
- 5.4.33 Unfortunately the Mortgage Rescue scheme ceased on the 31 March 2014. However we still have a number of tools available to us to support households who find themselves in financial difficulty and where we are unable to keep them in their home.
- 5.4.34 Single Person Homelessness**
- 5.4.35 In July 2014 Peterborough Streets ceased trading following financial difficulties. This resulted in the immediate closure of their Park Road Charity shop and the decommissioning of their Crisis Private Rented Sector Scheme.
- 5.4.36 Peterborough Streets delivered projects which mainly supported single homeless persons. They were the lead organisation in the delivery of No Second Night Out in Peterborough and the Crisis Private Rented Sector Scheme to assist single people into private rented sector accommodation. They did not provide any accommodation for homeless people.
- 5.4.37 The No second Night Out Project continues to be delivered jointly by Axiom Housing Association and Peterborough City Council and is operated from The New Haven Night Shelter at Towler Street, Peterborough. This Project assists new rough sleepers into accommodation by providing an emergency crash bed and support into suitable accommodation, reconnection to support services and access to health and wellbeing services.
- 5.4.38 The Crisis Private Rented Sector Scheme supported single homeless persons into private rented sector accommodation, primarily shared accommodation. This Scheme was unfortunately decommissioned with the closure of Peterborough Streets. Housing Needs have submitted a proposal to the funder to re-establish the scheme with another partner agency and expect to re-establish the Scheme soon.
- 5.4.39 Other services provided by Peterborough Streets included the distribution of the Big Issue and the provision of a 'care of' address' facility for rough sleepers. The Big Issue continues to be supported by the city and is now distributed through Peterborough Council for Voluntary Service on Lincoln Road. The 'care of' address' facility previously delivered by Peterborough Streets is being provided temporarily by the Salvation Army whilst Housing Needs explore a permanent site and provider.
- 5.4.40 We recognise the important role that partner agencies have in the delivery of services to homeless persons and those at risk of homelessness and continue to work with the Faith Sector to maximise opportunities to support vulnerable rough sleepers who are often

resistant to services. We know that the church is an important touch point for this group and have developed signposting services and leaflets that have been acknowledged as good practice within the wider faith community. We are working with Churches Together to raise awareness of homelessness, rough sleeping and services through a church service in October. The development of the Light Project Peterborough led by members of the Park Road Baptist Church is also supported by Housing Needs. The aim of the Project is to establish a winter night shelter and assist Housing Needs to provide cold weather provision during the winter months with the aim of minimising loss of life, reducing rough sleeping and maximising engagement with this client group. We expect to trial the night shelter during February 2015 and further extend this provision in the years that follow.

5.4.41 This year's cold weather provision will run from November 2014 until March 2015 and we will include the February trial within the provision. This will continue to be monitored by the Housing Needs Service and will be activated where spells of exceptionally cold weather, measured by a period of three consecutive nights or more when the temperature is below zero degrees centigrade.

5.5 **Housing Enforcement**

5.5.1 The housing enforcement team continue to address poor property conditions within the private rented sector in the City. The privately rented sector is continuing to grow faster than any other housing sector and in some areas of the city the private rented sector now comprises over 40% of the housing stock.

5.5.2 During the last year the team has received over 850 complaints about housing conditions such as properties without heating, suffering from damp and mould, overcrowded housing, unsafe electrics, and blocked drains. Many landlords comply with requests from Officers to carry out repairs but there remain a significant level of landlords who, for whatever reason, do not provide safe, warm decent accommodation to their tenants.

5.5.3 More specifically the team are continuing to find that some landlords will illegally evict tenants rather than carry out repairs. This is predominant in the Central and East area of the City where almost all the enforcement activity takes place.

5.5.4 Over the year the Officers have served 167 notices on landlords for a variety of issues such as:

- requiring information about the landlord and the property
- renting out a property without a valid Energy Performance Certificate
- improvement notices to address disrepair
- not complying with house in multiple occupation regulations
- overcrowding properties

5.5.5 Most landlords comply with notices received but the ones who do not result in the works being carried out in default of the notices served and the landlords facing prosecution. During the last year 15 cases have resulted in the Council taking action against the landlord in this way.

5.5.6 Of the cases brought before the court for prosecution all landlords/agents have been found guilty thereby giving us 100% success rate. All cases are widely publicised in local and trade press which helps to improve compliance in certain areas for the future.

- 5.5.7 One letting agent has been prosecuted twice this year for a number of offences relating to houses in multiple occupation that had not been licensed, failure to provide the council with information and management offences.
- 5.5.8 In the Central and Millfield area there has been a requirement to licence houses in multiple occupation that applies to smaller HMOs (3 people, 2 households), known as Additional HMO Licensing. This has been in place since 2009 and expired in June 2014. During the scheme, where a landlord failed to licence a property the authority had a duty to take over the management of that property. During the scheme 5 properties were subject to such orders. One property remains in the control of the council, having been made subject to a final management order which lasts for 5 years. Our partner agency manages this on a daily basis and the rental income from the property is retained by the council towards paying the costs of the improvement works carried out to bring the property up to a safe standard.
- 5.5.9 With the end of the Additional HMO Licensing scheme looming a consultation was undertaken in December 2013 with a view to the introduction of Selective Licensing within the Central and East area of the city as an alternative. It is anticipated that final proposals will be presented to Cabinet within the next few weeks.
- 5.5.10 During the summer the BBC ran a series called 'How Safe is Your House'. One of our officers spent a number of days filming with the BBC and one of the current cases that is going through court for prosecution featured in the programme.

6. IMPLICATIONS

- 6.1 It is anticipated that the Scrutiny Committee will comment on and make recommendations relating to the updates provided in this report in order that delivery potential is maximised for the benefit of our communities.

7. CONSULTATION

N/A

8. NEXT STEPS

- 8.1 Comments and recommendations made by the Scrutiny Committee members will be considered as part of the ongoing development and delivery of specific business areas.

9. BACKGROUND DOCUMENTS

- 9.1 N/A

10. APPENDICES

Appendix 1 – case studies

Appendix 1 – Case Studies

Rough Sleeper Case Study

Mr C is a 71 year old gentleman who lived in a private rented property in Peterborough for ten years. Unfortunately his landlord wanted the property back and he was served with a notice to quit. Whilst investigating the duty the local authority had under the relevant homeless legislation, Mr C was evicted from the temporary accommodation that we had provided him with and was rough sleeping. We were in a position where we could offer him a social housing tenancy in Bretton which was immediately available. Mr C did not want to be in Bretton as he enjoyed coming in to the city centre to drink with his friends however he agreed to it as it was a roof over his head.

Unfortunately Mr C was evicted from the property in Bretton within a year and resorted to rough sleeping again. As he has limited mobility after suffering a stroke he slept in the city centre resulting in a plethora of complaints, especially due to his poor hygiene. It took me a little while to re-build a relationship with Mr C as he was quite hesitant to engage as he assumed I wouldn't support him as he had been evicted. I gained his trust slowly, getting him new clothes and asking him to come in daily to see me. Every day we did something positive, whether it was getting a coffee or organising a replacement bus pass, after a few weeks of intensive support Mr C was in a position where he would accept housing assistance.

Mr C was adamant he wanted to reside in the city centre, even with his bus pass. We spoke at length and agreed the New Haven would be a good temporary option. Mr C agreed he would need to engage with services and also would need to abide by the rules. I contacted New Haven who agreed to let me have the next available room. Whilst waiting I met with Mr C every day, I encouraged him to shower and spend money on food instead of just drinking. When a room became available I took Mr C to the New Haven and he accepted it. I have arranged for Emma Foley who works on the excluded adult programme to support him to ensure he pays his service charge and address any issues which arise. It has also been agreed that John Hawkins at Drinksense will go to the New Haven to meet Mr C and assess what help and support he needs.

A Fairview Court application has been submitted and I will now be working to get him a room there, Mr C is in agreement with this, he likes the location and can understand the help it would provide him with having some clear boundaries he must meet in terms of his drinking.

Mr C is now off the streets with a clear action plan in place in terms of housing. Mr C is also now in a place where he is accepting support to minimise the chances of him returning to the streets and to manage his alcohol consumption and resulting behaviour.

Tenancy Relations Case Study

Peterborough City Council –v- Mr I P

The defendant, Mr I P stands reported for one offence of unlawful eviction of a residential occupier contrary to Section 1(2) Protection from Eviction Act 1977 & one offence of harassment of a residential occupier contrary to Section 1(3)(a) Protection from Eviction Act 1977

The circumstances are as follows; - Mr I P is the owner of the property known as **redacted**. The premises at this address was let to tenants Mr C W and Mr M H. Mr I P instructed a company called W H to manage the property as a letting agent by way of collecting rent and addressing any tenancy issues. Mr I P was however listed as the “landlord” on the tenancy agreement W H listed as “landlord’s agent”.

It is alleged that on 28 March 2012, Mr I P forced entry into the while the resident occupier, Mr C W was in residence and proceeded to assault him and demand he vacate the property immediately – the locks were then changed. This resulted in the Assured Shorthold Tenant, Mr C W being excluded from his home.

It is also alleged that Mr C W has been unable to recover some of his possessions from the property, most notably his motor vehicle, a red Toyota Celica, which it is alleged Mr I P disposed of.

30 March 2012 – Complaint made to the Housing Needs Service from Mr C W, he alleges that the landlord of the property he rents at **redacted** has forced entry to the property while he was in residence, assaulted him and demanded he vacate the property immediately and he is now homeless. After a brief telephone conversation with Mr C W I was able to establish that he was the sole tenant of the property since August 2011 and the property was let via an agent, W H. I was unable to discuss the allegations with Mr C W any further as he was evidently very traumatised by the events of the 28 March 2012 and was unable to fully articulate his account. I therefore requested he write a brief email outlining his version of events. Council Tax/Housing Benefit record search undertaken.

Contacted the letting agent, W H via the telephone and was able to speak to the Property Manager who informed me the owner of the property had advised W H that their services in respect of managing the property were no longer required as the property was to be sold. The owner stated he and the tenant had “come to an arrangement”.

03 April 2012 – Email received from C W briefly detailing the events of and leading up to his eviction. In his email, Mr C W mentioned that he had contacted his next door neighbour after

the eviction and that she had witnessed some of the events.

Visit made to **redacted**. From the road I could clearly see Mr C W's vehicle (red Toyota Celica, registration **redacted**) parked on the driveway of the property. On the front lawn there were items of furniture, namely a table and three chests of drawers that had been left in the rain and were damaged. Photographs of these items taken.

Visit made to the owner of the property next door to **redacted** (Mrs B T). She advised she witnessed some of the events of 28 March 2012 and had allowed Mr C W to remain with her after his eviction until his friend arrived to take him to Rugby. Mrs B T allowed me access to her rear garden. Looking over the fence at **redacted** I could see a refrigerator had been left in the rear garden. It appeared to have been left to the elements for a short time as it showed evidence of weathering at the base. Photograph taken.

Arranged with Mrs B T to return on 11 April 2012 to take a statement from her with regards to the events she witnessed on 28 March 2012.

11 April 2012 – Witness statement taken from Mrs B T where she detailed her account of the events of 28 March 2012.

16 April 2012 - Witness statement taken from Mr C W where he detailed his account of the events of 28 March 2012.

Mr C W signed and submitted the relevant paperwork enabling Peterborough City Council to issue an interest free loan of £395.00 to Mr C W in respect of a deposit for an alternative private tenancy he had secured with my assistance.

I receive a telephone call from Mr C W informing me that his motor vehicle which was left on the driveway at XXXXXX has been removed to an unknown location. The reason why Mr C W had not collected the vehicle was because the road tax and MOT had expired. Mr C W contacted the Police and they advised him that this was civil matter.

25 April 2012 - I receive an email from Property Manager of W H. Attached was a copy of Mr C W's tenancy agreement dated 27 May 2009, a copy of the Housing Act 1988, Section 21(4) (a) Notice Requiring Possession that had been served on Mr C W on 19 March 2012 and a copy of Mr C W's rent account from W H. Land Registry record search for **redacted** undertaken. This search shows Mr I P as being the proprietor of 42 Fairfield Road from 10 August 2005.

15 May 2012 - I send a letter to the Commanding Officer of 19 Regiment **redacted** (the regiment of which Mr I P is a serving officer) to inform him of my involvement in a criminal

investigation regarding one of his officers.

24 May 2012 - I receive an email from Commanding Officer of 19 Regiment, **redacted** in response to my letter dated 15 May. In his letter, Commanding Officer requests that I contact him via the telephone to discuss matter with him further.

25 May 2012 - I telephone Commanding Officer and discussed the allegations against MR I P with him. Commanding Officer advised me that due to the fact Mr I P was currently serving with the British Armed Forces in Afghanistan he would not be returning to the UK until the second week of November 2012.

12 November 2012 - I send a letter addressed Mr I P inviting him to attend a formal interview in connection with the allegations made against him on Wednesday 21 November 2012 at 14:30.

21 November 2012 – Mr I P fails to attend a formal interview in connection with the allegations made against him at 14:30.

23 November - I send a letter addressed Mr I P inviting him to attend a formal interview in connection with the allegations made against him on Wednesday 05 December 2012 at 14:30.

05 December 2012 – Mr I P fails to attend a formal interview in connection with the allegations made against him at 14:30.

Not only does the displacement of a private sector tenant cause unnecessary distress and discomfort, in most cases it places a financial burden on his/her finances and disruption to their everyday lives. If a private sector tenant is excluded from their home due to the landlord having changed the locks, the local authority is also presented with additional financial pressure and in some cases is duty bound to provide emergency accommodation to the individuals and families concerned.

In this case, the displacement caused significant stress for Mr C W, as not only did he become homeless as a result but in addition he suffered a significant financial burden in respect of living in temporary accommodation with his friend and the cost of securing alternative, long-term accommodation. The fact that he was made homeless in such a violent and intimidating manner contributed further to Mr C W's fragile state of mind at the time and jeopardised his ability to begin to recover from mental health problems effectively.

Mr C W has also suffered the loss of several personal possessions including furniture and

his motor vehicle. Mr C W has had to undergo the process of replacing these items at a considerable financial cost to him.

Mortgage Rescue Case Study

Referral received from the Care & Repair team following a request from the family for help with heating. They had no heating in the property as the boiler had stopped working and was not repairable, and due to their financial position they were unable to pay to repair the heating. They disclosed to the officer in the Care & Repair team about the mortgage difficulties and the referral was passed over to Housing Needs.

Application for full MRS taken, following a full financial assessment to investigate any other options available to assist the family to remain as homeowners.

Mr had been in full time employment his whole adult life managing a large bank for the last 8 years of his career. Following being made redundant the family found themselves in a position of not being able to maintain the mortgage repayments, after the mortgage protection insurance cover ended.

They went on to the forbearance offered by the lender of an interest only mortgage, which the Department of work and pension covered. The lender withdrew the forbearance measure after 12 months as it is only offered as a short term measure. They were no longer able to meet the mortgage payments, due to the DWP only covering the interest part of the repayment and not the capital repayment part of the Mortgage.

Due to them not being able to meet the repayments the lender had started repossession action.

During the same period Mr suffered ill health he had two heart attacks and a stroke, so he was unable to look for employment.

Mrs was only able to work part time due to caring for her husband. Six months prior to them seeking assistance from us Mr's sister sadly died in a car crash, she was a single mother to a 13 year old and they had no other family members so the family took on the child following her death and where not offered any financial support from children social services for his care.

The child had started secondary school in the area they lived, and had received extensive support from the school and services due to his bereavement and had begun to settle and readjust to his new life with in the family home.

The MRS was agreed and following completion repairs were effected at the property.

Care and Repair Case Studies

- 1) A Disabled Facility Grant (DFG) was received by Care & Repair. Dangerous repairs/maintenance issues were identified at survey stage and a benefit shortfall identified at a casework visit. Work included damp and electrics along with also window replacements. Additional benefit was awarded which include higher rate Attendance Allowance £81pw and Pension Credit of £70 weekly. The DFG contributions of over £600 was extinguished when recalculated taking into account the new benefits. The result of the Agency's work has lifted them out of fuel poverty, reduced utility costs, adapted and repaired the property. This enabled two very vulnerable frail elderly people to remain living at home, independently, be in a warm and safe environment and have an increased income of £7.5K p.a.

- 2) A disabled amputee was in danger in his current property. Care & Repair worked closely with Housing Options to find a suitable housing solution. A property which was partially adapted was identified and on the same day the Agency surveyor and an Occupational Therapist (Adult Social Care) visited the property. This was to identify if it was suitable and if not, what adaptations were required/possible. As only small scale work was required, staff liaised with Cross Keys (the property owners) to enable the tenancy to be awarded to the disabled man. The tenancy was signed on 6 May, adaptation work was commenced on 7 May to enabling the tenants to move in with the least possible delay. A safe and warm environment was provided where he could access all the services (washing, toilet, kitchen) without any assistance and could be independent.

- 3) The Agency continues to receive many compliments. A recent compliment was received from a couple who were recipients of a Disabled Facility Grant for home adaptations. We checked their benefit entitlement and assisted them in claims to attendance allowance. The result was a £150 per week additional income.

- 4) Another couple were found to be entitled to higher rates for Disabled Living Allowance & Attendance allowance and were also entitled to Pension Credits and Council Tax Benefit. Their income was increased by £16,806.92 per year (over £300 per week).

Note: The average income increase for benefit shortfall cases in August was almost £7,000 per annum.

STRONG AND SUPPORTIVE COMMUNITIES SCRUTINY COMMITTEE	Agenda Item No. 6
15 October 2014	Public Report

Report concerning the Care & Repair Home Improvement Agency

Contact Officer – Russ Carr
Contact Details – 01733 863864

PROGRESS REPORT CARE & REPAIR HOME IMPROVEMENT AGENCY

1. PURPOSE

To provide Members with a report relating to the performance and achievements of the Care & Repair Home Improvement Agency over the last twelve months.

2. RECOMMENDATIONS

Members are asked to scrutinise the performance and achievements by providing challenge where necessary and to suggest ideas and initiatives to support the continued delivery of priorities within the service.

3. LINKS TO THE SUSTAINABLE COMMUNITY STRATEGY

- 3.1.1 Providing affordable, warm, safe and secure housing is the cornerstone of a strong society. The Agency assists old, frail, disabled (adults & children) and vulnerable people to live independently in homes that are warm and safe. The Care & Repair Service plays a major role in the City in reducing health and social care costs, and for individual clients reducing pain, relieving anxiety, and improving quality of life.
- 3.1.2 Whilst this work cuts across the entire Sustainable Community Strategy, it is most closely aligned to the priority “Creating opportunities –tackling inequalities.”
- 3.1.3 The Agency is committed to the Sustainable Communities Vision, specifically with reference to “improving the quality of life of all its people”. Care & Repair assist adults and children that have huge physical, mental and financial disadvantages.
- 3.1.4 A large proportion of the Agency’s work is included in The Housing Strategy 2011-2015.

4. BACKGROUND

Care and Repair was established as a Home Improvement Agency (HIA) in Peterborough City Council almost 20 years ago. The Agency is one of many Home Improvement Agencies that geographically cover most of England & Wales.

Demographic changes have resulted in an aging population, people are living longer and many with long term health conditions. More people are surviving serious illness and disability, and therefore the demands for Care and Repair services are increasing.

5. ACHIEVEMENTS

The Care and Repair team continues to assist vulnerable, old and frail people including disabled adults and children to continue to live independently in safe and warm homes. Last year the Agency was recognised at the highest level, receiving two national Foundations (The National C-coordinating body for HIAs appointed by the Department of Communities and Local Government) Awards. The first award in 2013 was for delivering the best Home Improvement Agency (HIA) handyperson service in England & Wales. The second was achieving runner-up in the Agency of the Year Award. Furthermore the Agency has just obtained another national award winning the Foundations "Integration Champion" category for 2014. All the awards were presented at the House of Lords. They demonstrate the Agency's high level of performance in the Home Improvement Agency field, both in terms of the quality of delivery and best value. The most recent award demonstrates how the Agency has worked with Housing, Health and Adult Social Care, Children Services and a range of other partners such as Age Concern to improve the quality of life for local people.

5.1 PERFORMANCE

5.1.1 In the last financial year the Care and Repair Team have:

- Responded to over 15,000 telephone calls
- Directly assisted over 5,500 vulnerable adults and children,
- Completed over 5,000 tangible interventions varying in cost from £0 to £50,000.

5.1.2 These interventions included:

- 940 minor aids and adaptations, (for example grab rails, key safes, stair rails, small ramps, half steps)
- 199 major disabled facility grant funded adaptations (including bathroom adaptations, door widening, stair lifts, through floor lifts, kitchen adaptations, extensions)
- 51 central heating installations
- 69 referrals to British Gas Heataboro for central heating provisions.
- 61 major repairs to domestic properties (including damp work, structural repairs, electrical upgrade, kitchen installations, roof & chimney repairs, window replacements)
- 3,500 Handyperson cases, the majority were for older people.
- Work for Kings Lynn and West Norfolk which included 100 surveys which resulted in 80 disabled installations.
- 19 privately funded disabled adaptations, totalling over £50,000
- 62 cases funded by the Electrical Safety Council

5.1.3 Achieved:

- Raised £76,000 of funding from private/charitable sources
- £5,000 funding from the Electrical Safety Council following a successful application
- Increased benefit income for 22 elderly, vulnerable or disabled clients totalling £95,044 per year, on average these clients received additional income of £4,320.18 each per year.
- Received 249 compliments,
- Achieved Satisfaction rates of 100% for work for Cross Keys Homes and over 99% for all other work.

5.1.4 The Agency assists vulnerable people in many more ways which include:

- Feasibility work for Housing and Social Care concerning major adaptation work.
- Feasibility visits for Housing Needs to ensure properties through Choice Based Lettings are suitable for clients with disabilities or can be appropriately adapted.
- Undertaking repairs (Works in Default) in privately rented properties where the Housing Enforcement Officers have served Statutory Notice on a landlord and they have not complied. This ensures that vulnerable private sector tenants live in safe, healthy housing.
- Fire safety checks for vulnerable clients and the installation of smoke alarms (provided by the Fire Service).
- Visits for Trading Standards to combat rogue builders.
- Installations of security measures for the Police, and for vulnerable people at risk of domestic violence.
- Access/utilisation of relocation grants for disabled adults and families with disabled children to enable them to move to suitable properties.
- Represent older and disabled people at steering groups, partnership boards, project groups and working groups.

5.2 Benchmarking

5.2.1 Care and Repair continues to perform favourably in comparison to other Home Improvement Agencies (HIAs).

5.2.2 Peterborough Care and Repair is an average sized HIA, using the Department for Communities and Local Government data 2011/12, the number of disabled facility grant completions in Peterborough are more than twice the national average (303 compared to 130 nationally). This is due to the effective partnership work between Care and Repair, Housing and the Occupational Therapy Service.

5.2.3 Delivery times:

Foundations the National Body for HIAs survey of 65 Agencies (2013) reported that the Disabled Facility Grants national mean average time from receipt of a referral to completion of work as:

- 41 weeks, with a mode time of 30 weeks, this compares to,
- Cambridgeshire HIA average delivery time is currently 29 weeks.
- Peterborough Care and Repair current delivery time average is 15 weeks from receipt of referral to completion of work.
- At the recent awards ceremony at the House of Lords Peterborough Care & Repair was commended on consistently having no waiting lists. Almost all HIAs have significant waiting lists, the best performers have delays in allocation of 2-6 weeks the poorest over 52 weeks.
- Peterborough Care & Repair has no waiting list for any of the services it offers, allocation of work is on receipt of referral or request.

5.2.4 Cost of works:

The Department of Communities & Local Government (DCLG) data from 312 Local Authorities for 2011/12 shows the average cost of a Disabled Facility Grant as:

- Nationally £6,878
- Peterborough £5,525.

These figures demonstrate that the Disabled facility grant delivery at Peterborough is 20% cheaper, and delivery achieved in less than half the time nationally and locally.

The last 50 disabled facility grant cases completed in 2013/14 have an average cost of £5,151.50 which is 25% lower than 2011/12 DCLG national average. This may reduce further following a recent procurement exercise and framework being put in place.

- 5.2.5 The Peterborough Handyperson cost is less than £30 per intervention. This is less than 50% of the average cost nationally and was the lowest in England. The Handyperson scheme interventions are measured using a national toolkit. The output of this toolkit indicates that for every £1 spent on the service £2 is saved in health and social care costs.

5.3 Further Development

- 5.3.1 Currently the Agency is working on an external wall insulation scheme for vulnerable people living in Park Homes in the City. Over 20 installations have been completed which have transformed the properties and the residents quality of life. The work has also identified and addressed problems with heating systems, electrical installations and access to the park homes themselves.
- 5.3.2 The Agency has broadened its remit and is undertaking small to medium size works (repairs, maintenance and improvements) in respect of children's respite care and residential care homes, children's centres, nurseries and schools. This is ensuring a fast and effective response for those services as well as achieving savings for the Council.
- 5.3.3 The Agency has been successful obtaining a grant from the Gas Safety Council to help with Gas Safety works in domestic properties for disabled and older people.
- 5.3.4 The Agency is undertaking the maintenance, repair and installation of disabled adaptations in the City Council two permanent Traveller Sites, again many of the tenants on these sites are elderly and some disabled.
- 5.3.5 The Agency is involved in the project to use Assisted Technology in care packages.
- 5.3.6 Care and Repair has been successful in passing the Pre-Qualification Questionnaire to supply Home Improvement Agency Service to East Northants and Wellingborough Councils.
- 5.3.7 Work has commenced on an initial proposal to deliver HIA service on a shared service basis for Rutland Unitary Authority.
- 5.3.8 Care and Repair has tendered the work for bathroom adaptations, heating installations and the minor aids and adaptations. Tenders are currently being evaluated for the bathroom and heating lots. A framework of several contractors has been chosen to deliver these works. A single contractor will deliver the minor aids and adaptations work. The prices are less than those when the contract was in place 2 years ago. The tender process has established best value, a high capacity and a secure base to deliver the Agency's installation services for the next three years.

5.4 Impact

- 5.4.1 It is easy to recognise the significant impact a person's housing has on their health and well-being. The range of adaptations, handyperson, repairs, maintenance work and advice provided by Peterborough Care and Repair ensures that disabled, vulnerable and elderly residents are able to live independently in their own homes. Adaptation and repair work results in savings for Health & Social Care Services by preventing falls, accidents, reducing

the need or extent of domiciliary care, preventing premature moves into residential care/hospital and assists/enables hospital release and care to be delivered at home.

5.4.2 Examples of the cost savings to wider Health and Society through the work of Care and Repair:

- Postponing entry into residential care by just one year through adapting a person's home saves £28,080 per year (Lang and Buisson (2008) Annual Cost of Care Home Report)
- The national average cost of a major housing adaptation is £6,396 and has an average life of at least five years (Heywood and Turner (2007) Better outcomes, lower costs) The average cost of a disabled facility grant in Peterborough in 2012/13 was £4,800 with 306 residents receiving adaptations through disabled facility grants.
- A fall at home that leads to a hip fracture costs the state £28,665 on average. This is 4.5 times the average cost of a major housing adaptation and over 100 times the cost of fitting hand and grab rails to prevent falls (Heywood and Turner (2007) Better outcomes, lower costs)
- Housing adaptations reduce the need for daily visits and reduce or remove costs of home care. This can lead to savings ranging from £1,200 to £29,00 a year (Heywood and Turner (2007) Better outcomes, lower costs)
- The hospital discharge service delivered by Care and Repair, installing minor aids and adaptations such as key safes, grab rails and falls prevention work creates savings of £120 per day - the amount charged to a local authority when patients block beds in hospital (Personal Social Sciences Research Unit for Department of Health (2010) National Evaluation of POPPs)

5.4.3 On a personal basis for clients the Agency's work:

- Reduces pain, injury and distress following accidents and falls.
- Reduces ailments linked with poor or inappropriate housing.
- Relieving anxiety.
- Reduces pain.
- Reduces visits to the Doctors, Drop in Centres and Accident and Emergency.
- Reduces the need for care.
- Improves dignity.
- Improves access in and around home.
- Enables people to live at home
- Improves independence
- Enables people to remain living in their community near family, friends and support.

6. IMPLICATIONS

- 6.1 It is anticipated that the Scrutiny Committee will comment on and make recommendations relating to the updates provided in this report in order that delivery potential is maximised for the benefit of our communities.

7. CONSULTATION

N/A

8. NEXT STEPS

8.1 Comments and recommendations made by the Scrutiny Committee members will be considered as part of the ongoing development and delivery of the Care and Repair Service.

9. BACKGROUND DOCUMENTS

9.1 N/A

10. APPENDICES

10.1 N/A

STRONG AND SUPPORTIVE COMMUNITIES SCRUTINY COMMITTEE	Agenda Item No. 7
15 OCTOBER 2014	Public Report

Report of the Executive Director of Governance

Contact Officer(s) – Donna Hall
Contact Details - 01733 453514

COMPLIANCE AND ENFORCEMENT POLICY FOR REGULATORY SERVICES

1. PURPOSE

- 1.1 To present to the Committee the new Compliance and Enforcement Policy for Regulatory Services

2. RECOMMENDATIONS

- 2.1 Members are asked to scrutinise the policy and provide comment or feedback as they consider appropriate.

3. LINKS TO THE SUSTAINABLE COMMUNITY STRATEGY

- 3.1 Peterborough's Regulatory Services are key to helping the economy to thrive, the creation of jobs, the regeneration of neighbourhoods, better health standards, improved environmental conditions, and the protection of the public and businesses from harm. The Compliance and Enforcement Policy is an important document that underpins how we deal with non-compliance with legislation.
- 3.2 The Policy itself supports us carrying out our statutory responsibilities which may include investigating criminal offences. This contributes in particular to the priority of Creating Strong and Supportive Communities through delivering the key outcome of "Making Peterborough Safer" so that people can live, work and play in a prosperous and successful city without undue fear of crime.
- 3.3 The policy also contributes to the strategic priority of Creating Opportunities, Tackling Inequalities, as a key role of our regulatory services team is to protect public health and wellbeing.
- 3.4 The teams also focus on the priority of Delivering Substantial and Truly Sustainable Growth as we work with businesses on a daily basis. The Policy supports this priority by endorsing a flexible and graduated approach to enforcement which in most cases will see us working with and supporting businesses, prosecution being a last resort or reserved for the most serious of cases.

4. BACKGROUND

- 4.1 The work within Regulatory Services is wide ranging and officers in their respective areas will carry out work to educate businesses or the community and try to prevent problems from occurring. However officers do regularly come across non compliances and usually have a legal duty to do something about them. This policy sets out how non-compliances with legal requirements should be responded to.

- 4.2 The Council's regulatory services have had an enforcement policy in place for several years. This policy is not part of the Council's policy framework and was due to be reviewed.
- 4.3 This new Compliance and Enforcement Policy replaces the previous enforcement policy and has been written in accordance with the Regulators' Code which came into statutory effect this year. The code provides a flexible, principles based framework for how we as regulators should engage with those that we regulate. For example: by ensuring our activities support business growth; by engaging with those we regulate and listening to their views and by basing our regulatory activities on risk.
- 4.4 The policy applies to all enforcement practices undertaken by Peterborough City Council Regulatory Services, including trading standards, licensing, taxi licensing, food hygiene, health and safety, environmental and pollution control and statutory nuisance.
- 4.5 The policy will apply to businesses as well as private individuals. For example a decision may be taken to prosecute a business who has sold unsafe or contaminated food. Equally officers may serve a legal notice on an individual who is causing a noise nuisance.
- 4.6 The Council, by adopting and publishing this policy, will demonstrate its commitment to the principles of good regulation and to working with businesses and the community to secure compliance. It creates transparency for all stakeholders as well as supporting the council in its decision making process.

5. KEY ISSUES

- 5.1 The key sections within the policy are highlighted here for your information. Section 4 sets out our approach to dealing with non-compliance and affirms our commitment to dealing firmly with those that deliberately or persistently fail to comply. However we also recognise that every case will need to be considered on its own merit. We commit to ensuring our action is proportionate and that we will follow the principles within key documents such as the Code for Crown Prosecutors.
- 5.2 We recognise that officers have by delegation been authorised to use a range of powers under statute which carry a great deal of weight and responsibility. Section 5 therefore outlines our commitment to ensuring that they are used responsibly and in accordance with the legislation and codes of practice that govern our conduct when carrying out investigations.
- 5.3 Section 6 of the policy outlines the sanctions that are available to us when we are responding to non-compliance and the circumstances in which we may consider using them. These may range from offering informal advice and support through to serving a legal notice or taking a prosecution. The policy recognises the significance of the decision making process and the impact that this may have on people.

6. IMPLICATIONS

- 6.1 There are no known implications associated with this report. An equality impact assessment has been undertaken and no issues were identified.
- 6.2 The policy will take effect city-wide, key stake holders being businesses, residents, and people visiting or working in the city.

7. CONSULTATION

- 7.1 Consultation has taken place with officers in regulatory services and on adoption of the policy, training will be provided to all officers to ensure they are familiar with its provisions.
- 7.2 A cross section of businesses have also been contacted. In particular, businesses were asked:

- a) Is the policy generally easy to understand, and if not how can it be improved?
- b) Does it clearly explain the enforcement sanctions that are available to us as a local authority, and how we may choose the appropriate sanction?
- c) Does the policy demonstrate to you that we try to act fairly and proportionately at all times?
- d) Any other comments

7.3 Consultation is ongoing, but feedback from business to date has been taken on board and incorporated in the policy. Businesses that have responded are generally supportive of the policy and felt it was clear and easy to understand. Other practical suggestions have been incorporated, for example the request to include the services contact details within the policy.

7.4 Consultation is also taking place with representatives of community groups as well as key partners that we work with, including HMRC and Cambridgeshire Constabulary.

7.5 Legal Services have also been consulted and have approved the draft policy.

8. NEXT STEPS

8.1 Any comment or feedback from the committee will be duly considered and incorporated into the Policy.

8.2 The policy will be referred to the appropriate member forum for approval and adoption.

8.3 On implementation, the policy will be communicated to officers and will be published on the Council's website. The policy will be reviewed on a regular basis and amended as appropriate to take into account any changes in legislation.

9. BACKGROUND DOCUMENTS

9.1 The Regulators' Code, published by the Department for Business Innovation and Skills, Better Regulation Delivery Office

10. APPENDICES

10.1 Appendix 1 - Draft Compliance and Enforcement Policy (2014)

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Compliance and Enforcement Policy

1.0 Introduction

- 1.1 This enforcement policy has been written and adopted to help promote efficient and effective approaches to regulatory inspection and enforcement, and to improve regulatory outcomes without imposing unnecessary burdens.
- 1.2 This policy was developed following consultation with stakeholders including businesses that we regulate, members of the public, officers and partner agencies.
- 1.3 Peterborough City Council Regulatory Services are committed to offering a service that has regard to the principles of good regulation. We aim to be:

Proportionate – our activities should reflect the level of risk or detriment to the public and enforcement action taken will relate to the seriousness of the offence,

Accountable – our activities will be open to scrutiny, with clear and accessible policies and a fair and efficient complaints procedure,

Consistent – our advice to those we regulate will be robust and reliable and we will respect advice provided by others,

Transparent – we will try to ensure that those we regulate are able to understand what is expected of them and what they can expect from us in return,

Targeted – we will focus our resources on higher risk enterprises and activities, and we will use intelligence to direct our priorities where possible. We will also ensure that our work reflects local, regional and national needs and priorities.

- 1.4 We are committed to supporting businesses and will take into consideration the impact of our decisions when making regulatory decisions. Where appropriate we will consider whether a similar social, environmental or economic outcome may be achieved by less burdensome means.
- 1.5 This policy has been written in accordance with the Regulators' Code¹ which as a Regulator we are required to have regard to. In certain circumstances we may conclude that a provision of the Code is either not relevant or is outweighed by another provision. Any decision to depart from the Code will be properly reasoned and documented.

¹ The Regulators' Code which came into statutory effect in 2014 provides a clear, flexible and principles-based framework for how regulators should engage with those they regulate.

<https://www.gov.uk/government/publications/regulators-code>

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2.0 Purpose of this Policy

- 2.1 The purpose of this document is to outline and communicate our policy in respect of how we deal with non-compliance with legal requirements. It is accessible to businesses and persons that we regulate as well as the general public who may be affected by our regulatory activities.
- 2.2 The policy is also communicated to officers within Peterborough City Council who have regulatory responsibility. Officers are familiar with this policy and are committed to acting in accordance with it.

3.0 Scope of this Policy

- 3.1 This enforcement policy applies to all enforcement practices undertaken by Peterborough City Council Regulatory Services, including trading standards, food hygiene, health and safety, licensing including taxi licensing and environmental and pollution control.
- 3.2 In addition to this general enforcement policy there may be other specific enforcement procedures or codes of practice that are followed.
- 3.3 Where a shared enforcement role exists between council services or with an external body, there will be arrangements in place to ensure there is effective, open, proportionate and consistent enforcement. These arrangements will follow statutory guidelines where applicable.

4.0 Our Approach to Dealing with non-compliance

- 4.1 Peterborough City Council is committed to dealing firmly with those that deliberately or persistently fail to comply. We also recognise however that each enforcement situation is unique and will be considered individually on its own merits.
- 4.2 Any enforcement action taken will be proportionate to the risks posed and to the seriousness of the offence. We will also take into account other factors such as the size and capacity of the business
- 4.3 Officers will follow the principles of The Code for Crown Prosecutors² and in particular:
 - 4.3.1 Officers will be fair, independent and objective.
 - 4.3.2 Officers will not be affected by improper or undue pressure from any source.
 - 4.3.3 The right person must be dealt with for the right offence and officers will act in the interests of justice and not solely for the purpose of obtaining a conviction.

² The Code for Crown Prosecutor's as issued by the Director of Public Prosecutions sets out the general principles to follow when investigating and making decisions in prosecution cases.

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- 4.3.4 Officers will seek to ensure that the law is properly applied, that all relevant evidence is considered, and that obligations of disclosure are complied with.
- 4.4 Officers will follow the Council's Equality and Diversity Policy³ which underpins all decisions taken by the council and actions by its employees.
- 4.5 Persons and businesses regulated by us are able to request advice on non-compliance without directly triggering enforcement action where there is a willingness to resolve the issues.
- 4.6 Advice given by officers in relation to a non-compliance will be explained as clearly as possible, and where appropriate it may be confirmed in writing. Officers will explain any remedial action required and will state timescales for progress and completion if applicable. A clear distinction will be made between legal requirements and best practice.
- 4.7 Where there are rights of appeal against specific actions or decisions, written advice will be given on the appropriate appeal mechanism to be followed. This will normally be included with the enforcement notice or letter.
- 4.8 Where a non-compliance has been identified, officers will normally provide an opportunity for dialogue in relation to any advice given, actions required or decisions taken. However this may not apply where the officer considers immediate enforcement action is required to prevent or respond to a serious breach, or where providing an opportunity for dialogue would be likely to defeat the purpose of the proposed enforcement action.
- 4.9 Where non-compliances are identified and advice and guidance has been provided, re-visits may be carried out to determine if they have been rectified.
- 4.10 Communication may be carried out in different ways depending on the individual circumstances, and any agreement made between the officer and the regulated party. Officers will be courteous and professional in all methods of communication.
- 4.11 Any breaches of law relating to premises or activities owned or managed by Peterborough City Council should be brought to the attention of the Head of Service without delay. The manager is responsible for ensuring that any decisions taken are free from any conflict of interest.
- 4.12 Where we have a primary authority partnership with a business, any potential conflict of interest will be identified by the assigned officer and any pursuant investigation will be carried out by another officer or the manager.
- 4.13 Peterborough City Council will publicise enforcement action taken where it considers that it is in the public interest to do so, or where it is considered that doing so may inform or deter others. Care will be taken to ensure that our actions will not prejudice a fair trial.

³ The Council's Equality and Diversity Policy is in place to ensure that there is a consistent approach across the authority to all areas of equalities work.

<http://www.peterborough.gov.uk/pdf/diversity-hr-equalityanddiversitypolicy.pdf>

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5.0 Conduct of Investigations

5.1 All investigations will be carried out in accordance with the following legislation where applicable, and in accordance with any associated guidance or codes of practice, in so far as they relate to Peterborough City Council:

- The Police and Criminal Evidence Act 1984;⁴
- The Criminal Procedure and Investigations Act 1996;⁵
- The Regulation of Investigatory Powers Act 2000;⁶
- The Criminal Justice and Police Act 2001;⁷
- The Human Rights Act 1998;⁸

5.2 Where a business we are investigating has a primary authority partnership or a home authority relationship established with another local authority, we will communicate with that authority at the earliest opportunity.

5.3 Legislation enforced by Regulatory Services will sometimes provide powers to authorised officers to carry out certain activities. For example: making a test purchase; taking a sample; inspecting premises, goods, equipment or documents. Sometimes where officers suspect an offence or require items to be taken as evidence, they will have the power to seize goods and documents. Powers are prescribed under legislation and they will vary depending on the individual circumstances that they are dealing with. Where officers are using statutory powers, an explanation will be provided at the time.

5.4 Where items are seized by officers using statutory powers, written confirmation of items seized will be provided at the time or as soon as possible afterwards.

5.5 Some legislation that we use will include offences of obstructing officers. If we believe that actions taken by the alleged offender are obstructive we will advise you of this.

5.6 Our officers do not have the powers of arrest, although in some circumstances we will work with the police who may choose to use their powers of arrest should they deem this necessary.

5.7 Where we suspect a person, company or other legal entity of breaching legal requirements, and we are considering taking formal action such as prosecution, we

⁴ The Police and Criminal Evidence Act 1984 implements statutory codes of practice for police and other enforcers covering activities such as searching premises or interviewing alleged offenders

⁵ The Criminal Procedure and Investigations Act 1996 & 2003 sets out rules on how we record and retain information gained during an investigation and how we disclose information in the event of a matter going to court

⁶ The Regulation of Investigatory Powers Act 2000, known as RIPA, governs the use of covert surveillance by public bodies and how we can access communications data

⁷ The Criminal Justice and Police Act 2001 provides powers to police and investigators on the seizure and examination of evidence

⁸ The Human Rights Act 1998 is in place to safeguard certain rights and freedoms and gives further effect to rights within the European Convention on Human Rights. As a public authority we must ensure that everything we do is compatible with these rights, for example the right to a fair trial.

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will normally request an interview. This interview will be carried out in accordance with the Police and Criminal Evidence Act 1984. It will usually, but not exclusively be audio recorded. We will allow the person/s being interviewed to have legal representation. We will give them the opportunity to demonstrate if a statutory defence can be demonstrated. We will also ensure that they have the opportunity to give an explanation or make additional comments about the alleged breach.

- 5.8 Before a decision to prosecute is taken, the alleged offences will be fully investigated. Throughout the investigation process, regular case review meetings will be held with a manager. On completion of the investigation the investigating officer will compile a report for review by a senior manager.
- 5.9 Where there is a need for us to share information with other agencies, we will follow the provisions of the Data Protection Act 1998.⁹
- 5.10 We will comply with the requirements of the Regulatory Enforcement and Sanctions Act 2008¹⁰ when we are considering taking enforcement action against any business or organisation that has a primary authority partnership as determined by this legislation.

6.0 Decisions on Enforcement Action

6.1 Compliance, Advice, Guidance and Support

6.1.1 Peterborough City Council uses compliance, advice, guidance and support as a first response in the case of many breaches of legislation that are identified. Advice is provided, sometimes in the form of a warning letter, to assist individuals and businesses in rectifying breaches as quickly and efficiently as possible, avoiding the need for further enforcement action.

6.1.2 A warning letter, sometimes also called an “informal caution”, will set out what should be done to rectify the breach and to prevent re-occurrence. If a similar breach is identified in the future, this letter will be persuasive in considering the most appropriate enforcement action. Such a letter cannot be cited in court as a previous conviction but it may be presented in evidence.

6.1.3 Peterborough City Council recognises that where a business has entered into a primary authority partnership with another local authority, they may provide compliance advice. We will take such advice into account when considering the most appropriate enforcement action to take, and may discuss the need for further advice with the primary authority.

6.1.4 Where more formal enforcement action, such as a simple caution or prosecution is taken, we recognise that there is likely to be an ongoing need for compliance advice and support to prevent further breaches.

6.2 Voluntary Undertakings

⁹ The Data Protection Act 1998 controls how your personal information is used by organisations, businesses or the government.

¹⁰ The Regulatory Enforcement and Sanctions Act 2008 established what is now known as the Better Regulation Delivery Office (BRDO) and the implementation of the primary authority partnership scheme which oversees agreements between businesses and local authority regulators.

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6.2.1 Peterborough City Council may in some circumstances accept voluntary undertakings that breaches will be rectified and recurrences prevented. However we will take any failure to honour voluntary undertakings very seriously and enforcement action is likely to result.

6.3 **Statutory (Legal) Notices**

6.3.1 In respect of many breaches, Peterborough City Council has powers to issue statutory notices. These include “Stop Notices”, “Prohibition Notices”, “Emergency Prohibition Notices” and “Improvement Notices”. Such notices are legally binding. Failure to comply with a statutory notice can be a criminal offence and may lead to prosecution and/or, where appropriate, the carrying out of work in default.

6.3.2 A statutory notice will clearly set out actions which must be taken and the timescale within which they must be taken. It is likely to require that any breach is rectified and/or safeguards have been put in place to prevent future breaches. Where a statutory notice is issued, an explanation of the appeals process will be provided to the recipient.

6.3.3 Some notices issued in respect of premises may be affixed to the premises and/or registered as a local land charge.

6.3.4 Peterborough City Council reserves the right in some circumstances, and in particular in the most serious of cases, to prosecute, in addition to the use of a statutory notice to gain compliance.

6.4 **Financial Penalties**

6.4.1 Peterborough City Council has powers to issue fixed penalty notices in respect of some breaches. This is not a criminal fine and does not appear on an individual’s criminal record. If a fixed penalty notice is not paid, we may commence criminal proceedings or take other enforcement action in respect of the breach.

6.4.2 If a fixed penalty notice is paid in respect of a breach, we will not take any further action in respect of that breach. Payment of a fixed penalty does not provide immunity from prosecution in respect of similar or recurrent breaches.

6.4.3 Peterborough City Council is only able to issue fixed penalty notices where it has specific powers to do so. If fixed penalty notices are available, their issue is discretionary. In some circumstances, in particular where breaches are serious or recurrent, it may be that prosecution is more appropriate than the issue of a fixed penalty notice.

6.5 **Injunctive Actions, Enforcement Orders etc.**

6.5.1 In some circumstances we may seek a direction from the court, in the form of an order, injunction or similar, that a breach is rectified and/or prevented from recurring. The court may also direct that specified activities be suspended until the breach has been rectified and/or safeguards have been put in place to prevent future breaches.

6.5.2 Failure to comply with a court order constitutes contempt of court, a serious offence which may lead to imprisonment.

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6.5.3 Peterborough City Council is required to seek enforcement orders after issuing some enforcement notices, providing the court with an opportunity to confirm the restrictions imposed by the notice. Otherwise the Council will normally only seek a court order if we have serious concerns about compliance with a voluntary undertaking or a notice.

6.6 Simple Caution

6.6.1 Peterborough City Council has the power to issue simple cautions (previously known as formal cautions) as an alternative to prosecution for some offences, where a person admits an offence and consents to the simple caution. Where a simple caution is offered and declined we are likely to consider prosecution. They are offered in accordance with Home Office Guidance where applicable.¹¹

6.6.2 A simple caution may appear on the offender's criminal record. It is likely to influence how we deal with any similar breaches in the future and may be cited in court if the offender is subsequently prosecuted for a similar offence. If a simple caution is issued to an individual (rather than a corporation) it may have consequences if that individual seeks certain types of employment.

6.7 Prosecution

6.7.1 Peterborough City Council may prosecute in respect of serious or recurrent breaches, or where other enforcement actions have failed to secure compliance. When deciding whether to prosecute we will have regard to the provisions of the Code for Crown Prosecutors as issued by the Director of Public Prosecutions.

6.7.2 Prosecution will only be considered where we are satisfied that we have sufficient evidence to provide a realistic prospect of conviction against the defendant(s).

6.7.3 Before making a decision about prosecution, we will consider all relevant circumstances carefully and will have regard to the following criteria:

- a) The offer of a simple caution has been declined;
- b) The alleged offence involves a flagrant breach of the law such that public health, safety, amenity, economic interests or wellbeing is or has been put at risk or irreversible damage has resulted;
- c) There has been a reckless disregard for the environment;
- d) Fraudulent, negligent or reckless practice or the threat of significant economic disadvantage to consumers or businesses is involved;
- e) The integrity of the licensing framework is threatened;

¹¹ The document provides guidance on the administration of caution and factors to be taken into account. As a local authority we are not bound by the guidance however we will adopt the principles where it is appropriate to do so.

<https://www.justice.gov.uk/downloads/oecd/adult-simple-caution-guidance-oecd.pdf>

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- f) The alleged offence involves a failure by the suspected offender to correct an identified serious risk having been given a reasonable opportunity to comply with the lawful requirements of an authorised officer;
- g) The alleged offence involves a failure to comply in full or in part with the requirements of a statutory notice;
- h) There is a repeat offence that has been subject to a formal warning, a simple caution, or there has been failure to pay a fixed penalty notice;
- i) There is a history of similar offences;
- j) The alleged offence causes public alarm and it is desirable to reassure the public and deter other offenders;
- k) The victim or potential victim was in a vulnerable situation and the offender took or would have taken advantage of this;
- l) The offence involves the threat of violence, harassment or undue influence against any person, obstruction of an Officer of the Council, or the deliberate provision of false information in written or verbal form to an Officer of the Council;
- m) A prosecution is in the public interest, there is a realistic prospect of conviction and sufficient evidence to support proceedings.

6.7.4 The decision to undertake a prosecution will be made by the Director or Head of Service in accordance with the Council's scheme of delegations.

6.7.5 A successful prosecution will result in a criminal record. The court may impose a fine and in respect of particularly serious breaches a prison sentence. The court may order the forfeiture and disposal of non-compliant goods and/or the confiscation of any profits which have resulted from the breach. Prosecution may also lead, in some circumstances, to the disqualification of individuals from acting as company directors.

6.8 Refusal/Suspension/Revocation of Licences

6.8.1 Peterborough City Council issues a number of licences, permits and registrations. We also have a role to play in ensuring that appropriate standards are met in relation to licences issued by other agencies. Most licences include conditions which require the licence holder to take steps to ensure that, for example, a business is properly run. Breach of these conditions may lead to a review of the licence which may result in its revocation or amendment.

6.8.2 When considering future license applications or renewals, we may take previous breaches and enforcement action into account.

6.9 Proceeds of Crime Act 2002¹²

¹² The Proceeds of Crime Act 2002 (as amended) was introduced to reinforce the message that "crime does not pay." Amongst other powers, the Act enables us to seek a compensation order from the courts in relation to specified acquisitive crimes, thus removing the benefit obtained from such criminal conduct.

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6.9.1 We will use the Proceeds of Crime Act (POCA) where it is appropriate to do so, to ensure the recovery of an offender's financial gain or benefit, following conviction.

6.9.2 Investigating officers will refer a suitable case to an Accredited Financial Investigator who will use powers under POCA to secure evidence for asset identification and money laundering where applicable.

7.0 Review of this Policy

7.1 This policy was approved by XXXX on XXXX

7.2 The policy will be reviewed on a regular basis and will be amended as appropriate to take into account any changes in legislation.

8.0 Comments and Complaints

8.1 We would welcome any comments or feedback on this policy or its application at any time.

9.2 Complaints about the service can be made to the Council's Central Complaints Office, details are available at www.peterborough.gov.uk/contact_us.aspx

9.0 Contact Us

Regulatory Services

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STRONG AND SUPPORTIVE COMMUNITIES SCRUTINY COMMITTEE	Agenda Item No. 8
15 OCTOBER 2014	Public Report

Report of the Chief Executive

Contact Officer – Gary Wright, Peterborough Markets Development Manager
Contact Details - 01733 454454

CITY MARKET

1. PURPOSE

- 1.1 To provide members with an overview of the City Market operation and proposed future planning regarding:
- Market Services
 - Their performance
 - Their expenditure/income & service costs
 - Staffing numbers and staffing issues within service
 - Opportunities for service
 - Service threats
 - Service Objectives for 2014/15

2. RECOMMENDATIONS

- 2.1 The Committee is recommended to note and comment on the work of the City Market and propose further scrutiny in relation to its business activities.

3. LINKS TO THE SUSTAINABLE COMMUNITY STRATEGY

- 3.1 Peterborough's Sustainable Community Strategy is the plan for the future of our city and the surrounding villages. It sets the direction for the overall strategic development of Peterborough. Market Operations remit directly links to the council's strategic priorities;
- Creating Opportunities – Tackling inequality.
 - Creating strong and supportive communities.
 - Delivering substantial and truly sustainable growth.
 - Creating the UK's Environment Capital.

4. BACKGROUND

Peterborough City market is located on the previous Cattle Market site in an area bounded by Cattle Market Road, Laxton Square and Northminster. It has held chartered market status since 972AD and is one of the larger covered (as opposed to indoor) markets in the region.

City Market Operations provides a day to day retail presence in the City and an opportunity to engage in strategic efforts to enhance the city and its region in the long term.

The services vision is that of Commercial Operations; is to provide a high quality, safe and easily accessible environment that underpins commercial and social success.

*“Markets have existed for millennia and, historically, ensured the residents of towns and cities had access to affordable fresh food and other commodities. They have also acted as a **key source of retail innovation...** Markets were the retail nursery that created many of today's multi-national retailers e.g. TESCO (Hackney, East London), Marks & Spencer (Leeds), and Morrison's (Bradford). This innovation is still being displayed today through, for example, Farmers' and Christmas markets.”*

Markets Alliance submission to The Portas Review 2011

5. General Market

The General Market supports local business and creates significant employment in the city. Managed by Commercial Operations, it is an integral part of the local community, providing an assortment of goods, from furniture and clothing to fresh fruit and vegetables. Both retail & service sectors are represented.

Performance

There are 55 individual licence holders occupying 112 market stalls providing approximately 150 jobs, the largest conglomeration of independent traders in the City and includes an air conditioned food hall housing 2 butchers & 2 fishmonger positions.

The Market is currently open Tuesday to Saturday 8.30am - 4pm. The potential for development and promotion of the market will be an issue that will be strategically addressed as part of the emerging Visitor Economy Strategy, supported by the recent Market Communication Plan.

Budget

Expenditure	£287,555
Income	<u>£416,000</u>
Net service cost (surplus)	(£128,445)

Staffing

There are two posts within this service – The Market Development Manager & Markets and Commercial Trading Officer.

- 5.1 The market is not currently operating to full capacity and has significant opportunities for growth. The service does not possess a dedicated Marketing & Promotional budget, and as such; no campaigns to increase its visibility & viability have been delivered. Stall occupancy had declined over the last 5 years but has now stabilised and is receiving 5 new applications to trade on average per month. Footfall has increased slightly and is expected to rise further as the food quarter develops.

- 5.2 The market could accommodate a food quarter and developments to support this are underway. The intention is to provide and promote locally sustainable food together with a range of ethnically diverse, high quality foodstuffs. Creation of the food court has been driven by the need to diversify the markets offer and the significant rise in demand for street food (Food & Beverage demand has risen around 25% nationally over the last 2 years). Additionally it has allowed rearrangement of existing stalls and relocation of some established traders to locations where they are already reporting an increase in footfall. Currently 7 traders have agreed to open, with 2 in negotiation. Recycled seating, previously used in the City Information centre will be installed, together with custom units surrounding the roof pillars matched with bar style stools. The provision of an inner canvas type structure to increase thermal performance is being investigated; possibly in a joint venture with the interested traders.
- 5.3 There are a number of locations within the market which may be suitable to enhance advertising – either of market offers or sponsors logos. These are identified and addressed in the market communication plan 2014-15. (Appendix A). Additionally, the possibility of staging events within the market itself (Entertainment, Auctions, Children’s events etc.) are included.
- 5.4 The perimeter of the market is unattractive with the security railings inserting a barrier to shoppers. Replacement with sliding/concertina type fixtures is currently under investigation, as part of the food court development. Additional refurbishment will be undertaken as funding allows.
- 5.5 Internal processes are no longer fit for purpose and traders and customers alike will benefit from the wide ranging review currently being undertaken into licence fees, trader’s charter & associated processes. All processes are being examined for necessity, suitability and cost effectiveness. Due consultation will be implemented once initial scoping processes are complete.
- 5.6 The environmental impact of the market is being addressed in a number of ways; a significant reduction in waste disposal charges (£45k) has already been achieved. Most of the fruit and vegetable waste is recycled via a local animal charity and separation of cardboard and paper waste for recycling and resale is being investigated. The market canopy and washrooms have been refitted with low energy lighting as part of the city wide initiative, and an opportunity to place solar panels on the food hall roof to reduce energy costs is being evaluated.
- 5.7 The market has suffered from a lack of management over a period of time which has now been addressed with the appointment of the Markets Development manager. This has previously contributed to practices arising which diminish the markets profitability, which include ‘Grandfather Arrangements’ for site storage and reduced rates for multiple stalls. These issues are being addressed by development of a new licence agreement, which will contribute to a significant income lift. For example, traders have over time been allowed to extend their stalls outside their paid curtilage and across the market estate this amounts to some £106k of ‘lost’ income per annum.
- 5.8 The City Market should be an integral part of the retail experience of our customers. The market catchment area includes a significant proportion of lower income households, particularly migrant families, together with more wealthy professional visitors from the surrounding commercial quarter. This encourages a degree of stratification where market offers span those demographics and maximizes the retail opportunity. Considerable effort is being expended to map the type of goods on sale against our customer profile, and thus

the type of stall promoted. The establishment of our customer base forms a significant segment of the communication plan.

- 5.9 More proactive use of social media to establish a market presence is also underway, both to promote the market offer and encourage a better dialogue with our customer base.
- 5.10 The market management team are progressing a number of partnership initiatives to build better links with our communities and develop sustainable, mutually beneficial relationships with other agencies and groups. Those relationships include hosting students from Peterborough Regional College's 'Young Entrepreneur' Program and working with vocational students from the City College to progress a 'market makeover' where stalls are refurbished and original art work introduced. A joint initiative with PECT (Peterborough Environmental City Trust) and other partners is working towards hosting a Peterborough Food Festival in 2015 to showcase the diversity & availability of top quality produce within the local area. Additionally, a significant amount of work is being done with the Friends of Peterborough City market to establish an effective relationship of 'critical friends'. This supplements the improved 'Traders Forum' meetings held on a monthly basis to ensure dissemination of information and dialogue between the authority and its licence holders.

2014/15 Objectives

- 1.To carry out a marketing and promotion campaign of the market to potential traders to facilitate fuller occupancy
- 2.To investigate / introduce a food quarter
- 3.Investigate increased advertising and sponsorship opportunities within the market
- 4.Improve perimeter fencing and appearance of the market
- 5.Improve current lease arrangements and its documentation
- 6.Investigate energy efficiencies, particularly whether solar panels could benefit the Market from installation to its roof.

5.11. Summary of objectives from this service plan

1. To carry out a marketing and promotion campaign of the market to potential traders to facilitate fuller occupancy
2. To investigate / introduce a food quarter
3. Investigate increased advertising and sponsorship opportunities within the market
4. Improve perimeter fencing and appearance of the market
5. Improve current lease arrangements and its documentation
6. Investigate energy efficiencies, particularly whether solar panels could benefit the Market from installation to its roof.
7. Expand car boot sales in Peterborough Car Parks if possible

Redevelopment

Urban design determines the very shape of the streets and public spaces which make up our city. It influences how easy and pleasant it can be to move from area to area. During 2014, Long Causeway will be redeveloped and thus unavailable for events or markets.

The proposed works provide an opportunity to emphasise the character of Long Causeway and help revitalize this commercial area of the City. It is envisaged that we will help to bring some of the open space element of the scheme alive by expanding the events, street market and trading offers to both schemes.

6. IMPLICATIONS

- 6.1 Securing sponsorship for projects and events during the current economic climate could prove challenging but we look to maximise opportunities.

7. CONSULTATION

- 7.1 55 Traders, 1 traders association and 4 other partners and stakeholders have been consulted directly.

8. NEXT STEPS

- 8.1 Any recommendations from the Committee for changes should be referred to the Cabinet Member Tourism, Business and International links.

9. BACKGROUND DOCUMENTS

Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985
The Portas Review 2011

10. APPENDICES

Markets Communication Plan 2014-15

City Market Communications Plan

August 2014 – August 2015

*Directorate: Commercial Operations
Communications Lead: Pep Cipriano*

Approval

Signed: _____ Date: _____
Assistant Director of Commercial Operations

Communications Plan City Market

August 2014 – August 2015

Lifespan of communications plan

Key officers

Project Lead	Gary Wright (Market Development Manager), Steve Woolley (Assistant Markets Manager)
Director	Annette Joyce
Cabinet Members	Lucia Serluca
Communications lead	Pep Cipriano
Key Stakeholders	Market traders, customers, Friends of Peterborough City Market, city market marketing steering group, city centre retailers

Level of project

<input type="checkbox"/>	Red Level Damage to council's reputation	<input type="checkbox"/>	Amber Level Has potential to cause issues	<input checked="" type="checkbox"/>	Green Level Low risk
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Summary

The profile of the City Market needs to be raised in order for it to attract traders (approximately a third of available trading space is vacant) and in turn attract more customers. It is in a situation where it is struggling to recruit traders because there are not enough customers - and not enough customers visit because there are not enough interesting / unique traders.

Recommendations are:

- A marketing subgroup to include members of the Peterborough City Market Traders Association / Friends of Peterborough Market to be established. The group should also include the Market Development Manager, Assistant Markets Manager and the Commercial Operations Marketing Manager
- The group will be responsible for creating, implementing and evaluating all marketing and communications activity designed to raise the profile of the City Market
- Further understand the market's average customer profile (in addition to data gathered from the Christmas 2013 campaign) by measuring footfall and time spent in the market. Establish City Market user's focus group as a result
- Form a partner relationship with regulatory services (trading standards) to support 'real deal' safe trading campaign
- Refresh the market's presence on the city council's website. This will involve a re-write of the pages, adding new photographs and a professionally filmed video featuring traders, staff and customers
- Produce City Market map illustrating types of produce on offer
- Investigate additional services that may be offered to shoppers (Click & Collect etc.)
- Investigate services the Cambridgeshire Chamber of Commerce or similar groups might be able to provide for traders (marketing, finance, web page design, social media etc.)

- Evaluate options for delivery of local themed events based around locality
- Promote City Market (by way of a marquee) at events managed by the Commercial Operations team such as the Italian Festival, Diwali Festival, Portuguese Festival and other similar events with high footfall
- Review purpose, content, style and dissemination of the City Market newsletter with the aim of increasing dialogue with traders and market customers
- Review any assistance that might be offered by the Countryside Alliance or any other strategic partners identified
- A focus on marketing the development of the Food Court – specialising in artisan style foods, with seating area and new fencing
- Utilise Market Trader News magazine for quarterly advertorials and features
- Ensure City Market has presence in internal and external Peterborough City Council publications
- Benchmark number of visits to the market web page and city number of Tweets re-Tweeted. Ensure we maximise the city council's social media channels to promote market events, new stalls, special offers, seasonal produce etc.
- Revise and implement trader start-up packages
- Introduce a suggestion box (physical and electronic) with incentives / rewards for suggestions of improving the market experience and footfall that are implemented
- Use existing PA system for promotional news to showcase events and new products
- Develop relationship with Peterborough City College and other educational establishments that encourage young entrepreneurship
- Instigate rolling renovation programme using Friends of Peterborough Market volunteers / college students
- Produce 'To Rent' signs for unused stalls
- Speak to traders from other city markets and visit these markets to see how they promote themselves

Creative brief for design, digital and copywriting

What is the intended outcome/s of the campaign? How will you measure these?
<p>Three intended outcomes:</p> <ol style="list-style-type: none"> 1. Increase the number of traders at the City Market by 5% Evidenced by identifying the

- increase in the number of traders at the end of the campaign
- 2. Increase customer footfall to the City Market by 5%
- 3. Increase public profile and awareness of City Market. Evidenced by the amount of positive media coverage gained and social media tracking

What are the key messages / facts we want to communicate?

To potential traders:

- Competitive start-up rates
- Under cover stalls
- Stalls decorated at start of traders' licence
- Secure stalls in secure compound
- Multi route pedestrian access
- Pedestrian entrance to the multi-storey car park
- Subsidised trader parking
- Supportive trading environment
- Flexible and innovative management

To potential customers:

- Pedestrian entrance to the multi-storey car park
- Close proximity to good value car parking
- Close to bus route
- Unique and interesting products at highly affordable prices
- Knowledgeable and friendly traders
- Covered roof
- More than 150 stalls selling a wide variety of products and services
- Open Tuesday to Saturday from 8.30am until 4pm
- Unique and established stalls, offering the same services as the high street at a fraction on the price
- Food and drinks available on site

What images could you associate with your service/campaign? What words?

Images:

- Fresh fruit and vegetables, flowers, clothing, pet supplies, electrical items, barber, fish, cobbler, bric a brac
- Cheerful traders communicating with customers
- Happy shoppers through the seasons
- Crowds including diverse group of adults and children
- Well established stalls
- Unique goods
- Car parking
- Food stalls
- Helpful staff interacting with customers

Words:

- Fresh
- Good value
- Discount
- Friendly
- Interesting
- Convenient

<ul style="list-style-type: none"> • Parking • Atmosphere • Accessible • Affordable • Unique • Variety • Value
What actions are we hoping will come out of any campaigns we undertake?
<ul style="list-style-type: none"> • Greater shopper footfall and dwell time • Increase in applications for stalls • More higher end traders encouraged
What do we know about the intended audiences?
<ul style="list-style-type: none"> • Some data captured from Christmas hamper competition • Trader questionnaire currently underway • Typical shopper profile in preparation
Barriers to participation
<ul style="list-style-type: none"> • Negative perception and comments about the market • Cost of trading • Apathy of traders • Competing high street (Wilkinson's) • Poor product range and quality
Areas of enthusiasm
See 'key messages'
Is there someone who could be a champion for this audience that could get involved?
<ul style="list-style-type: none"> • Customer and trader testimonials • Cabinet member
Budget availability
TBA. All spend will be detailed and kept within agreed budget
What are the KPIs we are going to look for to evaluate whether the campaign is working? When?
Each tactic can be measured in various ways that is relevant to the communications tool being used. If the tactic / action cannot be measured then it should not be part of this plan

Communications channel matrix

	News releases		Insite (intranet)		Branding		PCC website		Press advertising
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Radio Interviews	Connected e-newsletter	Leaflet / postcards	Facebook posts	Lampposts
Spokesperson interviews	Members bulletin	Poster	Twitter posts	Roundabout advertising
Advertorials	The Wrapper	Promotional events	Videos	Radio advertising
Speaker opportunities	Staff and management briefings	Online advertising	Apps	Bus advertising
Photo opportunities	Notice boards	Easy read translations	QR codes	Booklets / brochures
Photo shoot	Stock images	Documentation – e.g. forms	Microsite	Viral concept
Linked In Posts	Facebook advertising	Direct mail	Email marketing	Event giveaways (bags / gifts)
Pollsters (pre-event)	Pollsters (during event)	White papers	Third party marketing / network marketing	Sponsorship packs
Beer mats / restaurant table-toppers	Retail point of sale	Traffic signage	Leaflet / poster distributions	Bookmarks
Digital point of sale (e.g. digital poster sites)	Links on third party websites / social media	Magazine / newsletter creation (print and digital)	Your Peterborough magazine	Media partnerships
Bluetooth	SMS messaging	Partner and sponsor publications (print and digital)	Presentations	Word-of-mouth
Bespoke social media landing pages	Telemarketing	Tradeshows / exhibitions	Consultation drop-Ins	Exhibition stands

Tactics

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STRONG AND SUPPORTIVE COMMUNITIES SCRUTINY COMMITTEE	Agenda Item No. 9
15 OCTOBER 2014	Public Report

Report of the Director of Governance

Report Author – Paulina Ford, Senior Governance Officer, Scrutiny

Contact Details – 01733 452508 or email paulina.ford@peterborough.gov.uk

FORWARD PLAN OF KEY DECISIONS

1. PURPOSE

- 1.1 This is a regular report to the Strong and Supportive Communities Scrutiny Committee outlining the content of the Forward Plan of Key Decisions.

2. RECOMMENDATIONS

- 2.1 That the Committee identifies any relevant items for inclusion within their work programme.

3. BACKGROUND

- 3.1 The latest version of the Forward Plan of Key Decisions is attached at Appendix 1. The Plan contains those key decisions, which the Leader of the Council believes that the Cabinet or individual Cabinet Member(s) can take and any new key decisions to be taken after 31 October 2014.
- 3.2 The information in the Forward Plan of Key Decisions provides the Committee with the opportunity of considering whether it wishes to seek to influence any of these key decisions, or to request further information.
- 3.3 If the Committee wished to examine any of the key decisions, consideration would need to be given as to how this could be accommodated within the work programme.
- 3.4 As the Forward Plan is published fortnightly any version of the Forward Plan published after dispatch of this agenda will be tabled at the meeting.

4. CONSULTATION

- 4.1 Details of any consultation on individual decisions are contained within the Forward Plan of Key Decisions.

5. BACKGROUND DOCUMENTS

Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985

None

6. APPENDICES

Appendix 1 – Forward Plan of Key Decisions

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PETERBOROUGH CITY COUNCIL'S FORWARD PLAN OF EXECUTIVE DECISIONS

PART 1 – KEY DECISIONS

In the period commencing 28 days after the date of publication of this Plan, Peterborough City Council's Executive intends to take 'key decisions' on the issues set out below in **Part 1**. Key decisions relate to those executive decisions which are likely to result in the Council spending or saving money in excess of £500,000 and/or have a significant impact on two or more wards in Peterborough.

If the decision is to be taken by an individual Cabinet Member, the name of the Cabinet Member is shown against the decision, in addition to details of the Councillor's portfolio. If the decision is to be taken by the Cabinet, this too is shown against the decision and its members are as listed below:
Cllr Cereste (Leader); Cllr Elsey; Cllr Fitzgerald; Cllr Hiller, Cllr Holdich (Deputy Leader); Cllr North; Cllr Seaton; Cllr Serluca and Cllr Scott.

This Plan should be seen as an outline of the proposed decisions for the forthcoming month and it will be updated on a fortnightly basis to reflect new key-decisions. Each new Plan supersedes the previous Plan and items may be carried over into forthcoming Plans. Any questions on specific issues included on the Plan should be included on the form which appears at the back of the Plan and submitted to Gemma George, Senior Governance Officer, Chief Executive's Department, Town Hall, Bridge Street, PE1 1HG (fax 08702 388039). Alternatively, you can submit your views via e-mail to gemma.george@peterborough.gov.uk or by telephone on 01733 452268.

PART 2 – NOTICE OF INTENTION TO TAKE DECISION IN PRIVATE

Whilst the majority of the Executive's business at the Cabinet meetings listed in this Plan will be open to the public and media organisations to attend, there will be some business to be considered that contains, for example, confidential, commercially sensitive or personal information. In these circumstances the meeting may be held in private, and on the rare occasion this applies, notice will be given within **Part 2** of this document, 'notice of intention to hold meeting in private'. A further formal notice of the intention to hold the meeting, or part of it, in private, will also be given 28 clear days in advance of any private meeting in accordance with The Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012.

The Council invites members of the public to attend any of the meetings at which these decisions will be discussed (unless a notice of intention to hold the meeting in private has been given).

PART 3 – NOTIFICATION OF NON-KEY DECISIONS

For complete transparency relating to the work of the Executive, this Plan also includes an overview of non-key decisions to be taken by the Cabinet or individual Cabinet Members, these decisions are listed at **Part 3** and will be updated on a weekly basis.

You are entitled to view any documents listed on the Plan, or obtain extracts from any documents listed or subsequently submitted to the decision maker prior to the decision being made, subject to any restrictions on disclosure. There is no charge for viewing the documents, although charges may be made for photocopying or postage. Documents listed on the notice and relevant documents subsequently being submitted can be requested from Gemma George, Senior Governance Officer, Chief Executive's Department, Town Hall, Bridge Street, PE1 1HG (fax 08702 388038), e-mail to gemma.george@peterborough.gov.uk or by telephone on 01733 452268. For each decision a public report will be available from the Governance Team one week before the decision is taken.

All decisions will be posted on the Council's website: www.peterborough.gov.uk/executivedecisions. If you wish to make comments or representations regarding the 'key decisions' outlined in this Plan, please submit them to the Governance Support Officer using the form attached. For your information, the contact details for the Council's various service departments are incorporated within this Plan.

KEY DECISIONS FROM 31 OCTOBER 2014

KEY DECISION REQUIRED	DECISION MAKER	DATE DECISION EXPECTED	RELEVANT SCRUTINY COMMITTEE	CONSULTATION	CONTACT DETAILS / REPORT AUTHORS	DOCUMENTS RELEVANT TO THE DECISION SUBMITTED TO THE DECISION MAKER
Libraries and Community Services Review KEY/03NOV14/01 For Cabinet to consider future options for service delivery.	Cabinet	3 November 2014	Strong and Supportive Scrutiny Committee	Consultation will take place with the Cabinet Member, Ward councillors, relevant internal departments & external stakeholders as appropriate.	Paul Stevenette Programme Manager Tel: 01733 452475 Paul.stevenette@peterborough.gov.uk	It is not anticipated that there will be any documents other than the report and relevant appendices to be published.
PREVIOUSLY ADVERTISED DECISIONS						
Delivery of the Council's Capital Receipt Programme through the Sale of Dickens Street Car Park - KEY/03JUL/11 To authorise the Chief Executive, in consultation with the Solicitor to the Council, Executive Director – Strategic Resources, the Corporate Property Officer and the Cabinet Member Resources, to negotiate and conclude the sale of Dickens Street Car Park. For Cabinet to consider future options for service delivery.	Councillor David Seaton Cabinet Member for Resources	October 2014	Sustainable Growth and Environment Capital	Consultation will take place with the Cabinet Member, Ward councillors, relevant internal departments & external stakeholders as appropriate.	Richard Hodgson Head of Strategic Projects Tel: 01733 384535 richard.hodgson@peterborough.gov.uk	It is not anticipated that there will be any documents other than the report and relevant appendices to be published.

KEY DECISION REQUIRED	DECISION MAKER	DATE DECISION EXPECTED	RELEVANT SCRUTINY COMMITTEE	CONSULTATION	CONTACT DETAILS / REPORT AUTHORS	DOCUMENTS RELEVANT TO THE DECISION SUBMITTED TO THE DECISION MAKER
<p>Care and Repair Framework Agreement - KEY/18DEC12/01 To approve a framework agreement and schedule of rates to deliver disabled facility grant work, specifically providing disabled access to toilet and washing facilities and associated work in domestic properties.</p>	<p>Councillor Nigel North Cabinet Member for Communities and Environment Capital</p>	<p>October 2014</p>	<p>Strong and Supportive Communities</p>	<p>Relevant Internal Departments.</p>	<p>Russ Carr Care & Repair Manager Tel: 01733 863864 russ.carr@peterborough.gov.uk</p>	<p>It is not anticipated that there will be any documents other than the report and relevant appendices to be published.</p>
<p>Section 75 Agreement with the Clinical Commissioning Group (CCG) for the Provision of a Joint Child Health and Wellbeing Commissioning Unit - KEY/21FEB14/01 Authorisation for the entry into a statutory Section 75 Agreement, for an initial two year period, with the CCG for the provision of a borderline and Peterborough joint child health and wellbeing commissioning unit.</p>	<p>Councillor Marco Cereste Leader of the Council and Cabinet Member for Growth, Strategic Planning, Housing, Economic Development and Business Engagement</p>	<p>October 2014</p>	<p>Scrutiny Commission for Health Issues</p>	<p>Relevant internal and external stakeholders.</p>	<p>Oliver Hayward Head of Business Management Tel: 01733 863910 oliver.hayward@peterborough.gov.uk</p>	<p>It is not anticipated that there will be any documents other than the report and relevant appendices to be published.</p>
<p>Sale of Greenwood House - KEY/21MAR14/02 Delivery of the Council's Capital Receipt Programme through the sale of Greenwood House, South Parade.</p>	<p>Councillor David Seaton Cabinet Member for Resources</p>	<p>October 2014</p>	<p>Sustainable Growth and Environment Capital</p>	<p>Relevant internal and external stakeholders.</p>	<p>Simon Webber Capital Projects Officer Tel: 01733 384545 simon.webber@peterborough.gov.uk</p>	<p>It is not anticipated that there will be any documents other than the report and relevant appendices to be published.</p>

KEY DECISION REQUIRED	DECISION MAKER	DATE DECISION EXPECTED	RELEVANT SCRUTINY COMMITTEE	CONSULTATION	CONTACT DETAILS / REPORT AUTHORS	DOCUMENTS RELEVANT TO THE DECISION SUBMITTED TO THE DECISION MAKER
<p>Sale of the Herlington Centre - KEY/21MAR14/03 Delivery of the Council's capital receipts programme through the sale of the Herlington Centre, Orton Malborne.</p>	<p>Councillor David Seaton Cabinet Member for Resources</p>	<p>October 2014</p>	<p>Sustainable Growth and Environment Capital</p>	<p>Relevant internal and external stakeholders.</p>	<p>Simon Webber Capital Projects Officer Tel: 01733 384545 simon.webber@peterborough.gov.uk</p>	<p>It is not anticipated that there will be any documents other than the report and relevant appendices to be published.</p>
<p>Peterborough City Council Customer Strategy 2014 - KEY/21MAR14/06 To approve the Customer Strategy. The vision is to provide a range of high-quality services whilst maximising customer satisfaction and delivering these services through different channels at the lowest reasonable cost, whilst also reducing or diverting demand.</p>	<p>Cabinet</p>	<p>3 November 2014</p>	<p>Strong and Supportive Scrutiny Committee</p>	<p>Relevant internal and external stakeholders.</p>	<p>Ricky Fuller Head of Strategic Commissioning/Transformation Tel: 01733 452482 ricky.fuller@peterborough.gov.uk</p>	<p>It is not anticipated that there will be any documents other than the report and relevant appendices to be published.</p>
<p>Formalise Integrated Community Equipment Service Funding and Commissioning Arrangements - KEY/18APR14/01 To formalise integrated community equipment service joint funding arrangements.</p>	<p>Councillor Wayne Fitzgerald Cabinet Member for Adult Social Care</p>	<p>October 2014</p>	<p>Scrutiny Commission for Health Issues</p>	<p>Relevant internal and external stakeholders.</p>	<p>Nick Blake Head of Commissioning for Older People, Physical Disabilities and Sensory Impairment Tel: 01733 452406 nick.blake@peterborough.gov.uk</p>	<p>It is not anticipated that there will be any documents other than the report and relevant appendices to be published.</p>

KEY DECISION REQUIRED	DECISION MAKER	Date decision expected	RELEVANT SCRUTINY COMMITTEE	CONSULTATION	CONTACT DETAILS / REPORT AUTHORS	DOCUMENTS RELEVANT TO THE DECISION SUBMITTED TO THE DECISION MAKER
Award of Contract for Build of a Waste Transfer Station - KEY/18APR14/02 To award a contract for the build of a waste transfer station.	Councillor Gavin Elsey Cabinet Member for Street Scene, Waste Management and Communications	October 2014	Sustainable Growth and Environment Capital	Relevant internal and external stakeholders.	Paul Robertson Waste Project Officer Tel: 01733 864740 paul.robertson@peterborough.gov.uk	It is not anticipated that there will be any documents other than the report and relevant appendices to be published.
Award of Contract for Build of a Household Recycling Centre - KEY/18APR14/03 To award a contract for the build of a household recycling centre.	Councillor Gavin Elsey Cabinet Member for Street Scene, Waste Management and Communications	October 2014	Sustainable Growth and Environment Capital	Relevant internal and external stakeholders.	Paul Robertson Waste Project Officer Tel: 01733 864740 paul.robertson@peterborough.gov.uk	It is not anticipated that there will be any documents other than the report and relevant appendices to be published.
Future of the Eight Former Play Centres - KEY/02MAY14/01 To approve the recommendations for the eight former play centres.	Councillor Nigel North Cabinet Member for Communities and Environment Capital	October 2014	Sustainable Growth and Environment Capital	Relevant internal and external stakeholders.	Cate Harding Neighbourhood Manager Tel: 317497 cate.harding@peterborough.gov.uk	It is not anticipated that there will be any documents other than the report and relevant appendices to be published.

KEY DECISION REQUIRED	DECISION MAKER	DATE DECISION EXPECTED	RELEVANT SCRUTINY COMMITTEE	CONSULTATION	CONTACT DETAILS / REPORT AUTHOR	DOCUMENTS RELEVANT TO THE DECISION SUBMITTED TO THE DECISION MAKER
Print Managed Services - KEY/13JUN14/01 To enable Council officers to be able to print, copy and scan.	Councillor David Seaton Cabinet Member for Resources	November 2014	Sustainable Growth and Environment Capital	Relevant internal and external stakeholders.	Ricky Fuller Head of Strategic Commissioning/Transformation Tel: 01733 452482 ricky.fuller@peterborough.gov.uk	It is not anticipated that there will be any documents other than the report and relevant appendices to be published.
Joint Venture Implementation - KEY/25JUL14/02 To approve the implementation of the Joint Venture.	Councillor Marco Cereste Leader of the Council and Cabinet Member for Growth, Strategic Planning, Housing, Economic Development and Business Engagement	October 2014	Sustainable Growth and Environment Capital	Relevant internal and external stakeholders.	Simon Machen Director of Growth and Regeneration Tel: 01733 453475 simon.machen@peterborough.gov.uk	It is not anticipated that there will be any documents other than the report and relevant appendices to be published.

KEY DECISION REQUIRED	DECISION MAKER	DATE DECISION EXPECTED	RELEVANT SCRUTINY COMMITTEE	CONSULTATION	CONTACT DETAILS / REPORT AUTHOR	DOCUMENTS RELEVANT TO THE DECISION SUBMITTED TO THE DECISION MAKER
<p>Installation of Solar Voltaic (PV) Panels to Schools - KEY/25AUG14/01</p> <p>To award a contract for the installation of Solar Voltaic (PV) Panels and energy performance measures to schools under the renewable energy and energy efficiency scheme and energy performance contracts (ENPC)</p>	<p>Councillor David Seaton Cabinet Member for Resources</p>	<p>October 2014</p>	<p>Sustainable Growth and Environment Capital</p>	<p>Relevant internal and external stakeholders.</p>	<p>Steven Morris Client Property Manager Tel: 01733 384657 steven.morris@peterborough.gov.uk</p>	<p>It is not anticipated that there will be any documents other than the report and relevant appendices to be published.</p>
<p>New Model for Transforming Day Opportunities for Adults Under 65 - KEY/25AUG14/02</p> <p>To approve the proposed model for implementation.</p>	<p>Cabinet</p>	<p>3 Nov 2014</p>	<p>Scrutiny Commission for Health Issues</p>	<p>Relevant internal and external stakeholders.</p>	<p>Mubarak Darbar Head of Commissioning Learning Disabilities Tel: 01733 452509 mubarak.darbar@peterborough.gov.uk</p>	<p>It is not anticipated that there will be any documents other than the report and relevant appendices to be published.</p>
<p>Residential and Nursing Care Contracts - KEY/22AUG14/03</p> <p>To seek approval for the award of contracts to providers of 24 hour residential and nursing care support.</p>	<p>Councillor Wayne Fitzgerald Cabinet Member for Adult Social Care</p>	<p>October 2014</p>	<p>Scrutiny Commission for Health Issues</p>	<p>Relevant internal and external stakeholders.</p>	<p>Nick Blake Head of Commissioning for Older People, Physical Disabilities and Sensory Impairment Tel: 01733 452406 nick.blake@peterborough.gov.uk</p>	<p>It is not anticipated that there will be any documents other than the report and relevant appendices to be published.</p>

KEY DECISION REQUIRED	DECISION MAKER	DATE DECISION EXPECTED	RELEVANT SCRUTINY COMMITTEE	CONSULTATION	CONTACT DETAILS / REPORT AUTHOR	DOCUMENTS RELEVANT TO THE DECISION SUBMITTED TO THE DECISION MAKER
Southfields Primary School Expansion - KEY/05SEP14/01 To authorise the construction of an extension to accommodate the expansion of Southfields Primary School.	Councillor John Holdich Cabinet Member for Education, Skills and University	October 2014	Creating Opportunities and Tackling Inequalities	Relevant internal and external stakeholders.	Emma Everitt Project Support Officer Tel: 01733 863660 emma.everitt@peterborough.gov.uk	It is not anticipated that there will be any documents other than the report and relevant appendices to be published.
Renewable Energy and Energy Efficiency Scheme - KEY/05SEP14/03 Installation of Solar Photovoltaic (PV) Panels to PCC's Commercial Properties including industrial estates.	Councillor David Seaton Cabinet Member for Resources	October 2014	Sustainable Growth and Environment Capital	Relevant internal and external stakeholders.	Steven Morris Client Property Manager Tel: 01733 384657 steven.morris@peterborough.gov.uk	It is not anticipated that there will be any documents other than the report and relevant appendices to be published.
Care and Repair Heating Framework Agreement – KEY19SEP14/01 To approve a framework agreement and schedule of rates to deliver Repairs Assistance grant work, specifically the installation of central heating systems in domestic properties.	Councillor Peter Hiller Cabinet Member for Planning and Housing Services	October 2014	Strong and Supportive Scrutiny Committee	Relevant internal and external stakeholders	Russ Carr Care and Repair Manager Tel: 01733 863864 Russ.carr@peterborough.gov.uk	It is not anticipated that there will be any documents other than the report and relevant appendices to be published.
Fit to Rent Scheme – KEY/17OCT14/01 To improve standards and management of properties in the private rented sector.	Cabinet	3 November 2014	Strong and Supportive Scrutiny Committee	Relevant internal and external stakeholders	Belinda Child Housing Strategic Manager Tel: 01733 863769 Belinda.child@peterborough.gov.uk	It is not anticipated that there will be any documents other than the report and relevant appendices to be published.

KEY DECISION REQUIRED	DECISION MAKER	DATE DECISION EXPECTED	RELEVANT SCRUTINY COMMITTEE	CONSULTATION	CONTACT DETAILS / REPORT AUTHOR	DOCUMENTS RELEVANT TO THE DECISION SUBMITTED TO THE DECISION MAKER
Invest to Save Scheme – KEY/17OCT14/02 To approve investment in housing in Peterborough.	Councillor Marco Cereste Leader of the Council and Cabinet Member for Growth, Strategic Planning and Housing	October 2014	Strong and Supportive Scrutiny Committee	Relevant internal and external stakeholders	Steven Pilsworth Head of Strategic Finance Tel: 01733 384564 Steven.pilsworth@peterborough.gov.uk	It is not anticipated that there will be any documents other than the report and relevant appendices to be published.
Sale of Former London Road Allotments – KEY/17OCT14/03 To authorise the negotiation and conclusion of the sale of the former London Road Allotments, Peterborough.	Councillor David Seaton Cabinet Member for Resources	October 2014		Relevant internal and external stakeholders	David Gray Capital Projects Officer Tel: 01733 384531 David.gray@peterborough.gov.uk	It is not anticipated that there will be any documents other than the report and relevant appendices to be published.

PART 2 – NOTICE OF INTENTION TO TAKE DECISIONS IN PRIVATE

KEY DECISIONS TO BE TAKEN IN PRIVATE

<i>KEY DECISION REQUIRED</i>	<i>DECISION MAKER</i>	<i>DATE DECISION EXPECTED</i>	<i>RELEVANT SCRUTINY COMMITTEE</i>	<i>CONSULTATION</i>	<i>CONTACT DETAILS / REPORT AUTHORS</i>	<i>DOCUMENTS RELEVANT TO THE DECISION SUBMITTED TO THE DECISION MAKER</i>
NONE AT THE CURRENT TIME						

PART 3 – NOTIFICATION OF NON-KEY DECISIONS

NON-KEY DECISIONS

DECISION REQUIRED	DECISION MAKER	DATE DECISION EXPECTED	RELEVANT SCRUTINY COMMITTEE	CONSULTATION	CONTACT DETAILS / REPORT AUTHORS	DOCUMENTS RELEVANT TO THE DECISION SUBMITTED TO THE DECISION MAKER
Anti-Bribery Policy To approve the Anti-Bribery Policy	Councillor David Seaton Cabinet Member for Resources	October 2014	Strong and Supportive Scrutiny Committee	Relevant internal and external stakeholders	Kim Sawyer Director of Governance Tel: 01733 452361 Kim.sawyer@peterborough.gov.uk	It is not anticipated that there will be any documents other than the report and relevant appendices to be published.
ND18 Discretionary Rate Relief To approve award of Discretionary Rate Relief for charities and similar organisations and to reject applications as appropriate.	Councillor David Seaton Cabinet Member for Resources	October 2014	Strong and Supportive Scrutiny Committee	Relevant internal and external stakeholders	Richard Godfrey ICT Strategy, Infrastructure and Programmes Manager Tel: 01733 317989 Richard.godfrey@peterborough.gov.uk	It is not anticipated that there will be any documents other than the report and relevant appendices to be published.
Reform to Assessments and Service Provision For Children and Young People who have Special Educational Needs and/or Disabilities, Resulting from the Children and Families Act 2014 To approve the implementation of the changes arising from the Children and Families Act 2014.	Councillor John Holdich Cabinet Member for Education, Skills and University	October 2014	Strong and Supportive Scrutiny Committee	Relevant internal and external stakeholders	Lou Williams Assistant Director for Commissioning Tel: 01733 864139 Lou.williams@peterborough.gov.uk	It is not anticipated that there will be any documents other than the report and relevant appendices to be published.

DECISION REQUIRED	DECISION MAKER	DATE DECISION EXPECTED	RELEVANT SCRUTINY COMMITTEE	CONSULTATION	CONTACT DETAILS / REPORT AUTHORS	DOCUMENTS RELEVANT TO THE DECISION SUBMITTED TO THE DECISION MAKER
Personal Budgets in Peterborough To agree to adopt Peterborough's Personal Budget Policy Statement as part of the revised statutory duties that apply to the Council as part of the SEND reforms, under the Children and Families Act 2014.	Councillor John Holdich Cabinet Member for Education, Skills and University	October 2014	Strong and Supportive Scrutiny Committee	Relevant internal and external stakeholders	Carrie Gamble Commissioner Tel: 01733 863931 Carrie.gamble@peterborough.gov.uk	It is not anticipated that there will be any documents other than the report and relevant appendices to be published.
Peterborough District Hospital Site To approve the acquisition of part of the former Peterborough District Hospital site as a school site and payment of £300k to Land Improvement Holdings.	Councillor John Holdich Cabinet Member for Education, Skills and University	October 2014	Strong and Supportive Scrutiny Committee	Relevant internal and external stakeholders	Alison Chambers Assets and School Place Planning Officer Tel: 01733 863975 Alison.chambers@peterborough.gov.uk	It is not anticipated that there will be any documents other than the report and relevant appendices to be published.
Council Tax Benefit Consultation To agree the consultation on Council Tax Benefit	Cabinet	3 November 2014	Strong and Supportive Scrutiny Committee	Relevant internal and external stakeholders	Steven Pilsworth Head of Corporate Finance Tel: 01733 684564 Steven.pilsworth@peterborough.gov.uk	It is not anticipated that there will be any documents other than the report and relevant appendices to be published.

DIRECTORATE RESPONSIBILITIES

RESOURCES DEPARTMENT Executive Director's Office at Town Hall, Bridge Street, Peterborough, PE1 1HG

Strategic Finance
Internal Audit
Schools Infrastructure (Assets and School Place Planning)
Corporate Property
Waste and Energy
Strategic Client Services (Enterprise Peterborough / Vivacity / SERCO including Customer Services, ICT and Business Support)

CHILDREN'S SERVICES DEPARTMENT Executive Director's Office at Bayard Place, Broadway, PE1 1FB

Safeguarding Family and Communities
Education
School Improvement
Special Educational Needs / Inclusion and the Pupil Referral Service

ADULT SOCIAL CARE Executive Director's Office at Town Hall, Bridge Street, Peterborough, PE1 1HG

Care Services Delivery (Assessment and Care Management and Integrated Learning Disability Services)
Mental Health
Public Health (including Health Performance Management)

COMMUNITIES DEPARTMENT Executive Director's Office at Bayard Place, Broadway, PE1 1FB

Strategic Commissioning
Safer Peterborough, Cohesion, Social Inclusion and Neighbourhood Management

GOVERNANCE DEPARTMENT Executive Director's Office at Town Hall, Bridge Street, Peterborough, PE1 1HG

Communications
Legal and Governance Services
HR Business Relations (Training and Development, Occupational Health and Reward and Policy)
Strategic Regulatory Services
Performance Management

GROWTH AND REGENERATION DEPARTMENT Executive Director's Office Stuart House, St Johns Street, Peterborough, PE1 5DD

Strategic Growth and Development Services
Strategic Housing
Planning Transport and Engineering (Development Management, Construction and Compliance, Infrastructure Planning and Delivery, Network Management and Passenger Transport)
Commercial Operations (Strategic Parking and Commercial CCTV, City Centre, Markets and Commercial Trading and Tourism)

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**STRONG AND SUPPORTIVE COMMUNITIES SCRUTINY COMMITTEE
WORK PROGRAMME 2014/15**

Meeting Date	Item	Timing	Progress
16 July 2014	CRIME AND DISORDER SCRUTINY COMMITTEE		
<i>Draft Report 27 June</i>	Safer Peterborough Partnership – Role of the Committee		
<i>Final Report 4 July</i>	Contact Officer: Mark Woolner Vivacity - Culture Strategy		
	Contact Officer: Dominic Hudson		
3 September	CRIME AND DISORDER SCRUTINY COMMITTEE		
<i>Draft Report 14 August</i>	Safer Peterborough Partnership – Priority 2 – Tackling Antisocial Behaviour		
<i>Final Report 21 August</i>	To scrutinise the content of the report, acting as the statutory Crime and Disorder Committee, and make any comments or recommendations.		
	Contact Officer: Mark Woolner Draft Homelessness Strategy		
	To review and comment on the Housing Needs Service, the Homelessness Review and the broad strategic aims of the draft Homelessness Strategy, and to agree for the review and strategy to be taken forward to Cabinet.		
	Contact Officer: Belinda Child Portfolio Progress Report from Cabinet Member for Communities and Environment Capital		

Meeting Date	Item	Timing	Progress
	<p>To scrutinise and comment on the progress of the portfolio of the Cabinet Member.</p> <p>Contact Officer: Wendi Ogle-Welbourn/Adrian Chapman</p>		
<p>15 October 2014</p> <p><i>Draft Report 26 September</i></p> <p><i>Final Report 3 October</i></p>	<p>Portfolio Progress Report from Cabinet Member for Planning and Housing Services</p> <p>To scrutinise and comment on the progress of the portfolio of the Cabinet Member.</p> <p>Contact Officer: Belinda Child</p> <p>City Market</p> <p>To scrutinise and comment on the work of the City Market.</p>		
	<p>Contact Officer: Annette Joyce/Gary Wright</p> <p>Progress Report Care & Repair Home Improvement Agency</p> <p>To scrutinise the performance and achievements, provide challenge where necessary and suggest ideas and initiatives.</p> <p>Contact Officer: Belinda Child/Russ Carr</p> <p>Compliance and Enforcement Policy for Regulatory Services</p> <p>To scrutinise the Policy, comment and provide feedback.</p>		
<p>18 November 2014</p> <p><i>Draft Report 30</i></p>	<p>Contact Officer: Donna Hall</p> <p>CRIME AND DISORDER SCRUTINY COMMITTEE</p> <p>Safer Peterborough Partnership Plan – Priority 1 – Addressing Crime by Tackling Offending and Priority 3 – Building Stronger and Safer Communities</p>		

Meeting Date	Item	Timing	Progress
<p>October Final Report 6 November</p>	<p>Contact Officer: Portfolio Progress Report from Cabinet Member for Planning and Housing Services</p> <p>To scrutinise and comment on the progress of the portfolio of the Cabinet Member.</p>		
	<p>Contact Officer: Adrian Chapman Connecting Families</p>		
	<p>Contact Officer: Adrian Chapman Libraries and Community Centres</p>		
	<p>Contact Officer: Lisa Roberts</p>		
<p>14 January 2015 Draft Report 24 December Final Report 2 January</p>	<p>CRIME AND DISORDER SCRUTINY COMMITTEE Safer Peterborough Partnership Plan – Refresh</p>		
	<p>Contact Officer: Mark Woolner Review of the Peterborough Communities and Safety Delivery Model</p>		
	<p>Contact Officer: Mark Woolner</p>		

Meeting Date	Item	Timing	Progress
	Tourism Strategy		
	Contact Officer: Annette Joyce Scrutiny in a Day Outcomes – Impact Report		
	Contact Officer: Adrian Chapman		
19 March 2015	CRIME AND DISORDER SCRUTINY COMMITTEE		
<i>Draft Report 2 March</i>	Safer Peterborough Partnership – Approval of Annual Refresh		
<i>Final Report 9 March</i>	Contact Officer: Mark Woolner		
	Vivacity – Annual Report and Business Plan		
	To review and comment on Vivacity's performance and the draft business plan.		
	Contact Officer: Kevin Tighe/ Dominic Hudson		
	Commercial Operations Plan		
	To note and comment on the work of Commercial Operations and propose further scrutiny in relation to its business activities.		
	Contact Officer: Annette Joyce		

To be programmed into work programme: