

CABINET MEETING 22 MARCH 2022

EXECUTIVE SUMMARY SHEET – PART I

Title of Report:

Housing Service Update

Author(s):

Report of the Executive Director of Neighbourhoods

Purpose of Report:

The purpose of the report is to provide an annual update on the Council's Housing Service, review successes and regulatory and compliance requirements

Description of Decision:

Cabinet is recommended to:

- approve the Annual Housing review and agree to this being published on the Council's website and issued to all tenants and partners;
- approve the Key Performance Indicators and agree to receive performance reports every 6 months with quarterly performance monitoring delegated to the Housing Services Monitoring Group (HSMG);
- approve the Complaint and Compliment Policy and Procedure that supports the compliance with the Housing Ombudsman Compliant Handling Code and agree that the self-assessment be published on the Council's website;
- approve the Compliance and Best Practice Action Plans;
- approve the widening of the HSMG membership to include membership of up to two tenants and that the details and arrangements of tenant's membership to be delegated to the Executive Director of Neighbourhoods in consultation with the Portfolio Holder for Dynamic City;
- approve the revised outputs for the future HDIP; and
- approve the Homes England audit report

Is the decision consistent with the Budget/Policy Framework?

***Yes**

If not, Council approval is required to change the Budget/Policy Framework - No

Suggested reason(s) for Decision:

To ensure that Cabinet are fully aware of and approve all necessary governance, performance, regulatory and compliance matters in relation to the Council's Housing Service.

Alternative options to be considered:

No other options were considered as it is necessary that Cabinet are fully informed and updated on all governance, performance, regulatory and compliance matters in relation to the Council's Housing Service.

Impacts analysed;	
Equality	<input type="checkbox"/>
Privacy	<input type="checkbox"/>
Sustainability	<input type="checkbox"/>
Crime and Disorder	<input type="checkbox"/>
Is the Decision consistent with the Council's co-operative values? Yes/	
Is this a “Key Decision” as defined in the Constitution?	Yes
Is it included in the 28 day Notice of Decisions?	Yes

HOUSING SERVICE UPDATE**Report of the Executive Director of Neighbourhoods****1.0 Purpose of the Report**

- 1.1 The purpose of the report is to provide an annual update on the Council's Housing Service, review successes and regulatory and compliance requirements.

2.0 Recommendations

- 2.1 Cabinet is recommended to:

- approve the Annual Housing review and agree to this being published on the Council's website and issued to all tenants and partners;
- approve the Key Performance Indicators and agree to receive performance reports every 6 months with quarterly performance monitoring delegated to the Housing Services Monitoring Group (HSMG);
- approve the Complaint and Compliment Policy and Procedure that supports the compliance with the Housing Ombudsman Compliant Handling Code and agree that the self-assessment be published on the Council's website;
- approve the Compliance and Best Practice Action Plans;
- approve the widening of the HSMG membership to include membership of up to two tenants and that the details and arrangements of tenant's membership to be delegated to the Executive Director of Neighbourhoods in consultation with the Portfolio Holder for Dynamic City;
- approve the revised outputs for the future HDIP; and
- approve the Homes England audit report

3.0 Background

- 3.1 The Council became a Registered Provider of Social Housing (RP) on 26th November 2019.
- 3.2 On 11th February 2020 Cabinet approved the Housing Delivery and Investment Plan (HDIP). This was a £59m gross capital investment plan over 5-years to deliver 574 new affordable homes across 3 streams of activity:
- Bringing Empty Homes Back into use
 - Delivery of new bungalows; and
 - Providing new supported accommodation
- 3.3 The Council is now a landlord with 55 tenancies and therefore must meet legislative, regulatory and wider compliance requirements. In addition, this must also reflect best practice in ensuring that tenants are at the heart of the service.

3.4 This Annual Report provides an update on the Housing Service through 2021/2022 and includes areas of Housing Operations, Development and investment through the HDIP.

4.0 Housing Service

4.1 Introduction

4.2 2021/2022 has been a challenging year as the Housing Teams operated services with the backdrop of the Covid pandemic and associated guidance and requirements. However, despite this 2021/2022 has been a successful year as the HDIP continued to perform well and respond to the delivery of housing needs and priorities in the City as well as deliver new homes and projects within the core investment programme.

4.3 The Housing Operations and Development Teams continue to grow to meet the increasing demands on the service and ensure we have the right capacity and skills to meet service, customer, development and compliance requirements and expectations.

4.4 National Award recognition

4.5 This year the Council's Housing Team and HDIP have received national recognition by being shortlisted for three major Awards. The assessment processes for these awards were rigorous and were against national and regional competition.

4.6 To have been shortlisted for all three Awards and being Highly Commended for one of these demonstrates that the Council's HDIP and the Housing Operations Team are showing excellence and innovation in service delivery. These awards were:

- LGC Awards: Finalist - Housing Delivery and Investment Plan
- CIH UK Housing Awards: Highly commended - Project of the Year - PRS
- CIH Northern Awards: Finalist - Housing Team of the Year



4.7 Governance

- 4.8 The Regulator of Social Housing (RSH) expects that the Council Housing Service is well governed and managed. The RSH requires Cabinet to ensure that effective arrangements are in place to provide assurance on risk management, governance and internal controls. The Housing Services Monitoring Group (HSMG) is the agreed Strategic Steering Group that has been established to support Cabinet in the monitoring and scrutiny of investment and performance of the Housing Service.
- 4.9 The HSMG has met quarterly throughout the past year and have been instrumental in the progression of the Housing Service and the Investment and Development programmes.
- 4.10 Cabinet with overall responsibility for the Housing Service receive required reports throughout the year relating to service, investment and development items that need consideration and approval as well as an annual report for consideration.
- 4.11 This structure ensures that there is robust Governance in place. However, it is necessary to ensure that the structures in place are constantly reviewed to ensure that arrangements are appropriate, robust and meet best practice.
- 4.12 The current HSMG consists of the Housing Portfolio holder, Executive Director Neighbourhoods, Executive Director of Corporate Services, Assistant Director of Housing and a range of departmental staff that includes Communications, Finance and Housing. This diverse membership provides the range of competencies, experience and technical knowledge to support the delivery, governance and compliance of the Housing Service.
- 4.13 The publication of the Housing White Paper – “The Charter for Social Housing Tenants” in December 2020 proposed changes to the regulatory arrangements for social housing, to strengthen the accountability of Registered Provider landlords, for providing safe homes, quality services and treating residents with respect.
- 4.14 In accordance with the White Paper proposals, in December 2021 the RSH stated that ‘knowing your tenants and knowing your properties’ is key to providing high quality services, as they announced an expanded and proactive consumer regulation remit and 22 proposed regulatory ‘tenant satisfaction measures’ for sector consultation.
- 4.15 Meaningful tenant engagement and tenants being able to hold their landlord to account, have been the main drivers towards what is now a customer focused housing regime and it is now an optimum time to review the membership of the HSMG to include Council tenants. This would be a positive step forward in the governance and inclusivity of the HSMG and ensure that there is greater transparency and arrangements for tenants to be at the heart of the Housing Service and its review and decision-making processes.

- 4.14 Therefore it is proposed that Cabinet considers and approves the future widening of the HSMG membership to include up to two tenants. That the details and arrangements of tenant's membership to be delegated to the Executive Director Neighbourhoods in consultation with the Portfolio Holder for Dynamic City (Chair of the HSMG) and to be put in place as soon as practicably possible.

4.15 Stock update

Momentum is growing in the establishment of Council's homes. As of 17 February 2022, the Council had 55 tenancies under management. The breakdown of these tenancies in terms of geographical area and property type is outlined below:

	No. homes	1 bed house	2 bed house	3 bed house	4 bed house	1 bed flat	2 bed cottage	1 bed bungalow	2 bed bungalow
East	8			4			1	2	1
West	8		4	4					
North	16	2	1	5		3			5
Coalfields	13		4	3				1	5
Washington	10	1		2	1	1		1	4
TOTAL	55	3	9	18	1	4	1	4	15

4.16 Key Performance Indicators

- 4.17 Now that the Council are operating and delivering services to tenants it has been necessary to ensure that all aspects of the service is monitored and reviewed regularly. To achieve this Key Performance Indicators (KPIs) have been developed.
- 4.18 Having a comprehensive suite of KPIs covering all service areas will ensure the delivery of high-quality services, well managed homes which meet the Decent Homes standard, regulatory standards and health and safety compliance.
- 4.19 47 KPI's have been developed in conjunction with the HSMG. These KPI's are based on Best Practice and Compliance requirements and cover all functions including housing management, income management, complaints, customer service and satisfaction levels, tenancy management, development, void and repairs and maintenance performance.
- 4.19 All performance data will be reviewed quarterly by the HSMG and form the service benchmarking arrangements against other similar sized organisations. It is requested that Cabinet consider and approve the KPI's and agree to receive KPI performance reports every 6 months.
- 4.20 All service KPI's can are within Appendix 1

5.0 Regulatory and Best Practice governance

- 5.1 The Council as a RP is subject to Regulatory Standards as well as sector best practice. The main aspects of these are the Regulatory Standards issued by the Regulator of Social Housing (RSH), the Housing Ombudsman's Complaint Handling Code and the Tpas National Tenant Engagement Standard.
- 5.2 The Regulatory Standards contain specific expectations and outcomes which RP's are expected to achieve. The Council as an RP manages it's Housing Services through its elected Members and the Council's formal governance arrangements. Members are responsible for meeting the relevant Standards and determining how this is controlled, managed and reported.
- 5.3 The RSH Regulatory Standards cover two areas:

Economic Standards

- Governance and Financial Viability
- Value for Money (VfM)
- Rent

Consumer Standards:

- Home
 - Tenancy
 - Neighbourhood and Community
 - Tenant Involvement and Empowerment
- 5.4 The Council must comply with all aspects of the Consumer Standards and within the Economic Standards must comply with the Rent Standard. The Governance and Financial Viability Standard and the Value for Money Standard only apply to Private RP's not Local Authorities.
- 5.5 The Housing Ombudsman's Complaint Handling Code (The Code).
- 5.6 From April 2013 the Housing Ombudsman took over responsibility for all new complaints about social housing. This includes complaints about a local authority's (or Arm's Length Management Organisation's) relationship as landlord to its tenants and/or leaseholders.
- 5.6 The RSH and Housing Ombudsman have different functions but have arrangements in place for the two bodies to work together. A memorandum of understanding sets out how the Ombudsman informs the RSH of potential systemic issues relating to compliance with the RSH Standards. It also confirms how the RSH signposts tenants who are seeking resolution to individual complaints that they have with their social housing landlord.
- 5.7 The Code was implemented with effect from 31 December 2020 and provides a framework for high-quality complaint handling and greater consistency across all landlords' complaint procedures. It enables landlords to resolve complaints raised by their residents quickly and to use the learning from complaints to drive service improvements.

- 5.8 The Code is part of new powers in the revised Housing Ombudsman Scheme implemented in 2020. It sets out good practice for the sector that will allow landlords to respond to complaints effectively and fairly. The key areas are:
- Universal definition of a complaint
 - Providing easy access to the complaints procedure and ensuring residents are aware of it, including their right to access the Housing Ombudsman Service
 - The structure of the complaint's procedure – only two stages necessary and clear timeframes set out for responses
 - Ensuring fairness in complaint handling with a resident-focused process
 - Taking action to put things right and appropriate remedies
 - Creating a positive complaint handling culture through continuous learning and improvement
 - Demonstrating learning in Annual Reports
- 5.9 As well as setting out expectations for boards, ward members, senior executives and frontline staff, the Code will help residents in knowing what to expect from their landlord when they make a complaint and how to progress their complaint.
- 5.10 Landlords must self-assess against the Code and publish the results. Non-compliance could result in the Ombudsman issuing complaint handling failure orders resulting in negative publicity and potential fines. Guidance on these new orders was published and implemented from 1 January 2021.
- 5.11 It is a requirement that all social housing landlords must self-assess (periodically) and publish, their complaints handling service provided to residents and how this meets the Code. Where there are discrepancies, or a landlord has used its discretion, an explanation should be included on the self-assessment form.
- 5.12 Tenant Participatory Advisory Service (Tps) - National Tenant Engagement Standard
- 5.13 Tpas are viewed within the social housing sector as the national experts in tenant engagement, and they have been championing tenant engagement in England since 1988. They are a 'go to' organisation for the Government and the RSH when considering how tenants should become more engaged in shaping Consumer Regulation for the housing sector.
- 5.14 The National Tenant Engagement Standards offer a good practice blueprint for how an organisation should approach tenant engagement effectively and exceed the expectations set out in the Social Housing Charter (White Paper). The new 2021 Standards (3rd edition) encompass the expectations laid out by the Regulator of Social Housing, the proposed Building Safety Regulator, the National Housing Federation (NHF) Code of Governance and the Housing Ombudsman.

- 5.15 The Charter for Social Housing (White Paper) has marked a renewed and sustained focus on social housing tenants and their priorities. Consumer regulation will play a big part in the housing sector moving forward and it is important that the Council sets a culture of willingness to grow a true partnership with its tenants to find new housing solutions and to improve service quality.
- 5.16 As a social housing landlord it is good practice to self-assess against the Standards. We completed the Council's self-assessment in November 2021. This enabled us to gain an understanding of what excellence in customer engagement and empowerment looks like and what we need to do to achieve it.
- 5.17 This will enable the Housing Service to build a culture which includes robust customer involvement and regulation which sits at the heart of the service.
- 5.18 Compliance and Best Practice Action Plans
- 5.19 As outlined above, comprehensive self-assessments have been completed against the:
- Regulatory Standards (those applicable to the Council)
 - Housing Ombudsman's Complaint Handling Code
 - Tpas National Engagement Standard
- 5.20 The self-assessment process has been a comprehensive and robust service analysis to identify any gaps and/or weaknesses in the Council's current Housing Service.
- 5.21 This evaluation process has led the development of a new Complaints and Compliments Policy and Procedure (see Appendix 2 and 3) and two Compliance Action Plans. These are the Housing Ombudsman Complaint Handling Code Action Plan 2022/2023 can be seen at Appendix 4 and the Regulatory Compliance Action Plan can be seen within Appendix 5. These plans will drive service improvement, customer engagement and regulatory compliance.
- 5.22 Risk management / Assurance / risk and controls
- 5.23 The RSH Regulatory Standards require that all Registered Providers of Social Housing, closely monitor the risks that they face and that they take strategic action to manage them, so that they can provide safe and good quality homes and services now and in the future.
- 5.24 In order to manage risk, the RSH has listed a series of recommendations and advice for Registered Providers and those relevant to the Council include:
- To invest in existing stock to ensure the continued provision of good quality homes. Councils must have robust data on stock quality, ahead of changes to the Decent Homes Standard and to support decarbonisation.

- Tenant and Building Safety is key. Councils need to understand how legal requirements are changing and have assurance about Health and Safety so that tenants are safe in their homes.
 - Demands for transparency with tenants is increasing following the Social Housing White Paper. Councils should act now to ensure that they provide good services and to strengthen their engagement with tenants.
 - The current macroeconomic climate is uncertain, and there is a growing need to manage access to labour, skills and materials – particularly as these affect services to tenants and new development.
 - Forecasts for development have returned to pre pandemic levels and Councils will need to manage the significant risks associated with development and where applicable sale of new housing.
- 5.25 The RSH has a memorandum of understanding in place and works closely with the Housing Ombudsman, Building Safety Regulator and the Health and Safety Executive, to ensure that Registered Providers of Social Housing are managing and meeting their regulatory and statutory responsibilities.
- 5.26 Therefore the Council must ensure that effective arrangements are in place to provide assurance on risk management, governance and internal controls.
- 5.27 Further reviews have taken place to look at current internal controls and assurance arrangements, health and safety compliance and risk management. Additionally, this included a review of the current SLA in place with Building Services.
- 5.28 In response to these reviews a range of new Policies and Assurances Frameworks have been drafted to ensure future compliance and will be presented to Cabinet at a future meeting for consideration and approval, these include:
- a new Internal Controls and Assurance Framework and a Risk Management Framework have been drafted which will ensure that the Council will meet the regulatory expectations of the RSH.
 - Housing Services specific Health and Safety Policy along with the six main compliance area codes of practice to meet the regulatory and health and safety expectations of a Registered Provider of Social Housing.
 - A new Housing Services property Service Level Agreement / Partnership Agreement which meets regulatory expectations, in relation to responsive repairs and maintenance, voids, compliance and ancillary related contracts, including the detailed KPIs which are required for regulatory monitoring.

6.0 Housing Delivery and Investment Plan update

- 6.1 On 11th February 2020 Cabinet approved the Housing Delivery and Investment Plan (HDIP). This was a £59m gross capital investment plan over 5-years to deliver 574 new affordable homes across 3 streams of activity:

- Bringing Empty Homes Back into use;
- Delivery of new bungalows; and
- Providing new supported accommodation

6.2 Housing Annual review

6.3 We have reviewed the performance and case studies for the past 12 months to demonstrate the significant positive progress and impact that the HDIP is having on local communities and the lives of local people.

6.4 At Appendix 6 is this year's Housing Annual review.

6.5 This Housing Annual review is a summary of what has been achieved, case studies into how the Council's investment is supporting people live independent lives, the partnership and collaborative working that is taking place, the quality of homes that are being created, the use of innovation and technologies and the economic and social value benefits being delivered and created.

6.5 Outputs

6.6 The approved outputs and the progress against output targets, as of 24 January 2022, can be seen below:

Delivery Category	Area	Approved HDIP target	HDIP Progress against Target			
			In Council ownership	Secured	In Negotiation	Total progress
Empty Homes	East	106	10	0	0	10
	West	74	12	0	0	12
	North	68	7	2	0	9
	Coalfield	64	11	0	0	11
	Washington	50	5	1	0	6
Total		362	45	3	0	48
Bungalows	East	29	0	33	7	40
	West	22	0	0	21	21
	North	13	5	18	0	23
	Coalfields	20	5	0	7	12
	Washington	33	4	0	0	4
Total		117	14	51	35	100
Supported Accommodation	East	19	0	12	0	12
	West	19	1	3	15	19
	North	19	3	3	0	6
	Coalfields	19	0	0	8	8
	Washington	19	3	15	0	18
Total		95	7	33	23	63
Total HDIP Units		574	66	87	58	211
		% delivery	11.50	15.16	10.10	36.76

Key:

In Council Ownership - legally complete

Secured - terms agreed / legal involvement approved

In negotiation - under discussion / terms not agreed

6.7 When Cabinet approved the HDIP outputs this was based on a broad set of strategic data assumptions, market and financial conditions as well as the Government funding programme with Homes England at the time.

6.8 Over the past two years many changes have taken place in:

- market and financial conditions
- the provision of service performance data into what can be delivered
- a changing approach and focus by Homes England

6.9 It is therefore necessary to reflect on the current conditions and propose a reprofile of both the outputs and financial profile of the HDIP so that it better reflects the ability to deliver on strategic housing priorities and within financial and funding arrangements.

6.10 The summary issues which are driving the revised outputs are:

- Bringing empty homes back into use is no longer a high priority for Homes England. Therefore, moving forwards, grant funding will be limited for this. To achieve grant funding in future we will need to adopt a more targeted approach to justify future grant bids;
- The engagement with owners of Empty Homes is proving difficult and time consuming making the negotiation and acquisition process a lot longer than originally estimated;
- Experience from the Empty Homes process over the last two years show that 35 empty homes per annum is achievable. This is based on the process of negotiation with owners and the capacity of the Development Team, Legal and Building Services;
- There have been unprecedented requests for bungalows over and above the original predicted data. In the first two years of the HDIP, the Council is delivering more bungalows. More bungalow opportunities are presenting making this a more attractive delivery approach within future investment plans; and
- There have been positive results in the delivery of Supported Accommodation. With strong working relationships with Adult Social Care Teams a review of future needs shows that having more opportunity to increase delivery in this area would be appropriate based on the range and level of needs within the City.

6.11 The proposed revised outputs for the HDIP are outlined below and it is proposed that Cabinet approve the revised outputs for the future HDIP.

Delivery Category	Area	Area Total	
Empty Homes (Brought back into use)	East	61	
	West	42	
	North	38	
	Coalfields	37	
	Washington	32	210
Bungalows	East	60	
	West	38	
	North	40	
	Coalfields	36	
	Washington	19	193
Supported Accommodation	East	38	
	West	35	
	North	34	
	Coalfields	34	
	Washington	30	171
TOTAL UNITS			574

- 6.12 Due to the impact of Covid and material supply pressures some early projects are being delayed. This has also had an impact on planned projects and delays within the delivery programme.
- 6.13 Committed investment within the HDIP across all areas of the City is outlined below. This is showing a committed gross investment position of over £23m in new homes in the City.

Area	Committed Budget
East	£5,319,000
West	£3,352,000
North	£4,897,000
Coalfield	£1,100,000
Washington	£2,050,000
Not allocated to area	£52,000
Purchase & Repair (across areas)	£5,618,000
Next Steps Accommodation Programme (across areas)	£481,000
Domestic Abuse Support (across Areas)	£285,000
Total HDIP Committed	£23,154,000

- 6.14 Wider programmes and initiatives within the HDIP
- 6.15 The HDIP has been utilised within its remit to support wider programmes that support some of the most vulnerable groups in the City. The successes this year include:

- *Next Steps Accommodation Programme (NSAP)*

The Council was successful in securing £255,000 Capital and £70,850 Revenue funding from the Ministry of Housing Communities and Local Government (MHCLG). This supported the acquisition of six 1-bed homes which were all occupied by June 2021 as Move On supported accommodation.

- *Rough Sleepers Accommodation Programme (RSAP)*

The Council was successful in securing £234,000 Capital and £94,000 Revenue funding from MHCLG to support the acquisition of six 1-bed homes as Move On supported accommodation. These are currently being identified by the Development Team and will be acquired and in use by the Summer of 2022.

- *Sanctuary Dispersed Accommodation Project*

With the introduction of the Domestic Abuse Act it was necessary to ensure that a new approach to the provision of accommodation for people surviving Domestic Abuse was in place and ensuring that accommodation was deemed “safe” under the definition of the Act.

The Sanctuary Dispersed Accommodation Project model was developed by the Housing Team. This was subsequently reviewed and supported by the Domestic Abuse Violence Against Women and Girls Executive Board on 17th December 2021.

Three properties have been identified and are being acquired for the use as accommodation for those surviving Domestic Abuse.

7.0 **Homes England**

7.1 The Housing Development Team have built up an excellent relationship with the Homes England Investment Team and developed a strong delivery track record. This has proven invaluable in securing positive investment decisions for the Council from Homes England. The successes that have been achieved include:

- *Shared Ownership and Affordable Homes (SOAHP) 2016-21*

The Council was successful in securing a grant allocation of £2.157m from this funding programme.

- *Affordable Home Programme (AHP) 2021-26*

Homes England have made available £7.39 billion from April 2021 to deliver up to 130,000 affordable homes by March 2026 (Outside of London). This programme does have a different focus mainly around Home Ownership and associated Home Ownership models but still does offer scope for grant funding for the Council's HDIP.

Since the introduction of the AHP 2021-26 the Council have secured a successful allocation of £2.118m. Further bids for funding future HDIP projects and acquisitions will be submitted on an ongoing basis to meet the needs of the Council's programme.

- *Compliance Audit*

As a requirement of Homes England grant funding, a Compliance Audit was carried out during August and September 2021. The independent auditor commissioned for this work was BDO LLP.

Three of the Council's completed schemes were identified by Homes England which were to be subject to the audit, these included Elmwood Avenue and two property acquisitions.

The Compliance Audit report is attached within Appendix 7. The report confirms that the Council has complied with all the programme requirements and guidance. A GREEN grade has been assigned and no breaches were identified, which is a significant achievement for a first compliance audit for a new provider.

In line with Homes England expectation the Audit requires sign off and approval by Cabinet.

8.1 **Viability Appraisals – Proposed financial assumptions review**

- 8.2 The Housing Development Team undertake Viability Appraisals for all investments within the HDIP. These Viability Assessments are carried out using an appraisal tool called "ProVal" which is specialist software to assess viability of development and acquisition projects.
- 8.3 In 2020 the financial parameters and its standard assumptions were built in, which informs the NPV position when modelled over 50 years. Two years have now passed, and financial and market conditions have changed. Therefore, it is proposed that these standard assumptions are reviewed, to ensure our future viability appraisals remain accurate and are in line with changing inflation, interest, rents etc.
- 8.4 The table below sets out the current assumptions used in the viability appraisal process and any proposed changes to be applied from March 2022.
- 8.5 Proposed assumptions changes:

New Build	Refurb	Assumption Detail	Current	Proposed
√	√	Interest on +/- balances	3.5%	2.5%
√	√	Long Term Base Inflation (CPI)	2%	2%
√	√	Long Term Rent Income (CPI + 1%)	3%	3%
√		Bad Debts and Voids	3%	3%
	√	Bad Debts and Voids	3%	4%
√	√	Management Costs	£500pu/pa	£525pu/pa
√	√	Minor Repairs	£1,000pu/pa	£1,050pu/pa
√		Major Repairs	0.8% of works from Yr 5	0.8% of works from Yr 5
	√	Major Repairs	£81,777pu(50yrs)	Life Cycle Costings*

*proposed life cycle costings attached (to be annually updated)

9.0 **Housing Advisers Programme – Driving carbon reduction**

- 9.1 The Local Government Association (LGA) in 2021/2022 asked for funding bids to their Housing Advisers Programme (HAP). HAP is designed to support councils seeking to innovate in meeting the housing needs of their communities.
- 9.2 It was clear that the Housing Service through its HDIP needed to develop its approach to reducing carbon and targeting carbon neutral in new build homes and in the retrofitting of empty properties.
- 9.3 A maximum of £20,000 was available to provide grant funding to support innovation. The Council's bid was successful and the full £20,000 was secured to drive forward carbon reduction, energy efficiency and the use of zero carbon technologies
- 9.4 The aim of the project was to develop construction specifications for future refurbishment projects and new build developments, to help drive down carbon emissions throughout the city and support the Council's Carbon Reduction Strategy.
- 9.5 The project was supported by local architects, BDN, to produce the specifications, along with Dewpoint Energy Services Ltd who supported BDN with the Standard Assessment Procedure (SAP) calculations, which is methodology used to assess and compare the energy and environmental performance of dwellings.
- 9.6 Two existing Council housing stock dwellings were chosen to survey. These two properties are of typical construction type and style to the Council's housing stock, and were used as baseline specifications, to determine specification requirements to achieve an EPC C rating and zero carbon.
- 9.7 New build specifications were also produced to determine specification requirements to achieve an EPC B rating and zero carbon. Different types of construction were explored for future development, including traditional cavity construction, timber frame and insulated concrete formwork (ICF).
- 9.8 In total 11no. specifications were produced including the following: -

New Build Specifications:

- Timber Frame – EPC B rating
- Timber Frame – Zero Carbon
- Traditional Cavity Wall Construction – EPC B rating
- Traditional Cavity Wall Construction – Zero Carbon
- Insulated Concrete Formwork (ICF) – Zero Carbon

Existing Specifications:

- Dormer Bungalow (1.5 storey) – EPC C rating
- Dormer Bungalow (1.5 Storey) – Zero Carbon
- Semi Detached – Cavity Wall Construction – EPC C rating
- Semi Detached – Cavity Wall Construction – Zero Carbon
- Semi Detached – Solid Wall Construction – EPC C rating
- Semi Detached – Solid Wall Construction – Zero Carbon

- 9.9 The specifications are for guidance only due to all properties being different in construction style, size and type, occupancy level, state of repair and current energy efficiency. All the specifications have been produced to meet the requirements of 2021 Parts L & F of the Building Regulations, and the principles of PAS 2035 have been considered.
- 9.10 The Council through the LGA will now share this work and Best Practice nationally to support other Local Authorities, Housing Organisations and private developers in their future plans on reducing carbon in existing homes and building new carbon neutral homes.
- 9.11 The Council's HDIP will now set new approaches and standards of work to ensure that all future investment reflects the carbon reduction strategies within the developed specifications.

10.0 Reasons for the Decision

- 10.1 To ensure that Cabinet are fully aware of and approve all necessary governance, performance, regulatory and compliance matters in relation to the Council's Housing Service.

11.0 Alternative options to be considered:

- 11.1 No other options were considered as it is necessary that Cabinet are fully informed and updated on all governance, performance, regulatory and compliance matters in relation to the Council's Housing Service.

12.0 Impact Analysis

- (a) **Equalities** – This forms part of the HDIP and aligns with the previous Equality Impact assessment undertaken.
- (b) **Privacy Impact Assessment (PIA)** – n/a
- (c) **Sustainability** – All Council homes will be subject to health and sustainability considerations during the improvement works such as new boilers and insulation.
- (d) **Reduction of Crime and Disorder – Community Cohesion / Social Inclusion** – The HDIP and Housing functions and arrangements will support the cohesion of local communities by supporting people to live healthier and provide more local management arrangements

13.0 Other Relevant Considerations / Consultations

- (a) **Co-operative Values** – There are no implications
- (b) **Financial Implications.** The costs associated with any investment required by the Council would be met from the provision for the Housing Delivery and Investment Plan within the existing capital programme.
- (c) **Legal Implications** – All legal aspects of acquiring properties will be undertaken by the Council's Legal Team and all associated Regulatory Standards will be adhered to through the approved governance structures
- (d) **Health & Safety Considerations** – All management and works processes will be undertaken in line with appropriate Health and Safety legislation and requirements
- (e) **Procurement** – All service matters adhere to all of the Council's corporate procurement rules
- (f) **Risk Analysis**- All investment risks associated with the HDIP are fully appraised and assessed as part of the Proval Development Appraisal Tool and agreed financial parameters

14.0 List of Appendices

- Appendix 1 - Key Performance Indicators
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APPENDIX 1 - Key Performance Indicators

Area of Operation	KPI Ref.	Key Performance Indicator	Definition of KPI
Service Area Reporting Responsibility: Housing Management			
Rent & Income	1	% of rent collected	Percentage of rent collected of percentage of rent due
	2	% of service charges collected	Percentage of charges collected of percentage due
	3	Rent arrears of current tenants as a % of the authority's rent roll	Arrears as a % of the rent roll. Commentary to be provided
	4	Former tenant arrears as a % of rent owed	Commentary provided on stages of recovery action or amount proposed to be written off
	5	% of tenants contacted within 10 working days to offer money & debt advice	% of tenants contacted within 10 working days to offer money & debt advice (when notified of tenants in receipt of UC)
	6	% of tenants with affordability check before sign-up	Percentage of all current Council tenants (Financial Inclusion Officer)
	7	Number of tenants provided with Financial Inclusion support and advice	Number of tenants taking up assistance including year of tenancy (first year / second year etc)
Void Properties	8	Rent lost through void period	Amount in £s. Commentary to include reasons for this
	9	Average re-let time (from date property void to new tenancy start date)	Time in days. Further commentary required
Tenancy Management	10	Number of tenancy failures	Commentary to include number of failed tenancies and associated timescales: 6 month / 1 year / 2 years
	11	Number of tenancies with tenancy breaches	Number and reasons broken down and provided
	12	% of tenancies terminated	Percentage, number of notices received and reason. To identify 'negative' reasons for termination, i.e. dislike property / location
	13	% of new ASB cases responded to & investigations commenced	% of new ASB cases responded to & investigations commenced in timescales (24 hrs - high priority, 3 working days - other cases)
Complaints/ compliments	14	Number of Own it , Sort it informal complaints & Type	
	15	Number of Stage 1 complaints & Type	
	16	Number escalated to Stage 2 & Type	
	17	Number escalated to Stage 3 & Type	
	18	% of those making a complaint satisfied with the investigation of the complaint	Tenant satisfaction with complaint investigation against number received
	19	number of Learning outcomes from complaints & Type	
	20	Number of compliments received & Type	Area specific, i.e customer service, repairs etc
Service Area Reporting Responsibility: Building Services			
Cyclical Maintenance	21	Annual gas services completed	Gas Servicing required every 12 months and for all new tenancies.
	22	Fire Risk Assessments completed on all relevant properties in last 12 months	Fire Risk Assessment is required every 12 months and for all new tenancies.
	23	Electrical Inspections and Tests completed in last five years	Electrical Inspection and Testing is required every five years and for all new tenancies.
Repairs	24	% of emergency, reactive, general and programmed repairs completed within timescale	Percentage. Breakdown of each category in commentary
	25	Appointments made as a percentage of appointable repair orders	Percentage
	26	% of repair appointments kept on time	Percentage
	27	% of jobs completed in first visit	Percentage
Void Works	28	% of works completed within timescale	% of all void properties requiring works (not Ready to Let) Timescales and bandings in SLA.
Asset Management	29	% of Council rented properties that meet the Decent Homes Standard	% with commentary of number of non-decent homes with reasons/timescales to rectify and tenants informed
Service Area Reporting Responsibility: Housing Development Team			
New Council Stock	30	Total number of properties brought into Council ownership through development programmes	Number. Acquisitions (in legal ownership) and new build (at PC stage).
New Homes	31	Number of units started on site	Number
	32	Number of units practically complete	Number
	33	% of PC units meeting Secured By Design standard	% of all units at practical completion
	34	% of PC units meeting Building for Life standard	% of all units at practical completion
	35	% of PC units meeting Nationally Described Space Standards	% of all units at practical completion
	36	% of schemes completed within contract budget	
	37	% of schemes completed within contract timescales	
	38	Number of site near misses, accidents and dangerous occurrences on all active sites	Number
Empty Homes Purchase & Repair Programme	39	Average EPC Rating	Target - minimum score 92 (Band A)
	40	Number of properties acquired	Number of properties legally completed
	41	Number of properties refurbished and ready to let	Number of properties refurbished and ready to let
	42	Average time taken to let from acquisition date	Time in days. Commentary to include breakdown of, ave time from acquisition to Ready to Let and Ave time from Ready to Let to tenancy start
	43	% of relevant properties having a refurbishment asbestos survey carried out, before any intrusive works are undertaken that may expose or disturb ACMs.	Statutory. Percentage. 100% target
	44	Average property cost	Amount in £s. Commentary to include cost breakdown of, Acquisition, Refurbishment, Fees
	45	Average EPC Rating	Target - minimum score 60 (Band D)
	46	% of schemes completed within contract budget	
	47	% of schemes completed within contract timescales	

Making a complaint or giving a compliment about our Council Housing

We want you to have a great experience with us, but sometimes things don't go perfectly. If you have a complaint, we will **'own it, sort it!'**

If sometimes things aren't satisfactory, we'd like to hear about it so we can put things right. If you are unhappy with one of our services, you can make a complaint. When we deal with a complaint we will:



If we do get things right, it's nice to get that feedback too. That lets us know what things we are getting right and helps us to improve services. We love to hear compliments which are passed directly to the individual or team that it's about. It can be a real motivator and does allow us to focus improvements where they are most needed.

How can I complain or give a compliment?

The easiest and quickest way is to get in touch with us directly and let us know the details of your complaint or compliment.

- **Email:** sunderlandhousing@ Sunderland.gov.uk
- **Telephone:** 0191 561 2715
- **Write to us at:** Sunderland City Council, Housing Management Service City Hall, Plater Way, Sunderland, SR1 3AA
- **Other:** Via a local Councillor or Member of Parliament
- **Social Media:** Twitter: @SunderlandUK **Facebook:** Sunderland UK Official

Please make it clear in your social media post that you want to make a complaint. Send any information you wish to remain private, such as your name and address or contact number, by direct message on Facebook or Twitter

What you can and can't complain about

You can complain to us if you are unhappy with a service that we provide. This could be you personally or a group of customers.

There are some things that we don't deal with through our complaints process.



The first time you request a service

E.g. if your boiler breaks for the first time, this would be a repair request - not a complaint.



Anti-social behaviour or issues with other residents

These are dealt with under our antisocial behaviour policy.



Where there is a legal process underway

E.g. a claim for damages that should be handled as a public liability insurance claim, or matters undergoing court proceedings.



Housing applications or banding decisions

This is part of the Local Authority Choice Based Lettings system.



Decisions taken by other organisations

E.g. another Council or a utility company which we have no control over.



A Sunderland Housing policy

If you are unhappy with an existing policy, we will treat this as a "suggestion". We work closely with our residents when changing our policies so any suggestions we have received will be considered when it comes up for review

What happens if I make a complaint?

If you make a complaint, we will try to put things right straight away.

Stage 1

If we can't resolve it for you it becomes a stage 1 complaint. We will send you an acknowledgement letter or an e-mail within 5 working days and the Housing Operations Manager will aim to resolve your complaint within 10 working days.

Stage 2

If you're unhappy with the response you can ask to move to stage 2 and have your complaint reviewed by the Senior Housing Manager. We will aim to do this within 20 working days.

Stage 3

The Housing Ombudsman / Council Corporate Complaints Team. If you still don't feel we've put things right, you have the option to take your complaint to the Council's Corporate Complaints Team: <https://www.sunderland.gov.uk/article/13760/How-to-complain-about-a-council-service>, Or the Housing Ombudsman. This is a service set up to look at complaints about Housing Associations. There is a waiting period.

The Housing Ombudsman can look at your complaint 8 weeks after you receive the outcome of your stage 2 complaint. You can also contact the Housing Ombudsman at any time for advice, support or guidance.

You can contact the Housing Ombudsman directly:

- **Online form:** Housing Ombudsman [Make a complaint - Housing Ombudsman \(housing-ombudsman.org.uk\)](https://www.housing-ombudsman.org.uk)
 - **Phone:** 0300 111 3000
 - **Email:** info@housing-ombudsman.org.uk
 - **In writing:** Housing Ombudsman Service, PO Box 152, Liverpool L33 7WQ
- Making a complaint or giving a compliment

What happens if I make a complaint?

We may ask for more time

Sometimes we need more time to investigate a complaint, usually up to ten working days. If this happens, we will discuss it with you and let you know when you can expect it to be resolved. This is known as “stop the clock”.

Petitions

If you are part of a petition or group complaint with other customers, we will investigate the complaint in the same way. The response will be sent to all members of the group who are named unless someone is nominated as a lead person.

Compensation

If you feel that you are out of pocket because of the issues you faced leading up to your complaint you can request compensation. It may be for loss of time, trouble, distress and inconvenience and/or damage to your belongings. Please consider what you think is a fair amount of compensation for losses and this will be looked at as part of resolving your complaint. Compensation is not an automatic outcome from any complaint.

Learning from complaints

Every time we resolve a complaint, we review it and look at what lessons we can learn. This helps us to improve our services and prevent similar problems happening in the future. We will share the lessons learned with you in your outcome letter. The lessons learnt from complaints are reviewed by our Housing Service Monitoring Group (who manage the service) to make sure that actions are taken to improve our services.

We also follow the requirements in the Housing Ombudsman Complaint Handling Code. The Code enables Housing Associations to deal with complaints quickly and to use what they learn from complaints to improve services. More Information on the Complaint Handling Code can be found here <https://www.housing-ombudsman.org.uk/wp-content/uploads/2020/11/Complaint-Handling-Code.pdf>

Sunderland City Council have an accessibility statement and advice on their website, *click link* ([Accessibility - Sunderland City Council](#)) and can provide a translation and interpretation service on request.

APPENDIX 3 – Complaints and compliments procedure

Making a complaint about Council Housing

As a Council who provides quality housing, we want to ensure that our customers have the best experience and receive the best service. We will investigate complaints swiftly and thoroughly to learn from times when customers aren't 100% happy. These are the steps that we'll take.



We will resolve issues promptly, we will **'own it, sort it!'** (De-escalation) When you first contact us, the person who is dealing with your complaint will try to resolve the issue straight away or pass it to a relevant colleague who can. If this isn't possible, it will be logged as a stage 1 formal complaint. We record all complaints – including those we resolve straight away – to help us learn and try to prevent similar issues happening in the future.

STAGE 1 - Formal Complaint

If we are unable to resolve your complaint straightaway we will log a stage 1 formal complaint. A formal complaint must be made within 3 months of the issue/event, but we do take exceptional circumstances into account if this isn't possible and consider all complaints on a case by case basis.

STAGE 1 - Acknowledgment

Within 5 working days of the formal complaint being logged, we will send you a written letter of acknowledgement. This will include your complaint reference number and the name of the Housing Operations Manager investigating your complaint.

STAGE 1 - Investigation

The Housing Operations Manager dealing with your complaint will carry out a thorough investigation and provide you with regular updates.

STAGE 1: Communication

The Housing Operations Manager will contact you at the beginning of the investigation to discuss your issue in more detail. They will also contact you at the end of the investigation and give you the chance to comment on any findings before a decision is made.

STAGE 1: Hearing about the outcome

We will respond with the outcome of a stage 1 formal complaint within 10 working days of it being logged

STAGE 2 - Formal Complaint

If you are unhappy with the outcome of your stage 1 formal complaint, you can request a review and escalate your complaint to stage 2 of the process. You must do this within 8 weeks of the stage 1 response. We will ask you why you are unhappy with the stage 1 response and ask what your ideal resolution would be. We may also ask for any further evidence to support your complaint.

STAGE 2 - Acknowledgment

Within 5 working days of the stage 2 complaint being made, we will send you a letter of acknowledgement

STAGE 2 - Investigation

Stage 2 complaints are investigated by the Senior Housing Manager. They will review the stage 1 investigation and look at any new information

STAGE 2 - Communication

The Senior Housing Manager will keep you up to date on the progress of your stage 2 complaint and will contact you to discuss their findings before a final decision is made

STAGE 2 - Hearing about the outcome

We aim to respond with the outcome to stage 2 complaints within 20 working days

STAGE 3 - Housing Ombudsman / Council Corporate Complaints Team

If after the outcome of the Stage 2 complaint, you still don't feel we've put things right you have the option to take your complaint to the Council's Corporate Complaints Team or the Housing Ombudsman.

This can be done up to 8 weeks after receiving our final response.

You can also contact the Housing Ombudsman at any point in the process for advice, support and guidance.

Please refer to the Complaints and Compliments Policy for further details

APPENDIX 4 - Housing Ombudsman Complaint Handling Code – Action Plan 2022/23

SPECIFIC OBJECTIVE	MEASURABLE OUTCOME	ACTION	REALISTIC - HOW WILL THE ACTION BE ACCOMPLISHED	TIME	STAFF RESPONSIBLE	STATUS
Definition of a complaint						
<p>Does the complaints process use the following definition of a complaint?</p> <p>An expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on its behalf, affecting an individual resident or group of residents.</p>	Complaints, Compensation and Compliments Policy (CCCP) is in place which includes the correct definition but not a process	A complaint procedure will be put in place.	A procedure for staff will be developed which fully meets the Code and sits alongside the CCCP policy.	March 2022	Jill Haley & Julie Wearmouth	Complete. New policy and procedure has been developed which meets the HO's Complaint Handling Code
Does the policy have exclusions where a complaint will not be considered?	The CCCP will include exclusions.	The CCCP will specifically define exclusions and complaints the SCC will not investigate.	<p>The CCCP will be amended to clearly set out the circumstances in which a matter will not be considered and they will be fair and reasonable to residents. For example:</p> <ul style="list-style-type: none"> The issue giving rise to the complaint occurred over six months ago. Where the problem is a recurring issue, SCC will consider any older reports as part of the background to the complaint if this will help to resolve the issue for the resident. (N.B. it may not be appropriate to rely on this exclusion where complaints concern safeguarding or health and safety issues.) Legal proceedings have been started. SCC will take steps to ensure that residents are not left without a response for 	March 2022	Julie Wearmouth	Complete. New Code includes exclusions as required.

			<p>lengthy periods of time, for example, where a letter before action has been received or issued but no court proceedings are started or settlement agreement reached.</p> <ul style="list-style-type: none"> • Matters that have already been considered under the CCCP. <p>If SCC decides not to accept a complaint a detailed explanation should be provided to the resident setting out the reasons why the matter is not suitable for the complaints process.</p> <p>A resident has the right to challenge this decision by bringing their complaint to the Ombudsman. Where appropriate the Ombudsman will instruct SCC to take on the complaint.</p>			
Are these exclusions reasonable and fair to residents?	Evidence that the changes are acceptable to residents.	The revised CCCP will be consulted on with tenants.	Once finalised and consulted on the revised CCCP will be approved by the Assistant Director of Housing and the Housing Service Monitoring Group.	March 2022	Julie Wearmouth	In progress. This will be collated as part of the customer care and comfort visit. These will be completed by March 2022.

Accessibility						
Are multiple accessibility routes available for residents to make a complaint?	More visibility and easier access to complaint forms.	Copies of complaint forms to be made available.	Complaint forms to be made available at Sunderland City Hall reception and will also be given to every new tenant as part of the tenancy sign-up pack.	March 2022	Julie Wearmouth	Complete. Complaint forms are available from City Hall reception and are included within the new tenants sign-up pack.
Is the complaints policy and procedure available online?	CCCP is available on line and a process will be developed to sit alongside it.	A complaint procedure will be put in place and published on line.	A procedure for staff will be developed which meets the Code and sits alongside the CCCP policy. All staff will be trained on the policy and procedure.	March 2022	Julie Wearmouth	In progress. Procedure for staff developed. Information to be added to Housing Service Webpage. To be completed 18 February 2022. All staff (including those outside the Housing Service) to be trained on new policy and procedure by 31 March 2022.
Do we have a reasonable adjustments policy?	A reasonable adjustment policy will be developed and implemented to comply with the Equality Act.	The revised CCCP will specifically define reasonable adjustments.	We may need to adapt normal policies, procedures, or processes to accommodate an individual's needs.	March 2022	Julie Wearmouth	In Progress. Part of the web update. Reasonable adjustments policy will be added to Housing Service Webpage and associated documents. A further review and update of corporate approach is required later in 2022.

Do we regularly advise residents about our complaints process?	More awareness about the SCC CCCP.	Complaint forms will be available from Sunderland City Hall reception and given to every new tenant as part of their tenancy sign-up pack.	Staff will be trained to raise more awareness on the Code. Future correspondence to tenants, including newsletters etc will include advice about the complaints process.	March 2022 April 2022	Jill Haley & Julie Wearmouth Martin Bewick & HOMs	Complete. Staff trained regards Code Dec 21 / Jan 2022. In Progress. This will be included in all correspondence, newsletters etc and has already been included in standard letters to tenants.
Complaints team and process						
Is there a complaint officer or equivalent in post?	The CCCP and procedure will include the details of a SCC complaint officer.	Revise the CCCP and develop a new procedure which includes the job titles of designated complaint officers.	The revised complaint policy and procedure will set out who will handle the various complaint stages. The (new) Housing Operations Manager will look at Stage 1 complaints and the Senior Housing Manager at Stage 2.	March 2022 March 2022	Julie Wearmouth Martin Bewick	Complete. Policy and Procedure confirms who is responsible for complaint handling at each stage.
Is any third stage optional for residents?	A third stage will be added to the CCCP.	Revise the CCCP and develop a new procedure which includes Stage 3	Following Stage 2 of the complaints process, complaints will be reviewed locally by SCCs Corporate Complaints Team Manager or the Housing Ombudsman. The Corporate Complaints Team Manager may help resolve the complaint directly, may refer the complaint to the Housing Ombudsman, or may decline doing either. In the latter case, the complainant may approach the Housing Ombudsman for their consideration of the complaint.	March 2022	Martin Bewick & Julie Wearmouth	Complete. Stage 3 has been added to allow escalation to SCC Corporate Complaints Team and / or Housing Ombudsman.

Does the final stage response set out residents' right to refer the matter to the Housing Ombudsman Service?	The CCCP will include a standard letter	Revise the CCCP and develop a new procedure which includes advice regarding a new Stage 3	<p>A framework of letters will be introduced to ensure consistency of communication and messages during the various stages of the process but to also allow for inclusion of individual complaint circumstances.</p> <p>A new standard complaint response letter following Stage 2 will be introduced and will include information about the residents' right to refer the matter to the SCC Corporate Complaints Team Manager or the Housing Ombudsman Service as per the above action.</p>	<p>March 2022</p> <p>March 2022</p>	<p>Martin Bewick & Julie Wearmouth</p> <p>Martin Bewick & Julie Wearmouth</p>	Complete. As above.
Continuous learning and improvement						
What improvements have we made as a result of learning from complaints?						
<p>How do we share these lessons with:</p> <p>a) residents?</p> <p>b) the board/governing body?</p> <p>c) In the Annual Report?</p>	Learning from complaints will be part of SCC performance reporting to the HSMG.	Complaints and learning from them will be included in the performance monitoring scorecard.	<p>a) Performance and learning from complaints will be published on the website and in tenant newsletters during 2022.</p> <p>b) Complaints and learning from them will be included in the performance monitoring scorecard reported to the HSMG, where a SMT Officers and SCC Cabinet Member are present.</p> <p>c) A performance section and learning from complaints section will be included in the Annual Report to Tenants.</p>	<p>March 2022</p> <p>March 2022</p> <p>Oct 2022</p>	<p>Martin Bewick & Julie Wearmouth</p> <p>Martin Bewick & Julie Wearmouth</p> <p>Martin Bewick</p>	<p>In Progress.</p> <p>A) From April 2022 non confidential Performance Reports will be published Housing Service Website and data included in tenant newsletters.</p> <p>B) HSMG will receive detailed quarterly updates, including the type and severity of complaints wef April 2022.</p> <p>C Complete. This will be included in all performance reports from February 2022.</p>

Has the Code made a difference to how we respond to complaints?	When the revised CCCP and new procedure are developed, we will consult with tenants to ask them if the changes made in relation to the Code will make a difference. Staff will have more awareness of the Code.	<p>SCC tenants will be consulted on the revised CCCP and procedure.</p> <p>Staff will be trained on the Code.</p>	<p>SCC will use the Code to engage with our customers in order to ensure that their views are incorporated into the development of the new SCC CCCP and Procedure.</p> <p>JH will train staff on the Code and the Action Plan during December.</p> <p>Further Training on the new policy and procedure will be delivered to staff during Feb/Mah 2022</p>	<p>March 2022</p> <p>Dec & Jan 2021/22</p> <p>Feb/March 2022</p>	<p>Julie Wearmouth</p> <p>Jill Haley</p> <p>Julie Wearmouth</p>	<p>New Policy and Procedure has improved awareness and access for our tenants. It is now easier to make a complaint.</p> <p>Every tenant will be given the opportunity to provide feedback regards our policy and procedure.</p> <p>All relevant staff will be trained on the new policy and procedure which meets the Code.</p>
What changes have we made?	<p>The CCCP will be reviewed and a new procedure introduced, to include new working practises which will be consulted on with our tenants.</p> <p>SCC will achieve compliance with the Housing Ombudsman Complaint Handling Code.</p>	<p>Raised awareness form staff and tenants of the CCCP and procedure.</p> <p>Tenants will find the CCCP and procedure easier to access and available in a wider choice of ways.</p>	<p>The CCCP and procedure will be reviewed and improved in order to meet the Code.</p> <p>Staff will be trained and tenants consulted.</p> <p>The Housing Services web page will be updated to make the Complaints, Compensation and Compliments Policy and Procedure more accessible.</p> <p>Dealing with and learning from complaints will become an important part of performance reporting to the HSMG and to residents.</p>	<p>March 2022</p>	<p>Jill Haley & Julie Wearmouth</p> <p>Jill Haley & Julie Wearmouth</p> <p>Julie Wearmouth</p> <p>Julie Wearmouth & Martin Bewick</p>	<p>Complete. As all above.</p> <p>In Progress. All relevant staff to be trained.</p> <p>In Progress. As above.</p> <p>Complete. This will be included in all performance reports from February 2022.</p>

Publication of Self-Assessment	A final self-assessment will be carried out following approval of this Action Plan by HSMG.	The completed self-assessment of Housing Ombudsman's Complaint Handling Code will be published on the Sunderland City Council, Housing Services web page.	The self-assessment action plan and its completed actions will be reported to the Housing Service Monitoring Group in February and compliance with the code will be evidenced.	Feb 2022	Graham Scanlon	To complete and update final self-assessment. Publish following approval.
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Appendix 5

SUNDERLAND CITY COUNCIL – Regulatory Compliance Action Plan

IMMEDIATE ACTIONS

RENT STANDARD – SPECIFIC OBJECTIVE	MEASURABLE OUTCOME	REALISTIC - HOW WILL THE ACTION BE ACCOMPLISHED	TIME	OFFICER(S)	STATUS
<p>RPs must set rents from 1 April 2020 in accordance with the Government's Policy Statement on Rents for Social Housing 2019</p> <p>To ensure consistency, a common approach must be followed to the valuation of properties for rent purposes as far as possible. Valuations must be in accordance with a method recognised by the Royal Institution of Chartered Surveyors (RICS).</p> <p>An affordable rent should be no lower than the potential formula rent for the property. In cases where the rent would be lower than the formula rent, the formula rent constitutes a floor for the rent to be charged.</p>	<p>Formula rent table including all property types will be compared to affordable rent calculations.</p> <p>SCC affordable rent levels to be evidenced as being above the formular rent setting levels</p>	<p>A formula rent calculation for every property type will set out the lowest rental income benchmark in accordance with the Rent Standard/ Rent Policy Statement.</p>	Feb 2022	Amanda Gallagher	<p>Complete</p> <p>Formular rent calculation now in place.</p>
<p>When a tenancy of affordable rent housing is let to a new tenant (or re-let to an existing tenant), registered providers must re-set the rent based on a new valuation, to ensure that the new rent is no more than 80% of the relevant market rent. However, if the accommodation is re-let to the same tenant as a consequence of a probationary tenancy coming to an end, the rent must not be re-set.</p> <p>Where a registered provider is re-setting the rent as a result of re-letting affordable rent housing to an existing tenant, the provider may not increase the rent by more than CPI + 1 percentage point. Existing tenant' in this context means an existing tenant of the specific property concerned.</p>	<p>RICS qualified surveyors will provide "red book" valuations for affordable rent setting for both the initial tenancy and any subsequent relets.</p>	<p>RICS valuations to be discussed with independent RICS valuers, to see if they will increase valuations from 6 to 12 months validity time frame given the unlikely change in Sunderland markets in that time period.</p>	Feb 2022	<p>Initial rent setting - Amanda Gallagher</p> <p>All relets - Martin Bewick & Housing Operations Manager</p>	<p>Complete</p> <p>RICS surveyors were asked if they would increase their valuation period from 6 -12 months but they stated that 6 months was the maximum time allowed and then a desk top valuation would be carried out for future relets.</p> <p>Complete</p> <p>Rent increases wef April 2022 will be based upon CPI&1%. Cabinet approval now in place</p>
<p>Allows for a maximum increase in rents of Consumer Price Inflation (CPI) +1% to social and affordable rents.</p>	<p>The SCC tenancy agreement currently has no specific rent review</p>	<p>Whilst the SCC tenancy agreement covers rent increases generally and</p>	Feb 2022	Julie Wearmouth	<p>Complete</p> <p>The SCC tenancy agreement has been</p>

	provision, setting out how the rent can be increased and how much notice the tenant will get.	will be improved to become more specific to include a rent clause stating: "The rent will be reviewed by the landlord in April of each year and SCC will give the tenant four weeks' notice of the revised amount payable".			amended to include this specific rent clause.
Local authority RPs shall communicate with the Regulator in an accurate and timely manner. This includes all data and information required by the Regulator in respect of compliance with this Standard. Where material issues that relate to non-compliance or potential non-compliance with the Rent Standard are identified by local authorities, they are expected to communicate these to the Regulator promptly.	SCC will be compliant with the Rent Standard/ Rent Policy Statement and declare any material issues that are found.	Outcomes of the above actions to be considered.	March 2022	Graham Scanlon	Complete. SCC have no material issues to be reported to the Regulator.
TENANCY STANDARD – SPECIFIC OBJECTIVE	MEASURABLE OUTCOME	REALISTIC - HOW WILL THE ACTION BE ACCOMPLISHED	TIME	OFFICER(S)	STATUS
Registered providers shall develop and provide services that will support tenants to maintain their tenancy and prevent unnecessary evictions.	Additional policies and procedures will be put in place to further support SCC tenants.	<p>Annual Customer Care & Comfort Visits will be introduced to identify any needs of tenants and assess the condition of property.</p> <p>A new rent arrears policy and procedure with appropriate mechanisms built into income management processes will prevent unnecessary evictions.</p> <p>SCC will adopt a pre-eviction protocol that ensures all necessary support is offered to tenants prior to any enforcement action being taken.</p>	<p>Jan 2022</p> <p>March 2022</p>	<p>Jill Haley</p> <p>Graham Scanlon Martin Bewick & Legal Services As above</p> <p>Julie Wearmouth</p>	<p>Complete</p> <p>In progress. Meeting arranged with legal 2 March to progress further</p> <p>As above</p> <p>Current ASB policy & procedure will be amended, and a new draft circulated by March 2022</p>

		The ASB policy and procedure will be amended to include ASB processes which avoid unnecessary evictions.			
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SHORT TERM ACTIONS – APRIL 2022

HOME STANDARD – SPECIFIC OBJECTIVE	MEASURABLE OUTCOME	REALISTIC - HOW WILL THE ACTION BE ACCOMPLISHED	TIME	OFFICER(S)	Status
<p>Quality of accommodation Registered providers shall:</p> <p>a) ensure that tenants' homes meet the standard set out in section five of the Government's Decent Homes Guidance and continue to maintain their homes to at least this standard.</p> <p>Decent Home: Definition and guidance for implementation 2006 is currently under review by the government.</p>	All property voids will be checked for decency compliance on an ongoing basis.	SCC will introduce and use a new void check procedure and a standard proforma. Building Services SLA to be updated accordingly.	April 2022	Martin Bewick Graham Hoban	In progress - a new draft Housing Property Services SLA is being consulted on and this includes a new standard 'void check proforma'.
<p>Repairs and maintenance Registered providers shall:</p> <p>a) provide a cost-effective repairs and maintenance service to homes and communal areas that responds to the needs of, and offers choices to, tenants, and has the objective of completing repairs and improvements right first time.</p>	Right First-Time service standard to be reviewed and included in Repairs & Maintenance SLA.	Review service standard and amend SLA. R&M & Housing Operations staff training on RFT and customer service excellence to be implemented.	April 2022	Martin Bewick Graham Hoban	<p>In progress - a new draft Housing Property Services SLA including new KPIs, is being consulted on and this includes a new standard 'void check proforma'.</p> <p>When the new SLA has been finalised all R&M and Housing Operations staff will be trained on the procedure.</p>

	Regular monitoring and reporting of the R&M service required across a range of KPIs.	Housing Strategy Manager requires R&M information and analysis on SCC properties on a monthly basis, to identify trends and ensure effective cost/budget and performance management, to deliver against KPI targets and forecast accurate spend.	April 2022	Martin Bewick Graham Hoban & Julie Wearmouth	MB & GH - new set of KPI's in draft HPS SLA, to be included in KPI set reported to HSMG
	Regular R&M service reports and performance should be published and available for tenants to access.	R&M KPI performance information will be included in new Building Services SLA, including customer satisfaction results and will be reported quarterly to HSMG for discussion and published on website.	April 2022	Martin Bewick	Non confidential Performance information will be available on the Housing Services webpage for April 2022
	The current customer satisfaction system is not timely or consistent. This area is very likely to be a new Consumer Standard KPI.	An independent Customer Satisfaction Survey with Voluntas will be investigated. 22 new Consumer Standard KPIs are currently being consulted on by the Regulator of Social Housing and these will be considered as part of the customer satisfaction reporting review.	April 2022	Jill Haley Julie Wearmouth Housing Operations Manager	Considered the new 22 proposed Tenant Satisfaction Measures (TSM) 10 TSM's that relate to management information have been included in the new KPI reporting score card to the HSMG Repair satisfaction reporting will be reviewed in Sept 2022 due to the majority of properties being in defect liability

<p>b) Meet all applicable statutory requirements that provide for the health and safety (H&S) of the occupants in their homes.</p>	<p>There is currently a corporate SCC Health and Safety policy in place but it is non-specific to the compliance requirements of a RP of social housing. No H&S SLA in place with Building Services.</p> <p>A review of the R&M compliance service area will be undertaken to implement a departmental H&S policy.</p>	<p>Review all recommendations emerging as part of the Government's Building Safety Bill and programme. Updates on emerging best practice and legislation to be provided to HSMG together with the Housing Services Departments progress and recommendations towards implementation on H&S and compliance.</p> <p>Joint H&S policy with Building Services to be developed, including a Fire Safety Policy, Electrical Safety Policy, Gas Safety Policy, Asbestos Safety Policy and Water Safety Policy which will deliver regulatory and legal expectations.</p>	<p>April 2022</p>	<p>Graham Hoban Martin Bewick</p> <p>Jill Haley</p>	<p>In progress A new draft H&S Policy is currently being consulted on with Building Services and the City's corporate H&S dept.</p> <p>Additional safety policies/codes of practice in relation to a Registered Provider of Social Housing for Gas, Electrical, Fire, Water and Asbestos, also the management of Asbestos in communal areas of domestic properties have been drafted to support the H&S policy.</p>
	<p>All areas of H&S compliance will be reviewed and monitored monthly by the Building Services Accountable Person with progress reported 6 monthly to HSMG and shared with Wider Management Team.</p>	<p>All areas of H&S compliance will be reviewed and monitored monthly by the Building Services Accountable Person with progress reported 6 monthly to HSMG and shared with Wider Management Team.</p>	<p>April 2022</p>	<p>Martin Bewick</p> <p>Ash Curle Geoff Scafton Graham Hoban Michael Whittaker Tracey Davies Kelly Brown</p>	<p>A draft Internal Controls and Assurance policy has been developed, based upon 'three lines of defence' to meet the regulatory expectations of a Registered Provider of Social Housing and is being consulted on with the City's Auditors. Future H&S management and reporting expectations are included within this and the draft H&S policy.</p>

	<p>No specific departmental Health and Safety Policy in Place.</p>	<p>A review of the R&M compliance service area will be undertaken in 2022 to implement a departmental H&S policy.</p>		<p>Graham Hoban Martin Bewick</p>	<p>In progress as above A new draft H&S Policy is currently being consulted on with Building Services and the City's corporate H&S dept.</p>
	<p>Independent external assurance checks are required for gas safety checks and electrical installation completion reports (EICRs)</p>	<p>A minimum of 5% of annual gas safety checks and Electrical Installation Completion Reports (EICR) will receive an annual quality control check / audit. (SLA & Policy)</p> <p>SLA with Building Services to include that mains powered smoke detectors will be replaced every 10 years.</p>		<p>Graham Hoban Martin Bewick</p>	<p>In progress - a new draft Housing Property Services SLA including the management of smoke alarms.</p>
	<p>Tenants to be provided with Health and Safety advice.</p>	<p>SCCs website will include a 'Safety in your home' page in 2022, to include copies of essential safety advice relating to:</p> <ul style="list-style-type: none"> • A guide to asbestos materials in homes; • A guide to water hygiene; and • Important fire safety information • Condensation and damp; • Electrical safety; and • Tumble dryer safety • Regular testing of mains powered smoke detectors. <p>The SCC new tenant sign up pack will also include a 'Safety in your home' leaflet.</p>		<p>Julie Wearmouth</p>	<p>A new 'Safety in your Home' page containing specific information for our tenants has been developed and will be included on the HS website by 18 Feb 2022</p> <p>A new information booklet was developed and is now given to new tenants on sign up wef Feb 2022</p>

TENANCY STANDARD – SPECIFIC OBJECTIVE	MEASURABLE OUTCOME	REALISTIC - HOW WILL THE ACTION BE ACCOMPLISHED	TIME	OFFICER(S)	STATUS
Registered providers shall develop and deliver allocations processes in a way which supports their effective use by the full range of actual and potential tenants, including those with support needs, those who do not speak English as a first language and others who have difficulties with written English.	Future written literature will offer assistance/signpost residents on how to access translation services.	Future written literature will be drafted by the Housing Operations Manager and agreed with SCC Communications Team offering assistance or signposting residents on how to access translation services. SCC IT systems and website will be investigated to offer accessible language selection tools, Dixarit Speaking Tool and have the ability to change font size and background colour.	April 2022	Housing Operations Manager Housing Operations Manager	Housing Allocations process are available on the website and a new accessibility statement will be added Feb 2022 In Progress. Part of the web update. Reasonable adjustments policy will be added to Housing Service Webpage and associated documents. A further review and update of corporate approach is required later in 2022.
NEIGHBOURHOOD AND COMMUNITY STANDARD - REQUIRMENT SPECIFIC OBJECTIVE	MEASURABLE OUTCOME	REALISTIC - HOW WILL THE ACTION BE ACCOMPLISHED	TIME	OFFICER(S)	STATUS
Neighbourhood management Registered providers shall keep the neighbourhood and communal areas associated with the homes that they own clean and safe. They shall work in partnership with their tenants and other providers and public bodies where it is effective to do so.	Currently no neighbourhood and communal area procedure or proactive record keeping in place.	A new neighbourhood management procedure and proforma to be implemented which details how the Housing Officer will proactively inspect and manage the neighbourhoods and schemes within their responsibility.	April 2022	Housing Operations Manager	Recruitment of new Manager in progress who will progress this action
TENANT INVOLVEMENT AND EMPOWERMENT STANDARD – SPECIFIC OBJECTIVE	MEASURABLE OUTCOME	REALISTIC - HOW WILL THE ACTION BE ACCOMPLISHED	TIME	OFFICER(S)	STATUS
There are clear, widely publicised routes for residents to hold the organisation to account on standards for service delivery, strategy, performance, and decision making.	There is no current tenant engagement strategy in place or tenant scrutiny provision.	Tenant engagement strategy including tenant scrutiny and a Code of Conduct for engaged tenants, to be developed with	April 2022	Martin Bewick	A new Customer Engagement Officer role has been agreed and is progressing. The new role will be

<p>The organisation consults at least once every three years on the best way to involve residents in the governance and scrutiny of the housing management service.</p> <p>Residents are meaningfully engaged in the co-creation, monitoring and review of the organisation's engagement strategy to make sure it delivers clear impact and value.</p> <p>Residents are meaningfully engaged in the development, monitoring and review of the organisation's policy; service; budget and strategic development as well as any local offers for service delivery.</p> <p>There is an appropriate system in place for recognition and reimbursement of the time given by residents for engagement activities.</p> <p>Involved residents are offered timely advice, relevant training and where appropriate, effective mentoring. The organisation engages with residents to produce an appropriate and meaningful Annual Report which should include resident satisfaction measures; performance against its stated commitments; how income is being spent, complaints trends, impact from resident engagement and comparisons of the organisational wage structure and management costs.</p> <p>The organisation, including its staff and governance functions, values scrutiny as a critical friend from an independent resident-led process.</p> <p>Scrutiny activity is provided with the financial and administrative support it needs to carry out its business.</p>		<p>tenants and published on the SCC website. Tenant Scrutiny will follow the Tpas 5 model principles will be adopted by when considering the development of the scrutiny model; Independent, Inclusive, Positive, Constructive & Purpose.</p> <p>Training to be considered for involved residents and staff by Tpas and Housemark (benchmarking).</p> <p>Networking opportunities will be considered in the future for involved residents at regional and national events e.g. Tpas, North East Tenants Voice, annual tenants panel conferences, webinars etc.</p> <p>Tenant scrutiny will sit at the heart of the housing services governance structure in the future, service quality reviews, performance monitoring and appropriate engagement and involvement activities.</p> <p>The tenant engagement strategy will detail how scrutiny reviews will inform the governance procedure.</p> <p>Tenant scrutiny process will value resident input as critical friend. Activity will be supported with all necessary resources being made available for meetings, training, and administration.</p>	<p>April 2023</p>	<p>Housing Operations Manager</p> <p>Customer Engagement Officer</p>	<p>responsible for the development of Tenancy Engagement Strategy</p> <p>As part of their 2022 Customer Care and Comfort visit, tenants are being asked if they wish to become involved with Housing Services and if so how and/or if they would like to be consulted on Housing matters and if so how.</p> <p>Not started</p> <p>Not started</p> <p>Not started</p> <p>Not started</p>
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<p>The organisation has a clear and publicly stated plan for engaging residents in its health & safety responsibilities and makes clear those responsible for compliance.</p> <p>The organisation and its involved residents independently network to gather best practice in resident engagement and increase their awareness of the wider housing sector challenges.</p>		<p>Tenant Engagement Strategy will include an expenses policy for involved residents Reimbursement will be considered to assist residents to attend meetings e.g. taxi fares, childcare costs, personal assistant care costs.</p> <p>New quarterly Tenants Newsletter to be developed.</p> <p>Annual Report to Tenants (ARTT) to be developed in 2022, involving customers. ARTT will include information on performance against the regulatory standards, resident satisfaction measures; performance against its stated commitments; how income is being spent, complaints trends, impact from resident engagement and comparisons of the organisational wage structure and management costs. Review and implement a new set of Customer Service Standards and publish on the SCC website.</p> <p>Future non confidential performance reports to be published on the SCC website.</p> <p>Staff training on TES and Customer Service Standards for Housing & R&M staff.</p>			<p>Not started</p> <p>Not started</p> <p>Not started</p> <p>As above</p> <p>As above</p> <p>As above</p>
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There is an environment of mutual respect between the organisation and its residents with steps taken to identify and tackle negative stereotyping including understanding the impact of language and behaviours.	<p>No record keeping of all Housing Dept. staff receiving mandatory training on the Code of Conduct and ED&I</p> <p>No tenant engagement in place currently or a Code of Conduct for involved tenants.</p>	<p>Senior Housing Manager will check staff training log for staff to ensure that it is complete and kept up to date moving forward.</p> <p>A Code of Conduct for involved tenants will be part of a new Tenant Engagement Strategy to be developed in 2022.</p>	April 2022	<p>Martin Bewick</p> <p>Housing Operations Manager</p> <p>Customer Engagement Officer</p>	<p>Staff training log to be reviewed and updated during March 2022</p> <p>Not started</p>
The organisation regularly considers, and shares publicly how it uses the learning from resident engagement as well as its data and insight to improve the services it provides.	No tenant engagement in place currently.	<p>Future non confidential performance reports will be published on the SCC website and will include:</p> <ul style="list-style-type: none"> • KPIs • Learning from Customer Care and Comfort Visits (CC&CV) • Learning from customer complaints • 22 potential KPIs the RSH introduce in relation to Consumer Regulation <p>Customer Engagement Officer to be recruited.</p> <p>As above -Tenant engagement strategy including tenant scrutiny to be developed and implemented during 2022, then published on the website.</p> <p>Engagement information shared via website, customer e-mails, tenant newsletters and social media</p> <p>As above - Future scrutiny reviews will be introduced and learning included in service development. Initial examples could be review of the customer complaints and customer service standards or review of the R&M service.</p>	April 2022	<p>Martin Bewick</p> <p>Housing Operations Manager</p> <p>Customer Engagement Officer</p>	<p>Non confidential Performance information will be available on the Housing Services webpage wef April 2022 – Q1 performance report will include learning from customer care visits</p>

There is consistent and honest sharing of information with all stakeholders the risks the organisation faces, the person responsible for managing those risks, how it is meeting key organisational targets and how it plans to deal with areas of concern.	There is currently a corporate SCC Risk Management Framework in place but it is non-specific to the risks of a RP of social housing.	<p>Housing Services Risk Management Framework and Risk Register to be developed.</p> <p>HSMG will receive quarterly Risk Register reports that detail key area of risks affecting the business, the key officers responsible for managing the risks and the potential mitigations and control mechanisms. Non confidential Risk Management Reports will be published on the website</p> <p>SCC Annual Report and Financial Statements published on website and sent to every household in City.</p>	April 2022	Martin Bewick Tracey Davis Kelly Brown	<p>Draft Housing Services Risk Management Framework has been developed and is currently being consulted on with internal departments.</p> <p>A Risk Management report will be drafted for use and future reporting.</p>
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<p>There is a clear and consistent method for reporting back to residents how their views have been considered in all engagement activities.</p>	<p>No tenant engagement in place currently</p>	<p>As above - Tenant Engagement Strategy, including scrutiny provision, will be put in place and will include information of how residents would prefer to receive information and be involved with SCC.</p> <p>As above - CC&CV to be introduced and a 1 to 1 visit commence with every tenant in Jan 2022.</p> <p>Residents' views and information obtained through CC&CVs and customer complaints learning, will be shared via website, customer e-mails, Annual Report to Tenants, tenant newsletters and social media.</p>	<p>April 2022</p> <p>October 2022</p>	<p>Martin Bewick</p> <p>Housing Operations Manager</p> <p>Customer Engagement Officer</p> <p>Julie Wearmouth</p> <p>Housing Operations Manager</p>	<p>Not started</p> <p>As part of their 2022 Customer Care and Comfort visit, tenants are being asked if they wish to become involved with Housing Services and if so how and/or if they would like to be consulted on Housing matters and if so how.</p> <p>Not started</p>
<p>All staff can describe the benefits of resident engagement can bring to the organisation, its residents and the wider community and understand how their role can enhance the organisation's ability to hear the residents' voice.</p>	<p>No tenant engagement in place currently</p>	<p>All staff will be trained to understand the Tenant Engagement Strategy and how valuable it is to listen to and to meaningfully involve residents in the work of the organisation.</p> <p>Job descriptions should be reflective of an engagement and empowerment approach.</p>	<p>April 2022</p>	<p>Martin Bewick</p> <p>Housing Operations Manager</p> <p>Tenant Engagement Officer</p>	<p>Not started</p> <p>New jobs advertised in 2022 have been reflective of engagement and empowerment approach</p>

		Training on the new CC&CV will be introduced in Dec 2021.		Jill Haley	Staff Training on CC&CV took place in Dec 21 & Jan 22
COMMUNITY & WIDER ENGAGEMENT - SPECIFIC OBJECTIVE	MEASURABLE OUTCOME	REALISTIC - HOW WILL THE ACTION BE ACCOMPLISHED	TIME	OFFICER(S)	STATUS
There is an appropriate menu of engagement opportunities that; reflects the resident profile; responds to the different needs in relation to equality strands and any additional support, which can be evidenced in the delivery of their services, engagement activities and communications to promote widespread engagement.	No tenant engagement in place currently.	As above - Tenant Engagement Strategy will include a Resident Involvement Framework to promote inclusive and meaningful engagement opportunities at different levels of involvement. The resident involvement framework development will include internal partners such as Care and Support, in order to respond to the needs of our vulnerable tenants. As above - Housing Management staff complete Customer Care and Comfort Visits to obtain face-face feedback and information regarding every household.	April 2022	Martin Bewick Housing Operations Manager Customer Engagement Officer Julie Wearmouth	Not started Staff commenced the 2022 C&CV in Jan '22 and will complete them by the end of Feb22
The organisation provides opportunities for its residents to engage in emerging social housing sector policy consultations and responses.	No tenant engagement in place currently.	As above - Tenant Engagement Strategy, including wider engagement opportunities will be put in place during 2022. In the future residents could be provided with opportunities to engage in emerging social housing sector policy consultations, e.g. Social Housing White Paper, National Tenants Voice, meetings, and social media.	April 2022	Martin Bewick Housing Operations Manager Customer Engagement Officer	Not started Not started

Where regeneration or planned improvements take place, residents will be fully informed and from the start are part of the project planning, delivery and monitoring.	No tenant engagement in place currently.	Future Investment Plan profiling will be considered and a section of the Tenants Engagement Strategy will detail the investment works consultation procedure for tenants SCC will undertake a consultation with customers in advance of any future works and wherever possible undertake work at dates and times which are mutually convenient to the customer and SCC.	April 2023	Martin Bewick Housing Operations Manager Customer Engagement Officer	Not started Not started
There is a clear approach to promoting and supporting community action in the communities the organisation has residents which includes any Right to Manage opportunities. Community Investment activities support partnership working and provide opportunities to increase understanding of resident and community priorities.	No tenant engagement in place currently	Housing Services will set up a dedicated fund/budget to support tenant/resident action and involvement in their schemes.	July 2022	Martin Bewick Housing Operations Manager Customer Engagement Officer	A new Customer Engagement Officer role has been agreed and is progressing. The new role will be responsible for the development of Tenancy Engagement Strategy

MID TERM ACTIONS – SEPTEMBER 2022

HOME STANDARD – SPECIFIC OBJECTIVE	MEASURABLE OUTCOME	REALISTIC - HOW WILL THE ACTION BE ACCOMPLISHED	TIME	OFFICER(S)	STATUS
Quality of accommodation Registered providers shall: a) ensure that tenants' homes meet the standard set out in section five of the Government's Decent Homes Guidance and continue to maintain their homes to at least this standard.	SCC are a fledgling Housing Department with 50 properties. All properties have been fully refurbished or built within the last 13 months. All homes meet the current Decent Homes Standard (plus). Changes to the Decent Home Definition will be incorporated into the	Housing Services will investigate if SCC have: <ul style="list-style-type: none"> Stock condition data which is updated on the completion of all component replacements. A 100% stock condition survey in place and comprehensive investment profiling has been undertaken in line to ensure that SCC properties continue to meet the DHS in the future via a long term Investment Plan. 	April 2023	Graham Scanlon Graham Hoban Martin Bewick	Not started Not started

	<p>SCC development model.</p> <p>Accurate data and records will be kept to continually demonstrate compliance.</p>	<ul style="list-style-type: none"> The stock condition survey information, component condition, lifecycle and cost data will be validated independently in the future 		<p>Martin Bewick & independent specialist (Savile's or someone like them who has industry knowledge)</p>	Not started
TENANCY STANDARD – SPECIFIC OBJECTIVE	MEASURABLE OUTCOME	REALISTIC - HOW WILL THE ACTION BE ACCOMPLISHED	TIME	OFFICER(S)	STATUS
<p>Allocations and mutual exchange</p> <p>Registered providers shall enable their tenants to gain access to opportunities to exchange their tenancy with that of another tenant, by way of internet-based mutual exchange services.</p>	<p>SCC do not have an agreed mutual exchange system in place used to support the exchange of homes, both internally within SCC and locally with other landlords.</p>	<p>A housing transfer and internet mutual exchange policy and procedure will be developed which is a free service to tenants.</p>	<p>Sept 2022</p>	<p>Housing Operations Manager</p>	Not started
<p>Registered providers shall subscribe to an internet based mutual exchange service (or pay the subscriptions of individual tenants who wish to exchange), allowing:</p> <ol style="list-style-type: none"> a tenant to register an interest in arranging a mutual exchange through the mutual exchange service without payment of a fee the tenant to enter their current property details and the tenant's requirements for the mutual exchange property they hope to obtain the tenant to be provided with the property details of those properties where a match occurs 	<p>SCC do not have an agreed mutual exchange system, in place used to support the exchange of homes, both internally within SCC and locally with other landlords.</p>	<p>A mutual exchange policy and procedure will be developed which is a free service to tenants.</p>	<p>Sept 2022</p>	<p>Martin Bewick</p> <p>Housing Operations Manager</p>	Not started
<p>Registered providers shall ensure the provider of the internet based mutual exchange service to which they subscribe is a signatory to an agreement, such as HomeSwap Direct, under which tenants can access matches across all (or the greatest practicable number of) internet based mutual exchange services.</p>	<p>As above</p>	<p>As above</p>	<p>As above</p>	<p>As above</p>	Not started

Registered providers shall take reasonable steps to publicise the availability of any mutual exchange service(s) to which it subscribes to its tenants.	As above	As above	As above	As above	Not started
Registered providers shall minimise the time that properties are empty between each letting. When doing this, they shall take into account the circumstances of the tenants who have been offered the properties.		<p>SLA will be implemented for Building Services regarding void management and key handover timescales.</p> <p>Relet procedure developed to ensure that operational staff are set appropriate relet times for properties for key returns and handovers.</p> <p>New SLA will be drafted which requires the SCC Building Services Manager to carry out quality check inspections of a minimum of 10% of completed void properties to ensure the work meets the lettable standard and has been carried out to a good standard of workmanship.</p> <p>SCC will join a benchmarking group and aim to achieve the median level of re-let performance in comparison to the Housemark peer group during 2022/23.</p>	April 2022	<p>Martin Bewick Graham Hoban</p> <p>As above</p> <p>As above</p> <p>Martin Bewick</p>	<p>In progress A new draft SLA details the KPIs and key handover timescales.</p> <p>As above</p> <p>As above</p> <p>In progress. SCC have had an initial introduction to Housemark during Feb 2022 and will now receive a presentation from them with a view to providing information and support on it during the first year and until SCC are ready to join the performance benchmarking.</p>

NEIGHBOURHOOD AND COMMUNITY STANDARD - SPECIFIC OBJECTIVE	MEASURABLE OUTCOME	REALISTIC - HOW WILL THE ACTION BE ACCOMPLISHED	TIME	OFFICER(S)	STATUS
Neighbourhood management Registered providers shall consult with tenants in developing a published policy for maintaining and improving the neighbourhoods associated with their homes. This applies where the registered provider has a responsibility (either exclusively or in part) for the condition of that neighbourhood. The policy shall include any communal areas associated with the registered provider's homes.		A new Neighbourhood Management Policy will be developed and SCC tenants will be consulted on this.	Sept 2022	Housing Operations Manager	Not started
		1 to 1 Customer Care and Comfort Visits will be introduced and carried out with every tenant, to include discussions regarding the neighbourhood where they live and how to improve it.	April 2022	Jill Haley	Complete The new CC&CV has been introduced and asks tenants about their neighbourhood and how to improve it.
Local area co-operation Registered providers, having taken account of their presence and impact within the areas where they own properties, shall: a) identify and publish the roles they are able to play within the areas where they have properties	Annual Report to Tenants to include details of staff roles and responsibilities.	Annual Report to Tenants to include details of staff roles and responsibilities. It will include information on performance against the regulatory standards, resident satisfaction measures; performance against its stated commitments; how income is being spent, complaints trends, impact from resident engagement and comparisons of the organisational wage structure and management costs.	Oct 2022	Martin Bewick	An Annual Report to Tenants will be developed and go out to all Housing Services tenants the first week of October 2022.
	Tenants' newsletter for tenants will be introduced in 2022 and will provide information to tenants concerning service delivery, staff roles and contact details.	Tenants' newsletter for tenants will be introduced in 2022 and will provide information to tenants concerning service delivery, staff roles and contact details.	April 2022	Martin Bewick	Not started
	The SCC website details will be regularly reviewed and updated to stay up to date with the	The SCC website details will be regularly reviewed and updated to stay up to date with the	April 2022	Martin Bewick	

	various services that SCC offer and to provide key contacts for other agencies and charities operating in the various areas of the City.	various services that SCC offer and to provide key contacts for other agencies and charities operating in the various areas of the City.			Not started
c) all tenants and residents can easily report ASB, are kept informed about the status of their case where responsibility rests with the organisation and are appropriately signposted where it does not.	Additional support services can be put in place to support vulnerable residents suffering ASB.	Investigate how tenants can also access mediation services and a professional witness, such as "i-witness", service when necessary.	July 2022	Julie Wearmouth	To be included in the ASB Policy draft
f) provision of support to victims and witnesses	Additional support services can be put in place to support vulnerable residents suffering ASB.	<p>Housing Services will review ASB policy and procedure to investigate if SCC have:</p> <p>ASB service standards so customers are clear how quickly they will receive a response to a new complaint.</p> <ul style="list-style-type: none"> • ASB mutually agreed, individual action plans with all complainants to resolve their complaint to everyone is clear about what is expected of them. • Risk assessments carried out with all ASB victims to help identify support for the most vulnerable victims. • A free victim support service is also available to SCC tenants. • SCC provide a free mediation to our tenants. 	July 2022	Julie Wearmouth	As above

TENANT INVOLVEMENT AND EMPOWERMENT STANDARD – SPECIFIC OBJECTIVE	MEASURABLE OUTCOME	REALISTIC - HOW WILL THE ACTION BE ACCOMPLISHED	TIME	OFFICER(S)	STATUS
<p>CRITERIA 1 – GOVERNANCE & TRANSPARENCY</p> <p>There is a clearly defined and agreed role for residents in the governance arrangements of the organisation.</p> <p>The organisation consults at least once every three years on the best way to involve residents in the governance and scrutiny of the housing management service.</p>	Residents currently do not have a governance role	<p>Tenant representatives to have a defined governance role by having up to two seats on the Housing Services Monitoring Group (HSMG)</p> <p>The role of the HSMG will be amended and set out in the Terms of Reference. The HSMG reports to the SCC Chief Officer Group.</p>	Sept 2022	Graham Scanlon	<p>In progress. Report will be presented to HSMG in February 2022. To be considered at Cabinet March 2022.</p>
The organisation provides sufficient resources to deliver effective engagement and residents have the opportunity to influence the decision about the resources made available.	No budget currently available for tenant engagement activities.	<p>SCC will recruit a Customer Engagement Officer who will have responsibility for Customer Engagement in 2022.</p> <p>Tenant engagement budget will be considered and used to resource engagement opportunities.</p> <p>As above - Housing Management staff will complete CC&CV to obtain face to face feedback and information with every tenant on a one-to-one basis.</p>	July 2022	<p>Martin Bewick</p> <p>Customer Engagement Officer</p>	<p>A new Customer Engagement Officer role has been agreed and is progressing. The new role will be responsible customer engagement including strategy and budget.</p> <p>CC&CV are underway and will be reported to HSMG in Q1</p>

LONGER TERM ACTIONS – 2022/23

HOME STANDARD – SPECIFIC OBJECTIVE	MEASURABLE OUTCOME	REALISTIC - HOW WILL THE ACTION BE ACCOMPLISHED	TIME	OFFICER(S)	STATUS
Repairs and maintenance Registered providers shall: a) provide a cost-effective repairs and maintenance service to homes and communal areas that responds to the needs of, and offers choices to, tenants, and has the objective of completing repairs and improvements right first time.	SCC don't currently benchmark the R&M service to ensure it is cost effective.	SCC will participate in benchmarking and strive to meet median Housemark performance across its KPIs, during 2022/23 when the stock numbers increase above 100.	April 2023	Martin Bewick	In progress Initial meeting and a presentation by Housemark has been agreed.
Registered providers shall ensure a prudent, planned approach to repairs and maintenance of homes and communal areas. This should demonstrate an appropriate balance of planned and responsive repairs, and value for money. The approach should include: responsive and cyclical repairs, planned and capital work, work on empty properties, and adaptations.	No Asset Management Strategy in place.	Asset Management Strategy and Investment Programme to be developed following the completion of a 100% Stock Condition Survey.	April 2023	Graham Scanlon	Not started
	No Investment Programme in place detailing future capital and cyclical works programmes.	Cyclical internal and external painting programmes will be put in place across all SCC stock which include pre-paint repairs.		Graham Hoban	
	No database detailing Stock Condition Surveys.	A 100% stock condition survey will be put in place of all assets and a comprehensive approach to planned and capital investment works will be developed. This stock condition component condition, lifecycle and cost data will be independently validated in future years (2023?).		Martin Bewick	Not started
				As above	Not started

TENANT INVOLVEMENT AND EMPOWERMENT STANDARD - SPECIFIC OBJECTIVE	MEASURABLE OUTCOME	REALISTIC - HOW WILL THE ACTION BE ACCOMPLISHED	TIME	OFFICER(S)	STATUS
Residents are consulted in a timely and effective manner on any change in landlord or significant change in the management arrangements.	<p>Tenant Engagement Strategy including a realist engagement framework will be drafted and consulted on.</p> <p>The Strategy will be reviewed by tenants after the first year of operation to ensure that it is fit for purpose and meets their needs.</p>	<p>Tenant Engagement Strategy, including consultation provision, will be put in place during April 2022 and will include information of how residents would prefer to receive information and be involved with SCC. SCC will communicate and involve residents in discussions which involve any significant changes in management.</p> <p>In relation to Housing Services the HSMG will be consulted on any changes and all tenants advised of the outcomes with an opportunity to feedback to SCC with any questions or to provide any views and opinions.</p>	April 2023	<p>Martin Bewick</p> <p>Housing Operations Manager</p> <p>Customer Engagement Officer</p>	<p>Not started</p> <p>Not started</p> <p>Not started</p>

APPENDIX 6 – Housing Annual review



Housing Delivery and Investment Plan

A year of progress 2021-2022



Building for the future.
Building for our residents.

Our Housing Delivery and Investment Plan

Sunderland's ground-breaking Housing Delivery and Investment Plan (HDIP) is changing lives across the city.

Just two years since its launch, new communities are springing up across Sunderland and empty homes are being given a new lease of life, providing much-needed homes for older and more vulnerable residents, ensuring the council delivers on its promise to provide high-quality affordable properties for rent for those who need support.

Led by the Housing Development Team and coupled with close partnership-working with the council's dedicated adult services team, as well as other support organisations across Sunderland, the HDIP is ensuring that more people in the city can live independently with the right support wrapped around them.

We are building the homes needed to meet our residents' needs now and for the future. We are embedding design features and technology that raise the bar for social housing, setting new standards to ensure that our residents live in high-quality homes that allow them to realise their potential.

Our five-year Housing Delivery and Investment Plan is driving ahead, delivering huge social and economic benefits. This report captures the rapid progress we have made in the last 12 months and the significant impact already achieved through our ambitious Housing Investment Programme.

K Johnston

Cllr Kevin Johnston
Cabinet Member for
Dynamic City



The vision

Sunderland's City Plan has a vision to forge a healthy, vibrant, dynamic future for the city and its residents. To make Sunderland a place where people can be proud to live, work and play; where no community is left behind.

The Housing Delivery and Investment Plan aims to ensure that:

- Residents have access to the homes they need as they grow old
- Vulnerable residents can live in homes that support them to live independently for longer
- We tackle empty homes, so often a blight on our communities, breathing new life into bricks and mortar and creating attractive new homes for our residents
- We aim to set a new standard of social housing

Original Housing Delivery and Investment Plan outputs:



The story so far

Already our vision is becoming reality. In the two years since Cabinet approved our Housing Delivery and Investment Plan, we are on track to meet the five-year targets we set in 2020.

Number of homes (of all kinds) acquired, built or under construction:

151



Number of homes tenanted and with interest:

60

Property viewings to date:

172

Number of empty homes acquired and refurbished, or with sales agreed:

18



£8.593m
spend to date

% of bungalows complete, under construction or set to be secured against target:

85.5%

Number of new supported accommodation properties secured:

33

Homes England funding secured:

£4.74m



Number of apprentice opportunities created through the plan to date:

7

Number of local businesses supported through the plan:



No of viability appraisals carried out:

156

2020-22 Timeline

26 November 2019

Registered Provider Status achieved

11 February 2020

Housing Delivery and Investment Plan approved by Cabinet

24 February 2020

Investment Partner with Homes England status achieved, allowing Sunderland City Council to participate in the SOAHP 2016-21 and associated affordable homes grant programmes

May 2020

First empty property acquired for refurbishment

July 2020

Initial Homes England grant allocation of £1.5m secured and grant agreement signed, with additional grant secured bringing total grant to date to £2.1m

July 2020

First construction site start at Cork Street

August 2020

Restructure and new Housing Development Team in place

September 2020

First property renovated and first tenant signs agreement

September 2020

Stanley Terrace and Albert Place start on site

October 2020

First completions with SME partner of new homes at Elmwood Avenue

February 2021

Professional Services Framework in place

September 2021

Professional Services Framework engaged to support with plans for Willow Fields

September 2021

First piece of public art commissioned as part of the HDIP unveiled

September 2021

Albert Place completes and residents move in

November 2021

Purchase of Washington Old School for conversion to supported homes

December 2021

Highly commended at the UK Housing Awards

December 2021

Boult Terrace completes and residents move in

January 2022

Achieves zero breaches in Homes England's first Compliance Audit

February 2022

Completion of Cork Street Phase 1; a new disability day centre and eight bungalows for people with disabilities

Improving lives

Two years on from the launch of the HDIP, we are seeing the real impact this programme is having on people's lives.

Close working with our partners in adult social care and a range of other support services means that we are delivering the homes needed to support our residents – whether they are older, have disabilities or specific support needs that mean they require accessible accommodation with assistive technology, or they're vulnerable residents who need support to get back on their feet. Our collaborative approach is key to the success of our HDIP, and we are proud that this is supporting people in our city to live happier, safer, more independent and fulfilled lives.

James Carr, 26, is a resident who has benefitted from a new council bungalow in Albert Place, Columbia, Washington. James is profoundly autistic and has been supported to spread his wings and move into his own home, thanks to the specially adapted properties built as part of our HDIP.

James's mother, Michele Carr has described the council's bungalow as 'everything she could have wished for' as the first home for her son James, who has 24/7 care.

Working with a multi-disciplinary team, including a team from Sunderland City Council's Adult Social Care and Sunderland Care and Support, the Carr family had been working towards James's independent-living plan for more than ten years. Now, thanks to the Council's HDIP, a suitable new home has made their dream a reality.



Michele said: “We are absolutely thrilled with the bungalow. It has been an absolute dream for us to find a property like this for James. Though we have planned this for many years, it’s been very tough, emotionally, for us as a family to take the steps towards James’s independence.



“But knowing that he is moving to such a beautiful home, where his needs can be supported, is just wonderful and has made the transition much easier for us. The bungalow is in such a quiet location too, making it perfect for someone with sensory challenges. It really is fit for purpose and better than we could have even dreamt of.”

“I think it’s a case study for how people with disabilities, like James, should be supported to live. This is best practice. It’s about supporting and enabling people to live independently and that’s what we are going to be able to achieve with James living in this new property,” Michele added.

In addition to practical technology that allow James to control things like the heating, the home has also been kitted out with assistive technology to meet James' specific needs. Among the tech he will have access to things such as a smart toothbrush. Like many people with autism, James has challenges maintaining his oral hygiene independently. The toothbrush - offers a game based approach to the process of brushing teeth - this challenges James to 'colour in his teeth' with toothpaste, helping him brush thoroughly, preventing any issues from developing and keeping him well at home.

Sunderland City Council's strong track record in social care is due in part to its award-winning use of assistive technology to support vulnerable residents, including scooping a coveted award from the Technology and Entrepreneurship Centre at Harvard.



Sometimes, it's about providing suitable accommodation for older residents in Sunderland too.

June Archer, 72, has moved into one of five new bungalows at Boulton Terrace, Shiney Row which were completed December 2021, and deliver much-needed one-level accommodation in Sunderland.

June said: "I was on a waiting list for a property like this for a while with other housing providers in the area, and when I noticed these homes being built, I looked into who was developing them and contacted the council to find out more. They took lots of information to understand what I was looking for and why I wanted to move and told me they would put me on their waiting list.

"I was invited for a viewing last year and absolutely loved the bungalows, I really liked the detached one, which has a lovely garden that I knew would be perfect for my grandchildren and great grandchildren. I couldn't believe it when I was told that was the home I would be getting.

"It's perfect for me and has lovely big rooms, and a second bedroom that is great for family staying over. I couldn't be happier with my new home."

June added: "My family are close by, and the position of the house, right next to local shops and bus stops, couldn't be better, so when I can't drive anymore, I will still be able to get around. It's lovely and peaceful and I am looking forward to a better year, in my new home."

And it's not just new homes that are making a difference. Kirsty Bell and her three boys moved into a



Working together

A key part of the HDIP'S success has been the way in which it has brought together different partners to deliver on the city's priorities and ensure that the plan remains focused on the needs of Sunderland residents.

Working with adult social care and homelessness teams, among others, the HDIP has been designed to ensure it is responsive to local needs; that homes that the council needs for the residents it supports are being made available.

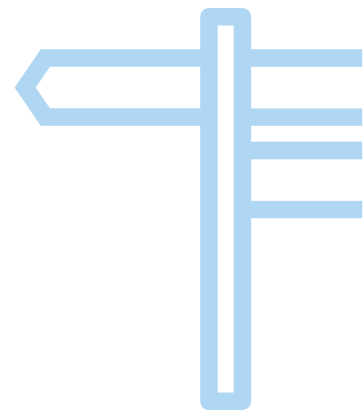


Many of the homes that are being brought back into use are providing the first step out of a life of homelessness for people in the city. Other homes are helping those fleeing and surviving domestic violence. Some are ensuring that people who may never have been able to live on their own can do so, in a property that is absolutely fit for purpose.

The council's Strategic Housing Market Assessment (SHMA) was updated in 2020 and established further specific housing needs across Sunderland and has already started to shape the priorities of the housing development team, with a focus on more specialist housing, dispersed across the city, especially for the most vulnerable, affordable accommodation to rent for people with learning disabilities and supported housing, particularly for single people and individuals with complex needs.

Alongside the HDIP, a range of additional interventions are driving the increased availability of affordable, high-quality homes. New leasing schemes are in place to allow the council to lease empty properties in the private sector, which enables the council to improve the housing conditions and let the properties to those on the council housing waiting list.

To complement the work being delivered within the HDIP the empty homes team are supporting private landlords to find tenants for their homes, driving up standards through the Landlord Accreditation Scheme that assures that the standard of properties and the service provided by private landlords, connects suitable residents to high quality homes.



Improving areas

Empty properties blight the communities and become a magnet for local problems such as fly-tipping, anti-social behaviour and vandalism.

The council's HDIP is playing its part in targeting long term empty properties and bringing them back into use. In the past 12 months we have acquired 24 empty homes. All improvement works are undertaken by the council's Building Services Team. Every home is being improved to exceptionally high standards and ensure that every home brought back into use offers a high quality, safe, secure and energy efficient home for future council tenants to enjoy.



Wordsworth Avenue East in Houghton-le-Spring

Left to fall into a state of disrepair by its absent owner, the property had become a target for disorder, and neighbours were suffering.

After being alerted to problems, we quickly stepped in, taking formal action after the owner failed to take action to put an end to the misery it was bringing to the lives of neighbours in the street.

It was only when the landlord faced prosecution that they started to engage positively and agreed to sell the property to the council. It is now set to be fully refurbished and brought back into use, with work completed by spring 2021, paving the way for it to once again become a happy family home.



Hazeldene Terrace in Pallion

Hazeldene Terrace was in a poor state of repair when it was purchased by the council, to be brought back into use as a family home. With woodworm throughout the flooring in the property, it required an extensive programme of works, and the council carried out full replacement of the flooring due to the extent of the damage, as well as full damp proofing and insulation, including to the roof void to improve the energy efficiency of the home, making it warmer and cheaper to heat for the new tenant. As

well as an upgrade to the full electrical and heating system, the home was fully fitted out with a new kitchen and bathroom, and is now an attractive family home that is helping meet

Improving the economy

The council has a focus on keeping the Sunderland pound in Sunderland and ensuring that the council's investments generate the maximum advantage for the city's people and businesses. This commitment is central to the work of the HDIP, which delivers real added value to the city.

Every scheme we have progressed has generated a local economic benefit, hundreds of thousands of pounds has been pumped into the local economy, sustaining local jobs directly and through the supply chain.

We have appointed a framework of Professional Services providers, many of which are within Sunderland.

Sunderland-based architects BDN were appointed to the framework last year, and they are already heavily involved in a range of HDIP and wider capital projects. Recently BDN have been asked to lead on the designs for our new Supported Housing Village at the Willowfield School site in the north of Sunderland.

Richard Marsden, MD of BDN, said: "We have already appointed three new architects who are all residing in Sunderland. I think from our perspective it will have a massive impact on the growth of our business, allowing us to reinvest in the city and ultimately, local people – creating jobs and spending money in the city."

Our aim is to extend the community wealth the plan delivers as far and wide as possible. That's why, as part of the HDIP, we are engaging local artists, to deliver a range of commissions that complement all new build projects whilst also supporting Sunderland's creative industries.



Sunderland-born artist and designer Leon Garshong has been selected to deliver a stunning new community centrepiece that will stand among 17 bungalows at Valiant Close in Hendon. The development – formerly known as Cork Street – was the first council-led housing scheme to break ground in 40 years, with the first phase set to complete and handover in February 2022. Phase 1 includes eight specialist accessible bungalows and a new Day Centre.

Leon, whose studio is in Sunnyside, is working on designs for a stilted piece of art called Pisces, which is inspired by the area's nautical connections. The piece will create a 'gateway' with planters standing on stilts to create an attractive frame for the new housing development, which has been specifically designed to support people with physical disabilities and wider support needs.

The 37-year old artist and designer, said: "Being from the city, I am so proud that I will be creating something that will stand in a part of Sunderland that has such a rich history, for many years to come, but I am also really hoping that I can engage with the community as I develop this piece, so it brings about wider benefits too.

"Having been commissioned by the council, I am keen that this project delivers as much social good as possible. I am looking to work with businesses or community organisations to engage the local community.



Improving standards

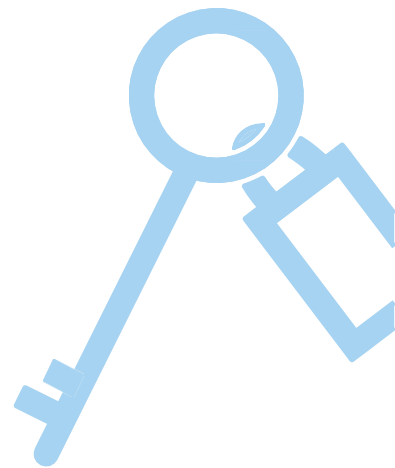
The HDIP has a keen focus on quality. We are driving up the standard of homes, using our schemes to raise the bar and ensure that our tenants enjoy the best possible quality of life in homes of high quality.

With high standards of specification being delivered on all of our homes we also aim to ensure designs cater for our tenants' needs and that we develop innovative spaces that make use of technology possible and effective for our tenants. We aim to raise aspirations and give people homes they can be proud of.

With the empty homes we bring back to life, we are creating superb accommodation, with attractive fixtures and fittings throughout. We want every tenant to benefit from a lovely home that is also safe, secure and energy efficient.

We focus on the needs of our tenants and how the design needs to work for them to live comfortably and independently as possible. For our tenants in Cork Street who have physical disabilities and wider specialist support needs, we have ensured that 16 of the 17 are Category 3 compliant with Building Regulations Part M4(3). This means they are fully wheelchair-user homes, each fully equipped with assistive technology and 5G provision which enable residents to live independently for longer, with support to raise their quality of life.

The new disability day centre - 'Valiant Centre' - at Cork Street, has been completed and will provide the NDRC (Northeast Disabilities Resource Centre) with a brand new purpose-built premises to provide additional support to vulnerable residents. The bungalows that surround the centre will be occupied by people with physical disabilities and special needs, ensuring they have ease of access to resources that will help them.





Like Cork Street, our bungalows at Albert Place are Category 3 compliant, with 5G provision – again ensuring that those who live there enjoy a home that is custom built to meet their needs.

Boult Terrace bungalows for our older residents enjoy 5G access - something that fits with Sunderland's Smart City ambitions, ensuring we connect and enable our people.

All our sites are designed to Secure by Design (SBD) standards, to help reduce and deter crime in the immediate surroundings of the properties and deliver safe communities where residents can have peaceful enjoyment of their home. We also work to Nationally Described Space Standards (NDSS), which sets out requirements for internal floor areas. This means that each of the plots has the right amount of floor space to suit the level of occupancy.

And the city's drive to carbon neutrality will also be supported by our sustainable dwellings. We work hard to ensure that the homes we build are designed with the environment in mind. And it's not just about the in-built features of the home, but about enabling residents to reduce their carbon footprint when they move in. That's why our homes feature smart devices that help people who live there to reduce energy consumption – not only keeping bills down, but helping the planet in the process.

Or excellent progress and good work has not gone unnoticed. The council's efforts to deliver the HDIP has been shortlisted, and highly commended, in several prestigious industry awards, including CIH Team of Year (Housing Development Team) as well as achieving zero breaches in Homes England's first Compliance Audit.



For more information about the
Housing Delivery and Investment Plan
please contact Amanda Gallagher on
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uk](mailto:amanda.gallagher@sunderland.gov.uk)

Compliance Audit Report – 2021/22

5080 – Sunderland City Council

Final Grade	Green - Meets requirements
Independent Auditor Organisation	BDO LLP
Independent Auditor Name	Rob Craven

Report Objectives and Purpose

Compliance Audits check Provider compliance with Homes England's policies, procedures and funding conditions. Standardised checks are made by Independent Auditors on an agreed sample of Homes England schemes funded under affordable housing programmes. Any findings, which may be a result of checks not being applicable to the scheme or an indication of procedural deficiency, are reported by the Independent Auditor to both the Provider and Homes England concurrently. The Homes England Lead Auditor reviews the findings and records those determined to be 'breaches' in this report. Breaches are used as the basis for recommendations and final grades for Providers. Grades of green, amber or red are awarded; definitions are provided on page 2 of this document.

Further information is available at: <https://www.gov.uk/guidance/compliance-audit>.

Provider's Acknowledgement of Report

The contents of this report should be acknowledged by your Board's Chair or equivalent. Confirmation of this acknowledgement should be recorded in the IMS Compliance Audit System by your Compliance Audit Lead on behalf of your Board's Chair or equivalent. Online acknowledgement should be completed within three calendar months of the report email notification being sent.

Confidentiality

The information contained within this report has been compiled purely to assist Homes England in its statutory duty relating to the payment of grant to the Provider. Homes England accepts no liability for the accuracy or completeness of any information contained within this report. This report is confidential between Homes England and the Provider and no third party can place any reliance upon it.

Compliance Audit Grade Definitions

Green Grade	No high or medium severity breaches identified, although there may be low breaches identified. The Homes England audit report will show that the provider has a satisfactory overall performance but may identify areas where minor improvements are required.
Amber Grade	One or more medium severity breaches identified. The Homes England audit report will show that the provider has failed to meet some requirements but has not misapplied public money. The provider will be expected to correct identified problem(s) in future schemes and current developments.
Red Grade	One or more high level severity breaches identified, the Homes England audit report will show that the provider has failed to meet some requirements and there has been a risk of misapplication of public funds.

Compliance Audit Grade and Judgement

Final Grade	Green - Meets requirements
Judgement Summary	On review of the evidence provided, the outcome of the audit has shown the provider has complied with all the programme requirements and guidance. A GREEN grade has been assigned and no breaches were identified.

Scheme/Completions details

Scheme ID/ Completion ID	Address/Site ID	Scheme type
977101	24 Beverley CourtBeverley Court,NE37 2DY	Empty Homes
1005904	22 Cramlington RoadCramlington Road,SR5 3TB	Empty Homes
998115	Elmwood Avenue, SouthwickElmwood Avenue,SR5 5AL	Rent

Audit Results

Number of Schemes/Completions Audited	3
Number of Breaches Assigned	0
Number of High Severity Breaches	0
Number of Medium Severity Breaches	0
Number of Low Severity Breaches	0