



CABINET
Monday, 12th December, 2022

You are invited to attend the next meeting of **Cabinet**, which will be held at:

Council Chamber, Civic Offices, High Street, Epping
on **Monday, 12th December, 2022**
at **7.00 pm** .

G. Blakemore
Chief Executive

Democratic Services
Officer

V Messenger (Democratic Services)
Tel: (01992) 564243
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Members:

Councillors C Whitbread (Leader of the Council & Leader of the Conservative Group) (Chairman), N Bedford (Deputy Leader & Place Portfolio Holder) (Vice-Chairman), N Avey, L Burrows, S Kane, A Lion, A Patel, J Philip, H Whitbread and K Williamson

PLEASE NOTE THAT THIS MEETING IS OPEN TO ALL MEMBERS TO ATTEND

1. WEBCASTING INTRODUCTION

This meeting is to be webcast and Members are reminded of the need to activate their microphones before speaking.

The Chairman will read the following announcement:

“I would like to remind everyone present that this meeting will be broadcast live to the Internet and will be capable of subsequent repeated viewing, with copies of the recording being made available for those that request it.

By being present at this meeting, it is likely that the recording cameras will capture your image and this will result in your image becoming part of the broadcast.

You should be aware that this may infringe your human and data protection rights. If

you have any concerns then please speak to the Webcasting Officer.

Please could I also remind Members to activate their microphones before speaking.”

2. APOLOGIES FOR ABSENCE

To be announced at the meeting.

Please use the Members Portal webpage to report non-attendance at meetings <https://eppingforestdc-self.achieveservice.com/service/Member>Contact> to ensure your query is properly logged.

Alternatively, you can access the Members portal from the front page of the Council’s website, at the bottom under ‘Contact Us’ <https://www.eppingforestdc.gov.uk/your-council/members-portal/>

3. DECLARATIONS OF INTEREST

To declare interests in any item on this agenda.

4. MINUTES (Pages 5 - 14)

To confirm the minutes of the meeting of the Cabinet held on 07 November 2022.

5. REPORTS OF PORTFOLIO HOLDERS

To receive oral reports from Portfolio Holders on current issues concerning their Portfolios, which are not covered elsewhere on this agenda.

6. PUBLIC QUESTIONS AND REQUESTS TO ADDRESS THE CABINET

To receive any questions submitted by members of the public and any requests to address the Cabinet.

(a) Public Questions

To answer questions asked by members of the public after notice in accordance with the provisions contained within Part 4 of the Constitution (Council Rules, Rule Q3) on any matter in relation to which the Cabinet has powers or duties or which affects the District.

(b) Requests to Address the Cabinet

Any member of the public or a representative of another organisation may address the Cabinet on any agenda item (except those dealt with in private session as exempt or confidential business) due to be considered at the meeting, in accordance with the provisions contained within Article 7 of the Constitution (The Executive, Paragraphs 27 and 28).

7. OVERVIEW AND SCRUTINY

To consider any matters of concern to the Cabinet arising from the Council's Overview and Scrutiny function and to identify any matters that the Cabinet would like the Overview and Scrutiny Committee to examine as part of its work programme.

8. NEW SUPPORT MODEL - SHELTERED HOUSING (Pages 15 - 28)

(Housing & Community- Cllr. H Whitbread) -That members approve the proposal to introduce a "needs' led" support service to residents in sheltered housing as set out in the report (C-027-2022-23).

9. REVIEW OF HOUSING STRATEGY - 2023 - 2027 (Pages 29 - 82)

(Housing & Community – Cllr. H Whitbread) Review of Housing Strategy for 2023-2027 (C028-2022-23).

10. OUTSOURCING OF THE CONCIERGE SERVICE (Pages 83 - 96)

(Internal Resources – Cllr. S Kane) To consider the outsourcing of the Concierge Service – (C-029-2022-23).

11. INTRODUCTION OF CHARGING FOR ADDITIONAL/REPLACEMENT WASTE CONTAINERS. (Pages 97 - 110)

(Contracts & Commissioning – Cllr.N Avey) -To agree to introduce charging residents for additional and replacement waste containers – (C-030-2022-23).

12. QUARTER 2 BUDGET MONITORING REPORT 2022/23 (Pages 111 - 128)

(Finance – Cllr.J Philip) -To note the Quarter 2 budget monitoring report for 2022-23 – (C-031-2022-23).

13. ANY OTHER BUSINESS

Section 100B(4)(b) of the Local Government Act 1972, together with paragraphs 6 and 24 of the Council Procedure Rules contained in the Constitution requires that the permission of the Chairman be obtained, after prior notice to the Chief Executive, before urgent business not specified in the agenda (including a supplementary agenda of which the statutory period of notice has been given) may be transacted.

In accordance with Operational Standing Order 6 (non-executive bodies), any item raised by a non-member shall require the support of a member of the Committee concerned and the Chairman of that Committee. Two weeks' notice of non-urgent items is required.

14. EXCLUSION OF PUBLIC AND PRESSExclusion

To consider whether, under Section 100(A)(4) of the Local Government Act 1972, the public and press should be excluded from the meeting for the items of business set out below on grounds that they will involve the likely disclosure of exempt information as defined in the following paragraph(s) of Part 1 of Schedule 12A of the Act (as amended) or are confidential under Section 100(A)(2):

Agenda Item No	Subject	Exempt Information Paragraph Number
Nil	Nil	Nil

The Local Government (Access to Information) (Variation) Order 2006, which came into effect on 1 March 2006, requires the Council to consider whether maintaining the exemption listed above outweighs the potential public interest in disclosing the information. Any member who considers that this test should be applied to any currently exempted matter on this agenda should contact the proper officer at least 24 hours prior to the meeting.

Background Papers

Article 17 of the Constitution (Access to Information) define background papers as being documents relating to the subject matter of the report which in the Proper Officer's opinion:

- (a) disclose any facts or matters on which the report or an important part of the report is based; and
- (b) have been relied on to a material extent in preparing the report and does not include published works or those which disclose exempt or confidential information and in respect of executive reports, the advice of any political advisor.

The Council will make available for public inspection one copy of each of the documents on the list of background papers for four years after the date of the meeting. Inspection of background papers can be arranged by contacting either the Responsible Officer or the Democratic Services Officer for the particular item.

EPPING FOREST DISTRICT COUNCIL COMMITTEE MINUTES

Committee:	Cabinet	Date:	Monday, 7 November 2022
Place:	Council Chamber, Civic Offices, High Street, Epping	Time:	7.00 - 8.27 pm
Members Present:	Councillors C Whitbread (Chairman), N Bedford, N Avey, L Burrows, S Kane, A Lion, A Patel, J Philip and H Whitbread		
Members Present (Virtually):	Councillors		
Other Councillors:	Councillors R Balcombe, H Kauffman, C Nweke and J M Whitehouse		
Other Councillors (Virtual):	Councillors R Brookes, H Kane, S Murray and D Wixley		
Apologies:	K Williamson		
Officers Present:	G Blakemore (Chief Executive), A Small (Section 151 Officer), A Hendry (Democratic Services Officer), I Braddick (Garden Town Liaison Lead), T Carne (Corporate Communications Team Manager), N Cole (Corporate Communications Officer), N Finney (Interim Implementation Team Manager), J Gould (Interim Strategic Director), R Schunemann (Principal Planning Officer) and J Warwick (Interim Acting Service Director (Contracts))		
Officers Present (Virtually):	S Jevans (Group Managing Director) and R Perrin (Democratic and Electoral Services Officer)		

52. Webcasting Introduction

The Leader of Council made a short address to remind everyone present that the meeting would be broadcast live to the internet, and would be capable of repeated viewing, which could infringe their human and data protection rights.

53. Declarations of Interest

Pursuant to the Council's Member Code of Conduct, Councillor R Brookes declared a non-pecuniary interest in agenda item 11 – 'Epping Forest District Museum Operating Model', by virtue of being a member of the Museum Association and the International Council of Museums. The Councillor had determined that her interest was non-prejudicial and that she would stay in the meeting for the consideration of the item.

54. Minutes

Decision:

That the minutes of the Cabinet meetings held on 30 September and 10 October 2022 be taken as read and would be signed by the Leader as a correct record.

55. Reports of Portfolio Holders

The Housing and Community Portfolio Holder reported back on the performance of housing repairs by Qualis. In future, she had agreed that Qualis would be reporting back to scrutiny (the Stronger Communities Select Committee) on performance matters. There has been some positive feedback on performance, with a 93% satisfaction rating for the housing repairs service, with only 88 complaints, but 1,112 compliments.

56. Public Questions and Requests to Address the Cabinet

Public Questions

Mr T Blanks sent in the following questions for the Finance Portfolio Holder. Mr T Blanks read out his question to the Cabinet.

Question:

My question is on which date did the employees begin their new employment by Qualis and were their full employment rights including long service and comparable pension benefits transferred to them by EFDC under TUPE arrangements as Qualis employees?

The Portfolio Holders response was:

The staff from EFDC TUPE'd across to Qualis Management on the 28th September 2020; all staff were transferred with their full employment rights including their long service and protected pension benefits.

Supplementary Question:

Mr Blanks then noted that it had been confirmed to him that 38 staff had been transferred over to Qualis Management; what was the name of the employers and were the transferred staff able to remain members of the Local Government Scheme or, had there been an error in the accounts.

The Portfolio Holders response was:

Yes, there had been an error in the audit of accounts which had not been picked up by the auditors. There was an average of 43 employees in Qualis Management over that period and 9 board members. As for the contract details, that was Qualis' business not the Council's business; but they did transfer with their protected pension benefits from the Local Government Pension Scheme.

57. Overview and Scrutiny

The Chairman of the Overview & Scrutiny Committee reported that they had held a special meeting on 3 November to discuss the report on the transfer of Ground Maintenance to Qualis. In the end the Committee were unable to support this move.

58. Waste Management Portfolio Holder Advisory Group

The Contracts and Commissioning Portfolio Holder, Councillor Avey introduced the report requesting the establishment of a waste management portfolio advisory group.

The purpose of this report was to establish a Waste Management Portfolio Holder Advisory Group to consider the current challenges with the delivery of the waste contract. The group would provide advice in dealing with the current challenges and support the procurement of a new waste and recycling contract. The group would provide feedback on the service specification for the new Waste and Recycling Contract to commence in November 2024.

Decision:

That the Cabinet noted and endorsed the establishment of a Waste Management Portfolio Holder Advisory Group, under the terms as set out in the report.

Reasons for Proposed Decision:

The reason for this decision was due to the high volume of missed collections that have been largely down to staff shortages, vehicle breakdowns and recruitment issues in the waste industry. This had caused widespread disruption and complaints throughout the district. It was felt that this advisory group would help to keep members informed as to the issues and what was being done to resolve the issues.

Other Options for Action:

Do not set up the advisory group.

59. Latton Priory Masterplan Allocation Sites

The Place Portfolio Holder, Councillor Bedford, introduced the report on the Latton Priory Masterplan Allocation Site.

The Harlow and Gilston Garden Town aims to coordinate and enable delivery of 16,000 homes by 2033, along with associated infrastructure, in and around Harlow, East Herts and Epping Forest Districts, delivering the Garden Town Vision, principles and guidance that has been agreed by the five partner councils. 3,900 of these homes are allocated within Epping Forest District, making up over a third of the District's allocated housing to be built to the TCPA's Garden City Principles.

Latton Priory Masterplan Area located within the Parish of North Weald Bassett. It is bounded to the north by the border between Epping Forest District and Harlow District. The masterplan is allocated for a minimum of 1,050 homes, primary and secondary schools, 1ha of employment land, 0.5ha for up to 5 Gypsy & Travellers pitches, a vibrant local centre and community facilities. The masterplan will also feature extensive green and blue infrastructure to promote natural and sustainable drainage and improved biodiversity, along with a large Suitable Alternative Natural Green space (SANG) to the southeast of the site to improve biodiversity and alleviate mounting pressure on the EFDC Special Area or Conservation (SAC).

The site promoters for Latton Priory Commercial Estates Group (CEG) and Hallam Land, had been engaging with EFDC officers since 2018 in the development of the

Latton Priory SMF following the Strategic Masterplanning Briefing Note, which was agreed by the Council's Cabinet in October 2018. This document set out the requirement for the endorsement of Strategic Masterplans and Concept Frameworks as allocated in the emerging LPSV.

Councillor Philip noted that a potential issue was that it may clash with the Main Modifications Consultation. Could we make sure that we signpost clearly the two different consultations taking place. He would also like to know what form the Latton Priory response were likely to take and who would be processing them. He was told that officers were working closely with EFDC's communications team to make sure there was no confusion. The consultation responses were to be collected a few different ways to allow maximum responses. There will be a consultation platform to enable us to collect responses digitally, this would be based around a questionnaire. We will also accept hard copies and email responses. These will be processed by the developer.

Councillor Lion asked if the infrastructure delivery plan referenced broadband infrastructure. He was told that from the start of this development it had always been key they would put in the best infrastructure that they could. It was also noted that provision of broadband was in the Local Plan.

Councillor Jon Whitehouse brought up some general area of concerns such as having sustainable transport links into the wider area and not just into Harlow. He asked if there was a mechanism to achieve Modal Shift to destinations other than to Harlow. Finally, was there any assurance that the aspirations in the Masterplan would feed through into practice. He was told that the sustainable transport links beyond the Masterplanning area (other than to Harlow) were being considered by officer who were looking to make it viable. As for a Modal Shift they have policies around this and would also welcome comments on this in the consultation. As for the commitments of the masterplan and how they carried on into planning applications. This was in the forefront of officers thinking as it was there to fix how things came forward in planning applications so the community could have clarity on what the expectations were.

Councillor Wixley asked if any land had been identified for sports facilities. He was told that there had been, and it formed part of the consultation process.

Decision:

(1) The Cabinet approved the draft Latton Priory Strategic Masterplan Framework and commencement of the public consultation for the Latton Priory Strategic Masterplan Area allocation identified as SP 5.1 in the Local Plan Submission Version 2017

(2) The Cabinet noted that the staged public consultation would take place over a minimum of six weeks from mid-November 2022 and will run through December 2022. It would be planned to allow the widest possible contribution and taking into account the Christmas / New Year period.

(3) The Cabinet noted that a further update would be provided to share the results of the public consultation, any updates to the masterplan and/or framework document to reflect consultation and to endorse the masterplan, so that it could be given appropriate weight as a material planning consideration in the determination of future planning applications.

Reasons for Proposed Decision:

To ensure that members were kept fully up to date on the progress of Masterplans and Concept Frameworks and other major proposals being promoted within the District.

To comply with the Council's general obligations as a local planning authority and the requirements set out in national planning guidance.

Other Options for Action:

N/A

60. Implementation of the Local Plan: update on Progress

The Place Portfolio Holder, Councillor Bedford, introduced the report update on the implementation of the Local Plan.

This report was prepared by the Policy and Implementation Team to provide members with an update on the progress of the Local Plan, Strategic Masterplans, Concept Framework Plans and Planning Performance Agreements (PPAs) within the district, including major projects and planning applications dealt with by the team.

The Council, in conjunction with the Local Plan Inspector, had finalised the proposed Further Main Modifications that it considers are required to the Local Plan in order to meet the tests of soundness. The Council was busy preparing for the Further Main Modifications consultation to commence at the end of October 2022.

Regarding Strategic Masterplans scheduled meetings and workshops continue to take place with site promoters and developers in accordance with project plans agreed within PPAs. The majority of workshops/meetings continue to take place virtually, but in-person meetings were being arranged for specific masterplan workshops.

The CIL Amendment Regulations introduced a requirement for authorities to prepare Annual Infrastructure Funding Statements. Appendix E of the report set out the proposed Infrastructure Funding Statement for the District for 2021/2022. The Infrastructure Funding Statement (IFS) applies to financial year 2021/2022 and sets out s106 agreements completed in that year, the types and values of contributions included in the agreements and the monies paid to the Council. The report then sets out the S106 projects deliverable within the next 5 and 10 years. The IFS also sets out how the s106 income will be spent and prioritised over the plan period.

Decision:

(1) The Cabinet noted the latest position in relation to the Examination of the Emerging Epping Forest District Local Plan.

(2) The Cabinet noted the progress of Strategic Masterplans and Concept Frameworks, including the use of Planning Performance Agreements and the progress of other proposals at pre-application and application stage (see Appendices A – D of the report);

(3) The Cabinet agreed the Infrastructure Funding Statement 2021/2022 (see Appendix E of the report) for online publication by 31 December 2022.

Reasons for Proposed Decision

To ensure that members were kept fully up to date on the progress of Masterplans and Concept Frameworks and other major proposals being promoted within the District.

To comply with the Council's general obligations as a local planning authority and the requirements set out in national planning guidance.

Every Local Authority was required to publish an Infrastructure Funding Statement ('IFS') by 31 December each year that sets out the amount of planning obligation expenditure where funds have been allocated.

Community Infrastructure Levy Guidance 2014 sets out that:

"Reporting on developer contributions helps local communities and developers see how contributions have been spent and understand what future funds will be spent on, ensuring a transparent and accountable system."

Paragraph: 172, Reference ID: 25-172-20190901

The Council's Infrastructure Delivery Plan had identified the infrastructure projects that were required to deliver development in the District to 2033.

Other Options for Action:

Not to update members on the progress on the above issues would be contrary to the commitment made by the Implementation Team as noted in the 18 October 2018 Cabinet Report.

Not to publish the Infrastructure Funding Statement within the deadline would result in a failure to comply with the Community Infrastructure Levy regulations.

61. Epping Forest District Museum Operating Model

The Wellbeing & Community Partnerships Portfolio Holder, Cllr A Patel introduced the report.

The Council was committed to future-proofing the delivery of the Museum service whilst also addressing the need to make efficiencies in the current fiscal climate. Following a meeting held at the Museum on 12th September, which was attended by a number of District Councillors, Officers, and an independent specialist consultant, where it was proposed that Epping Forest District Museum should be moved into trust status. It was felt that the Museum's future would be best secured by outsourcing its management and operation as a 'community' museum.

The report provided an assessment of possible options as to how this could be achieved, together with key issues that need to be considered in transferring from a

directly provided local authority service into another entity. It also proposed a concept of what a 'community' museum might be and an indicative timetable and tasks for transitioning.

Councillor Philip welcomed the report, as it gave an opportunity to keep the museum going and to make it better. Councillor H Whitbread noted that the museum was valuable to the district and its schools, and this would protect it in the long term.

Councillor S Kane said it seemed sensible and asked when the final decision would return to Cabinet (as stated in recommendation 4). He was told that they were employing the skills of a specialist consultant to take this forward, and they should be able to come back to the Cabinet in 4 to 6 months.

Councillor Kauffman said that he would like this linked to tourism in the district and could it be linked to other things such as the Gunpowder Mill. He was also nervous about the appointment of trustees and would like a mechanism to employ local, knowledgeable people in these posts. He was told that the council already had good established links with the community through the work of the council staff. They would be looking to recruit trustee that had the right skill sets to run and enhance the museum.

Councillor Jon Whitehouse noted that the property was not mentioned in the report, or at least it was not made clear, would the council maintain the property or have a rental agreement. Also, would it continue to have a registered museum status, this should be added to the report. He was told that the Council would retain responsibility for the building and its artifacts, and they would consider its status. Details had not yet been worked out but keeping the museum registration was important.

Councillor Murray asked when was the current appraisal of the museum done. If the meeting on 12th September was officer led or portfolio holder led. Would it be possible to see the input of the specialist consultants from that meeting. Will there still be a core of professional staff at the museum? He was told that this had been a member led idea for the last 5 years. As a council we had financial challenges, and the museum was expensive to run and to enable us to continue to run this we looked into the concept of the museum as a charitable trust. At the meeting on 12 September, we had the consultant there, with Councillors H Kane, L Burrows, H Whitbread and A Patel. This was a listening exercise, and this report was the first public stage to investigate the process. We were looking at the operating function of the museum and were considering all options available to us. Most of what the consultant said was in the appendices of the report.

Councillor Brookes noted we did not have a statutory duty to provide a museum. She was glad the Cabinet was taking this seriously but was disappointed that there were no figures in the report on savings. Councillor Patel noted that the building also had the library service within it so we were able to develop a community hub. Work was currently being done on what savings we could make in the future.

Decision:

(1) That Cabinet agreed, in principle, to adopt an alternative operating model for Epping Forest District Museum;

(2) That Cabinet agreed, in principle, to a charitable Trust being established to provide that alternative operating model and gives consent to work to progress toward that aim;

(3) The Cabinet acknowledged the process to achieve an alternative operating model would be subject to scrutiny at the relevant committee; and

(4) That any final decision on confirming an alternative operating model for the Epping Forest District Museum would return to Cabinet at the appropriate time.

Reasons for Proposed Decision:

In order to secure the long-term future of the Epping Forest District Museum service it is necessary to review its current operating model. Increasingly, local authorities nationally are successfully outsourced their museums. Securing Cabinet agreement, in principle, to the establishment of a charitable Trust to provide an alternative operating model will enable work to progress towards this aim.

Other Options for Action:

(i) Not to agree to progress exploration into an alternative operating model for the Epping Forest District Museum and to retain the delivery of the museum service in Epping Forest District Council

(ii) To make alternative changes to the museum service (subject to further consultation/scrutiny where appropriate).

62. Transfer of Services to Qualis

The Finance Portfolio Holder introduced the report on transfer of services to Qualis. He noted that members needed to be assured that there were tangible benefit to the Council from doing so. This could either be through reduced cost to the Council or improved performance, but ideally both. The report provided a high-level summary of the current costs of delivering the current in-house service, as well as suggesting an indicative Contract Payment in the event of the transfer of the Grounds Maintenance service.

This report had gone to a special meeting of the Overview and Scrutiny Committee on 3rd November where they spent significant time discussing it. The Committee in the end decided that they could not, at this stage, support this approach at this time. One of the reasons being that they thought that Qualis had not proved itself in the delivering of services. Councillor Philip would like to show that Qualis had demonstrated significant improvement. He noted that the Housing Maintenance Team had received over 92% of compliments. He also gave the commitment to bring the KPI's from Housing Repairs to Scrutiny and if they transferred grounds maintenance, they would develop KPI's in the coming year to also take to scrutiny. Officers would be TUPE'd over to Qualis.

The key point of the report was to provide quality services at a good cost to the Council. If Grounds Maintenance was kept within the Council, then they would have to move to charging commercial prices, as all prices were going up at present.

Councillor Lion commented that he had attended the Overview and Scrutiny Committee meeting and the important thing to note was they were attempting to preserve the service and increase the customer base.

Councillor Murray said that he did not think that Cabinet should go ahead with this tonight as he did not think that Qualis had proven itself as yet on Housing Maintenance, with no scrutiny having been carried out and it was difficult to quantify the financial case.

Councillor Philip replied that they were not ignoring the input received at the O&S Committee, but they just disagreed. Qualis had proved itself and was open to scrutiny.

Decision:

The Cabinet approved the transfer to Qualis of the Grounds Maintenance service on 1st April 2023 in accordance with the broad terms and approach proposed within the report, subject to consultation.

Reasons for Proposed Decision:

The Council has the opportunity to use this vehicle to group together and transfer services which fall under this heading to Qualis Management with the intention that they can be run in a more agile way, benefiting from a private sector performance approach, and by using their skills and equipment to attract other new – non Epping Forest District Council – business.

63. Any Other Business

It was noted that there was no other urgent business for consideration by the Cabinet.

CHAIRMAN

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Report to Cabinet

Report reference: C-027-2022-23

Date of meeting: 12th December 2022



**Epping Forest
District Council**

Portfolio: Housing and Community Services - Councillor H Whitbread

Subject: New Support Model - Sheltered Housing

Officer contact for further information: Denise Pegler, Team Manager, Older Peoples Services (07789372221)

Democratic Services Officer: Adrian Hendry, 01992 564246

Appendix 1 – Resident Consultation results

Recommendations/Decisions Required:

- (1) That members approve the proposal to introduce a “needs led” support service to residents in sheltered housing.**
- (2) That members agree to Sheltered Housing Officers working from a hub to ensure work is evenly distributed among the team.**
- (3) That members approve the re-branding of the Council’s sheltered housing schemes to Independent Living and change of job title for sheltered Housing Officers to Independent Living Officers.**
- (4) Members agree to the new “needs led” support model being reviewed on a regular basis to take account of new digital technology.**
- (5) To ensure full cost recovery for the Support Service, an increase of 7.4% from 1st April 2023 is recommended.**

Executive Summary

People want different things from sheltered housing, for some their priority is the added security of door entry and the emergency alarm system, while for others it is the welfare checks from the Sheltered Housing Officer. Some want social interaction and there are those that continue to work full/part time but want to be in an environment with people of a similar age.

Having listened to our residents and those considering a move to sheltered housing, we realise that the service we provide at present, which is a daily welfare check has become out of date. Residents want a more flexible service but more importantly they want peace of mind knowing that if/when they need support it will be available to them. To achieve this within our sheltered schemes, we have drafted a new model of support, one that is flexible and needs led, allowing us to spend quality time with those residents that have genuine support needs.

The term “sheltered housing” infers people need looking after. Residents living in our sheltered housing schemes are independent and so the term independent living would be more appropriate with staff having the title Independent Living Officer.

Reason for decision:

The current support model is no longer fit for purpose. Residents living in sheltered housing want a more flexible, “needs led” support service.

Options considered and rejected:

The option to continue with the current daily welfare checks was considered and rejected as it serves little purpose. Residents want a more up to date support service that is flexible, sustainable and one that gives residents choice.

Report:

1. Background

Sheltered Housing Officers are currently based at a sheltered scheme and visit/account for all residents on a daily basis (Monday – Friday). In addition, they visit approximately 30 older people living in the community. These people receive a visit one a week or once a fortnight depending on their need. All people receiving a visit from a Sheltered Housing Officer pay a support charge.

In addition to undertaking daily welfare checks, Sheltered Housing Officers complete support plans for each resident to determine what support a person needs to continue living independently. Each resident also has a fire risk assessment and personal emergency evacuation plan (PEEP) all of which are reviewed on a regular basis.

Other duties of a sheltered housing officer include but are not limited to:

- Providing cover at other schemes during times of absence
- Weekly fire bell test
- Undertaking new tenant sign-up and termination of a tenancy
- Day to day housing management issues
- Monthly scheme inspections both internally and externally
- Testing emergency alarm equipment in residents’ properties on a quarterly basis
- 6 Monthly fire drills

As the age of residents living in sheltered accommodation varies considerably, (60 to 90+) there are some that do not want or need a visit because they still work or go out on a daily basis. There are others that look after grandchildren and some that simply do not want to be called upon each day. Undertaking these daily visits to all residents is very time consuming especially when a member of staff is absent and their visits need to be covered, it leaves very little time to provide true support to residents when they need it.

A daily door knock has become out of date. Residents want a more flexible service but more importantly they want peace of mind knowing that if/when they do need support it will be available to them. Many Local Authorities and Housing Associations have already moved away from daily welfare checks to a “needs led” support service, Tendring district Council is just one example, and it works extremely well.

2. How will the new support model work?

The number of visits a person receives will be determined by the outcome of their support plan. All residents will have their support plan reviewed to ensure we provide a support service that meets their need. So, for example, if someone has just come out of hospital, they will receive regular visits until they have recuperated. If someone has no family or very few visitors, they will also receive regular visits. If someone needs help reading their mail or

making telephone calls, we will ensure time is allocated to this. However, if someone is reasonably fit and active, they will receive a phone call or a visit once a fortnight and those still in employment will receive a visit on a quarterly basis. Targeting visits to those that need them will allow officers to spend quality time with those in genuine need of support with resources to organise more social activities to ensure at least one event at each scheme per week, possibly more.

The support service provided by our team of Sheltered Housing Officers varies from making telephone calls, completing applications to making referrals to other agencies. This is very different from the service provided by Adult Social Care who assist residents with personal care, medication and hygiene cleans in the home. However, these services combine allow residents to remain independent for as long as possible reducing admissions into residential care.

It is also our intention to move staff away from being scheme based to hub based. The rationale being that they will go where the work is, so for example some officers may be undertaking visits, other officers may be updating support plans or fire risk assessments and testing alarm equipment etc., while another may be dealing with administration. There will be staff working in our sheltered schemes Monday to Friday but moving them to a hub ensures residents do not become reliant on one particular officer and the focus is on independent living.

There may be occasions when two officers are in a scheme and when they have completed their work, they will hold a social event. Working this way will ensure our residents receive a reliable and consistent service including during staff absences and will allow them to get to know a team of staff all of whom have the skills to support them to live independently.

Anyone in need of intensive support will be assigned a specific member of staff who will work with them to ensure they get the help and support they need including from other agencies. They will continue to work with the resident for as long as necessary.

All residents in sheltered housing have an emergency alarm system in their property which they can activate if they need help. This sends a call through to Tunstall Response, our monitoring provider who will summon the appropriate help which could be anything from calling a doctor or ambulance to providing reassurance. The new support model will be reviewed on a regular basis to ensure we take account of new digital technology.

3. Support Charge

All residents pay a support charge, for sheltered housing residents this is currently £16.74 a week, this includes £5.05 for the cost of the emergency alarm system. Those residents living outside the scheme pay £7.97 a week, again this includes £5.05 for the cost of the emergency alarm system. The support charge for all residents will remain the same, this is because we want everyone to be able to access support when needed. We feel that if a tiered charging system was introduced people would opt for a lesser service due to their financial situation when in reality, they require regular support to remain independent. We also need to ensure we cover the cost of this service. For more information on income and expenditure please refer to resource implications below.

Although the charge will remain the same for all residents, we are fully aware of the challenges around the cost of living and so next year we will be undertaking an exercise to determine what duties can be moved to Intensive Housing Management which is eligible for funding under the Housing Benefit regime. However, as can be seen from the survey below, 78% of our residents believe the service they receive is value for money.

4. Consultation

All residents received a letter setting out our proposal to introduce a “needs’ led” support model, in addition, they were invited to a question and answer session at their scheme and asked to complete a questionnaire. Of the 463 residents living in sheltered housing 138 returned their questionnaire. Below are the questions asked along with responses:

- Can you see the benefits of tailoring our support service to meet individual Resident’s needs? **Yes = 75% No = 10% 15% = unsure**
- Do you feel that we should ensure more social activities are held at your scheme as part of this review? **Yes = 68% No = 27% (Not answered by all)**
- Do you agree that the service you receive (emergency alarm and support service) offers value for money? **78% = Yes 10% = No Unsure =12%**
- There will no longer be a Sheltered Housing Officer based at your scheme, instead, a team of staff will provide support to ensure you receive a reliable and consistent service.
Can you see the benefit of this? **Yes = 52% No = 24% Unsure = 23%**
- Having read the letter regarding the new support model and having had the opportunity to attend a question & answer session, taking everything into account do you support the proposed changes? **Yes = 51.5% No = 13% 35.5% = Partially**

As can be seen from the results above, of those residents that returned they’re questionnaire, are majority are in favour of the new support model. Full details, along with resident’s comments can be found at appendix 1.

5. Re-Branding

The phrase sheltered housing infers people need looking after. Residents living in our schemes are independent and so the term independent living would be more appropriate with staff having the title Independent Living Officers.

Consultation undertaken:

All residents in sheltered housing have been consulted and asked to complete a survey. The full results of which can be found at appendix 1

Resource implications:

As can be seen from the table below the current cost to the Housing Revenue Account (HRA) for 2022/3 is £19.75. If we apply the rent cap which is 7% for 2023/4 this will increase to £1,285.23.

For the support service to break even a 7.4% increase would need to be applied from 1st April 2023.

	Current Charge	7% Increase	7.4% Increase
	22/23	23/24	23/24
	£	£	£
Income			
Sheltered Housing Residents 463 @ £16.74 - £5.05 per week	(281,448.44)	(301,149.83)	(302,275.62)
Non Scheme Residents 179 @ £7.97 - £5.05 per week	(27,179.36)	(29,081.92)	(29,190.63)
Total Annual Income Received	(308,627.80)	(330,231.75)	(331,466.26)
Expenditure:			
Employee Costs (Salaries) *	306,047.55	328,916.98	328,916.98
Employee Costs - Travel/Mobile Phones	2,600.00	2,600.00	2,600.00
Total Expenditure	308,647.55	331,516.98	331,516.98
Cost to the Council	19.75	1,285.23	50.72
<i>* assumes 4% pay award in 23/24</i>			

The table below shows the current cost to individual residents and the increase if an uplift of 7% or 7.4% were applied.

Weekly Charge Per Resident			
	Current Charge	@ 7% Increase	@ 7.4% Increase
	£	£	£
Sheltered Housing Residents	11.69	12.51	12.56
Non Scheme Residents	2.92	3.12	3.14

Legal and Governance Implications:

This proposal meets with all requirements

Safer, Cleaner, Greener Implications:

None

Background Papers:

NA

Impact Assessments:

Attached

Risk Management:

None

New Support Model - Response to Questionnaire

Date	Name	Address	1. Benefits to tailoring support service to individuals needs			2. Ensure more social activities at schemes as part of the review		3. Do you agree that the service you receive offers value for money			4. A team of staff will provide support to ensure a reliable service, can you see the benefit			5. Taking everything into account do you support the proposed changes			Comments
			Yes	No	Unsure	Yes	No	Yes	No	Unsure	Yes	No	Unsure	Yes	No	Partially	
27.4.22		Jubilee Court		1		1		1				1			1	Concerned that some of the more vulnerale residents may not be attended	
27.4.22		Jubilee Court		1				1			1			1		Stay as we are	
27.4.22		Jubilee Court	1			1			1			1			1	Will residents have an opportunity to give their view on how they feel the new scheme is working	
27.4.22		Jubilee Court	1			1				1	1				1	Feel there should be a SHO based at scheme Monday to Friday	
27.4.22		Jubilee Court	1			1		1				1			1		
27.4.22		Jubilee Court	1			1		1			1						
27.4.22		Jubilee Court	1			1		1			1					Agree with the principals but feel it's important to maintain continuity in relation to the support offered	
9.5.22		Jubilee Court			1		1	1					1	1		Good points and bad points - not having a SHO on site	
9.5.22		Jubilee Court	1			1		1			1			1			
9.5.22		Jubilee Court			1		1			1		1			1		
9.5.22		Jubilee Court			1		1			1		1			1		
9.5.22		Jubilee Court		1			1		1			1			1		
9.5.22		Jubilee Court		1			1		1			1			1		
9.5.22		Jessopp Court		1			1		1			1			1	No one there when you need them	
9.5.22		Jessopp Court	1			1			1	1			1				
9.5.22		Jessopp Court	1				1				1				1		
9.5.22		Jessopp Court	1				1	1			1						
9.5.22		Jessopp Court	1			1		1			1						
9.5.22		Jessopp Court	1					1			1				1	Could there be a rota so we know who will be visiting us	
9.5.22		Jessopp Court			1		1	1				1					
9.5.22		Jessopp Court	1			1		1			1						
9.5.22		Jessopp Court			1	1			1			1		1		Don't think it will make much difference	
9.5.22		Jessopp Court	1			1		1			1						
9.5.22		Jessopp Court			1	1		1				1		1		Like having an SHO on-site - to support us	
9.5.22		Jessopp Court	1			1		1			1					Agree with changes but feel someone should be on-site	
9.5.22		Jessopp Court	1				1	1			1						
9.5.22		Jessopp Court												1		If it ain't broke it don't need fixing	
9.5.22		Jessopp Court	1				1	1									
9.5.22		Jessopp Court			1	1		1				1			1		
11.5.22		Jessopp Court	1			1				1	1				1	Concerned about building management - lift breakdown	
11.5.22		Jessopp Court	1			1			1					1		Will the support charge be reduced if less visits	
11.5.22		Jessopp Court	1			1		1			1			1			
11.5.22		Jessopp Court	1			1		1			1			1			
12.5.22		Chapel Road			1	1		1			1			1		Confident all will work well	
12.5.22		Chapel Road	1			1		1			1			1			
12.5.22		Chapel Road	1			1		1			1			1			
12.5.22		Chapel Road	1				1	1			1			1		happy with the support received	
12.5.22		Chapel Road	1				1	1			1			1		Would like to thank SHO for all her help	
12.5.22		Chapel Road	1			1			1			1			1		
12.5.22		Chapel Road	1				1	1				1			1	Prefer it as it is	
12.5.22		Chapel Road	1				1	1			1			1			
12.5.22		Pelly Court	1			1		1				1		1			

12.5.22	Pelly Court				1			1			1			1	
12.5.22	Pelly Court		1		1			1			1			1	
12.5.22	Pelly Court	1			1			1			1			1	
12.5.22	Pelly Court			1	1			1			1			1	Like to see a familiar face
12.5.22	Pelly Court	1			1			1			1			1	
12.5.22	Pelly Court	1			1			1			1	1		1	
12.5.22	Pelly Court	1			1			1			1			1	Could we review the rules around pets
12.5.22	Pelly Court	1			1			1			1			1	
12.5.22	Pelly Court	1				1	1				1			1	Good idea
12.5.22	Pelly Court	1				1	1				1			1	service Should reflect the needs of the tenants
12.5.22	Pelly Court	1				1	1				1			1	In agreement with letter
12.5.22	Pelly Court			1	1			1			1			1	Current service works well
12.5.22	Pelly Court	1				1		1	1		1			1	Open to change but unsure if better
12.5.22	Pelly Court	1				1		1	1		1			1	
17.5.22	Hyde Mead	1			1			1			1	1			Understand the need to update - hope it works
17.5.22	Hyde Mead	1				1	1				1			1	Want a regular officer who we know - residents will ignore the rules if no one on site
17.5.22	Hyde Mead			1	1			1			1			1	Think there should be a support manager on site
17.5.22	Hyde Mead	1				1	1				1			1	
17.5.22	Hyde Mead	1				1	1				1			1	
17.5.22	Hyde Mead	1				1	1				1			1	
17.5.22	Hyde Mead	1			1			1			1			1	
17.5.22	Hyde Mead	1			1			1			1	1		1	
17.5.22	Hyde Mead			1			1				1			1	Concerned about the potential impact this will have on residents
17.5.22	Hyde Mead	1			1			1			1			1	
17.5.22	Hyde Mead	1			1			1			1			1	
17.5.22	Hyde Mead	1			1			1			1			1	
19.5.22	Jubilee Court			1			1				1			1	No Change needed
19.5.22	Jubilee Court		1		1			1			1			1	
19.5.22	Leonard Davis House - LDH	1						1			1			1	Feel there needs to be an officer on-site at least Mon. Weds, Fri
19.5.22	LDH			1			1				1			1	
19.5.22	LDH			1	1			1			1			1	I could go days without seeing anyone and would miss having a chat with the SHO
19.5.22	LDH	1				1	1				1			1	Very good idea - would love to be able to have a dog one day
19.5.22	LDH	1			1			1			1			1	Feel this is a cost cutting exercise - prefer service as it is
19.5.22	LDH			1			1				1			1	Happy with service as it is - help available when needed
19.5.22	Frank Bretton House - FBH			1			1				1			1	
19.5.22	FBH			1			1				1			1	
19.5.22	FBH	1				1		1			1			1	Service doesn't need updating
19.5.22	FBH	1				1		1	1		1			1	Would like exercise class
19.5.22	FBH			1			1				1			1	
19.5.22	FBH	1				1		1			1			1	Good idea - but must look after the most needy
19.5.22	FBH			1			1				1			1	Cost cutting exercise
19.5.22	FBH	1				1		1			1			1	More social activities needed
25.5.22	FBH	1				1		1			1			1	
25.5.22	Hedgers Close	1				1		1			1	1		1	
25.5.22	Hedgers Close	1				1		1			1			1	
25.5.22	Hedgers Close	1				1		1			1			1	
25.5.22	Hedgers Close	1				1		1			1			1	
25.5.22	Hedgers Close			1			1				1			1	

25.5.22		Pelly Court	1			1	1	1		1			1			
25.5.22		Pelly Court	1				1			1			1			
25.5.22		Pelly Court	1					1		1					1	Rotation of staff does not build trust
25.5.22		Pelly Court	1			1	1			1			1			
25.5.22		Buckhurst Court - Buck Court	1			1	1			1			1			Will miss seeing Mandy
25.5.22		Buck Court	1			1	1			1			1			Good thinking - helps everyone
25.5.22		Buck Court	1			1	1			1			1			
25.5.22		Buck Court	1			1	1			1			1			
25.5.22		Buck Court	1			1	1			1			1		1	Support Idea but will miss Mandy
25.5.22		Buck Court	1			1	1			1			1			
25.5.22		Buck Court	1			1	1			1	1		1	1		Shouldn't change what works good - leave alone
25.5.22		Buckhurst Court	1			1	1					1	1			A lot to take in but confident changes have been well thought through
25.5.22		Buck Court	1			1	1			1			1			
25.5.22		Buck Court	1			1			1	1						
25.5.22		Buck Court	1			1	1					1	1			Do support the proposed changes but understand some may be unsure
25.5.22		Buck Court	1			1	1					1			1	Can tell our SHO anything, new staff won't know us
25.5.22		Buck Court	1			1	1		1			1				
25.5.22		Buck Court	1			1	1					1	1			feels it's right to visit those that need support
25.5.22		Buck Court	1			1	1					1	1			
30.5.22		Hyde Mead House - HMH	1			1	1					1			1	
30.5.22		HMH		1			1	1				1			1	
30.5.22		HMH	1			1	1					1	1			
30.5.22		HMH	1			1	1					1	1			
30.5.22		HMH	1			1	1					1			1	Will lose personal touch
30.5.22		Parsonage Court - Pars Court	1			1	1		1	1			1			
30.5.22		Pars Court	1			1	1			1			1			
30.5.22		Pars Court	1			1	1			1			1			
30.5.22		Pars Court	1			1	1			1			1			
30.5.22		Pars Court	1			1	1			1			1			
30.5.22		FBH	1			1	1					1			1	Don't recall having a support plan
30.5.22		FBH	1			1	1					1			1	
30.5.22		FBH	1			1	1			1			1			
30.5.22		FBH	1			1	1					1	1			
30.5.22		Roundhills	1			1	1					1			1	Having different staff very unsettling
30.5.22		Roundhills		1		1	1		1	1					1	
30.5.22					1	1	1					1			1	
30.5.22		Grove	1			1	1			1			1			
30.5.22		Grove	1			1	1					1			1	
30.5.22		Grove		1		1	1					1			1	
30.5.22		Grove	1			1	1					1			1	
13.6.22		Parsonage Court	1			1	1			1			1			
13.6.22		Parsonage Court	1			1	1			1			1			
13.6.22		Parsonage Court	1			1			1			1			1	
13.6.22		Parsonage Court	1			1	1			1			1			I think that in keeping with the changing world, this is a brilliant support model, made to measure and flexible, much better than the preent service
			104	14	20	94	38	108	14	16	72	34	32	71	18	49
			75%	10%	14.50%	68%	27.50%	78%	10%	11.50%	52%	24.50%	23%	51.50%	13%	35.50%

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EPPING FOREST DISTRICT COUNCIL – INITIAL EQUALITY IMPACT ASSESSMENT

1. What is the name of the policy?

New Support Model – Sheltered Housing

2. Briefly describe the aims of the policy

To ensure people living in sheltered housing receive a support service that is flexible and appropriate to their needs.

3. Are the aims consistent with the Council's Equalities Policy? On what basis?

Yes – Tenants living in sheltered housing will benefit from a more flexible service tailored to meet individuals support needs helping them to remain independent in their own home

4. Is there any evidence to suggest that this policy could have an adverse impact on some groups of people? Use the table to tick:

(a) where you think the policy could have a positive impact on any of the groups or contribute to promoting equality, equal opportunities or improving relationships within the target groups.

(b) where you think the policy could have a negative impact on any of the equality target groups i.e. it could disadvantage them

	Insufficient data	Positive Impact	Negative Impact	Reason e.g. access / take-up
Gender reassignment		x		
Race		x		
Disability		x		
Age		x		
Religion and Belief		x		
Sexual orientation		x		
Sex		x		
Pregnancy and maternity				Sheltered Housing is for people aged 60 plus
Marriage and civil partnership		x		

5. If, in your judgement, the proposed policy does have an adverse impact, can that impact be justified? How do you intend to deal with that impact or lessen that impact?

N/A

6. To comply with the Public Sector Equality Duty, the Council must have due regard to the need to:

- Eliminate unlawful discrimination, harassment and victimisation
- Advance equality of opportunity between different groups
- Foster good relations between different groups

Show how your policy meets the above requirements.

All residents in sheltered housing will receive a visit from an officer who will discuss with each resident their support needs, this will then be documented and the support will be provided accordingly. This will be a tailored support service to ensure each individual receives the appropriate support they need to live independently. It will also be reviewed on a regular basis to ensure it continues meeting the individuals support needs. Officers will also have capacity to initiate new and varied social activities in which the wider community will be able to participate helping foster good relations within the local community.

Name of manager undertaking the assessment: Denise Pegler

Service Area: Housing & Property Services

Date completed: 6.10.22

Requirement for a formal Equalities Impact Assessment: NO

If YES, what is your timetable for completing this?:

Who else will you need to be working with to do this work e.g. partners, contractors etc?:

Other sections within the Council

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Report to the Cabinet



**Epping Forest
District Council**

Report reference: C-028-2022/23

Date of meeting: 12 December 2022

Portfolio: Housing and Community – Cllr H Whitbread

Subject: Review of Housing Strategy 2023 - 2027

Responsible Officer: Jennifer Gould Interim strategic director (01992 564112)

Democratic Services: Adrian Hendry (01992 564246)

Recommendations/Decisions Required:

- 1. That Cabinet considers and approves the draft Housing Strategy 2023-2027 for formatting and publication by 9 January 2023 (Appendix 1);**
- 2. That Cabinet considers and approves the draft Housing Strategy: Public Consultation Report (Appendix 2) and the Equalities Impact Assessment (Appendix 3) for publication in conjunction with the Housing Strategy 2023-2027 in January 2023;**
- 3. That Cabinet delegates authority to the Portfolio Holder for Housing and Community to consider and approve the Housing Strategy Delivery Plan for 2023-2024 in January 2023 and the annual Housing Strategy Delivery Plan update thereafter for the lifetime of the Strategy;**
- 4. That Cabinet considers and approves the recommendation that the Housing Strategy for 2023-2027 is reviewed and updated no later than 2027 subject to the usual democratic process.**

Executive Summary:

The current Housing Strategy (2018-2022) is due for renewal.

Cabinet is being asked to accept the recommendations set out in this report and approve the draft Housing Strategy for 2023-2027 for formatting along with the draft Public Consultation Report, and the draft Equalities Impact Assessment for publication of the final reports in January 2023.

Although the Housing Strategy is not a statutory requirement it provides a cohesive direction of travel for cross-cutting housing related services. The aim is to reflect and facilitate the co-ordination of activities for those services that directly impact on current and projected supply of and need for affordable housing in the District.

A review of the current Housing Strategy commenced in May 2021 underpinned by a review of the Allocations Scheme, the Tenancy Policy and the Homelessness and Rough Sleeping Strategy (which are statutory requirements). These were approved by Cabinet on 1 March 2022 to take effective in September 2022 for the period 2022-2027.

A report on the proposals for the vision priorities aims and objectives for the review of the Housing Strategy, and the outcome of the public consultation was presented to Stronger Communities Select Committee on 12 July 2022 for scrutiny. It was resolved that the report be recommended to Cabinet for approval with no changes.

Reasons for Proposed Decision:

To enable the Council to publish the Housing Strategy 2023-2027 and associated documents.

Other Options for Action:

Not to agree the recommendations contained within this report.

Report:

1. The draft Housing Strategy 2023-2027 highlights the golden thread from the Corporate Plan to Housing and Property Services, Planning Policy, Public Health, Community Safety and Social Care. In particular, the increasingly interdependent duties we have as a Local Housing Authority, a Planning Authority and a Registered Social Landlord with regards to the supply of and need for affordable housing and housing related services.
2. The draft Housing Strategy reflects our commitment to community involvement, health and wellbeing and working in partnership. All of which have been integral to this review and the proposal to agree a joint delivery plan with named partnership organisations.
3. It also seeks to provide a flexible delivery vehicle for evolving social policy, legislation and regulation as the lines between traditional departmental responsibilities within national and local government are increasingly blurred.
4. The partial release of the 2021 Census data at the time of writing means that there are some gaps in the demographic information generally relied upon to set the scene for the local context. For example, The most up-to-date information on households will be included in the strategy as soon as it becomes available and recorded in the version control for the document.
5. The report was due to be presented to Cabinet in September 2022. The Portfolio Holder for Housing and Communities agreed for it to be moved back to December 2022 - to enable the author to cover some specialist business-critical work at short notice on behalf of a former colleague.
6. Subject to approval, the period for the Housing Strategy has been amended from 2022-2027 to 2023-2027 to accommodate a revised publication date which is now proposed to be at the start of 2023.
7. Some terminology and references used in the draft Strategy have been updated since the proposals were presented to Stronger Communities Select Committee for scrutiny. These take account of recent local and national developments and make no material difference to the priorities aims and objectives scrutinized by Stronger Communities Select Committee. Examples include reference to the cost of living beyond fuel poverty and the current draft Corporate Plan which is going through the democratic approval process.

Resource implications:

The actions proposed within the draft Housing Strategy 2023-2027 will largely be managed within existing and future service budgets. Any additional burdens associated with the introduction of the new regulatory framework are being addressed by the interim Director of Housing through the usual business planning process.

At the time of writing, the reference to 'administering or signposting to short term financial assistance for a limited number of people facing urgent hardship subject to available funds' means Discretionary Housing Payment, Essex Essential Living Fund and Warm Home Essex Fund

Legal and Governance implications:

Legal services have reviewed the report and confirmed there are no legal implications to be included.

Safer, Cleaner and Greener implications:

The technical specialist has reviewed the report on behalf of the Community Safety Partnership (CSP) and proposed making reference to Design out Crime and Safer Streets Funding and to add the Community Safety Partnership as a delivery partner in the delivery plan.

The Planning Policy manager advised referencing links to the Green Infrastructure Levy and the District Sustainability Guidance.

The draft strategy has been updated to reflect these proposals.

The Sustainable Transport officer has reviewed the report and made some operational comments which are being considered by the interim Director of Housing.

Planning Policy implications:

Planning Policy has reviewed the report and has suggested referring to the 'planned growth of 11,400 new dwellings in the emerging local plan' rather than 'the objectively assessed need for 12,573 homes' between 2011- 2033. These amendments have been made to the draft strategy.

Consultation undertaken:

See draft Public Consultation Outcome Report at Appendix 2

Background papers:

Equalities Impact Assessment at Appendix

Risk management:

The risk of not approving the recommendations to adopt the Housing Strategy for 2022 – 2027 is the absence of a cross cutting cohesive plan to fulfil our statutory and regulatory duties in respect of housing services at a time of national socio-economic crisis.

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Housing Strategy



2023-2027

Working with our communities to provide great places where people want to live, work, thrive and prosper in safe good quality homes that meet their needs.

**If you would like this document
in a more accessible format,
then please contact:**

**The Housing Strategy Team
Housingstrategy@eppingforestdc.gov.uk**

**or at the Civic Office
323 High Street
Epping
CM16 4BZ**

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NATIONAL CONTEXT

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- **INCREASING THE SUPPLY OF AFFORDABLE HOUSING**
- **ENSURING QUALITY, SAFETY AND HIGH STANDARDS**
- **PROMOTING HEALTH, WELLBEING AND INDEPENDENCE**
- **FACILITATING ECONOMIC GROWTH AND REGENERATION**
- **PROTECTING AND ENHANCING THE ENVIRONMENT**

PARTNERS SIGNED UP TO THE STRATEGY

DELIVERY PLAN

GLOSSERY

FOREWORD

To be inserted by Holly Whitbread

Photo



Signature



INTRODUCTION

This Housing Strategy highlights the golden thread from our Corporate Plan 2023 - 2027 through to the housing related services that we provide in the District.

For Stronger communities

we will:

- safeguard vulnerable people. Our teams will support residents in need, providing support and equality of opportunity in a district that is safe for everyone.

For Stronger place

we will:

- protect and enhance our green spaces for future generations while providing decent, safe homes to meet all our needs.

For a Stronger Council

we will:

- improve customer access to our services.

We will achieve these corporate objectives through our commitment to listen, work with our partners and target our resources where they are needed most during these challenging times and make a positive impact on people's lives by:

- making every penny count,
- striving to improve services, and
- delivering value for money.

To demonstrate our commitment, we have consulted the community and agreed the following shared vision for housing in the District over the next five years:

Working with our communities to provide great places where people want to live, work, thrive and prosper in safe good quality homes that meet their needs.

We have collectively agreed five key housing priorities to focus on between 2023-2027:

Priority 1: Increasing the supply of affordable housing

Priority 2: Ensuring quality, safety and high standards

Priority 3: Promoting health, wellbeing and independence

Priority 4: Facilitating economic growth and regeneration

Priority 5: Protecting and enhancing the environment

Our Housing Strategy sets out the aims and objectives we have agreed with residents and partner organisations in the District and includes a housing delivery plan with clear measurable outcomes that we are committed to achieving and reviewing together on an annual basis or more frequently if required.

VALUES AND BEHAVIOURS

The commitments we have made in our Housing Strategy are enshrined in our values and behaviours:

Trust - We will be open and honest with each other and our customers. We will treat everyone with respect and take responsibility for our actions.

Performance - We will take pride in our work and celebrate our achievements. We will learn from our mistakes and always do what we say we will do.

One Team - We will work together as One Council, supporting each other and our partners to achieve better results for everyone.

Customer - We will put our customers at the heart of everything we do, providing services that are tailored to the different needs of our communities.

Innovation – We will seek new ways of working to improve and change to meet new challenges.

CONTEXT

LOCAL CONTEXT

Epping Forest District is one of the most sought-after places to live in the UK.

Our District is one of 12 district, borough and city local housing authorities located in the County of Essex. We are classified statistically as urban with significant rural populations, covering an area of approximately 339 square kilometres, divided into 24 town and parish councils.

These are mainly rural and lightly populated in the north and east, and more densely populated in the south (bordering the London boroughs of Enfield, Waltham Forest, Redbridge and Havering).

The majority of residents live across four centres; Buckhurst Hill, Epping, Loughton, and Waltham Abbey.

In 2019 our District was ranked 200 out of 317 lower tier authorities in England in relation to six indices; income, employment, health, education, crime, barriers to housing and services, and the environment (one being the most deprived).

Our overall ranking has improved gradually achieving its highest level since 2007 when last recorded in 2019. Our total score is made up of mainly affluent geographical areas with several pockets of relative deprivation.

(source Gov.UK National Statistics English indices of deprivation 2019)

Population growth

The 2021 National Census recorded the District as having a resident population of around 135,000. This is an increase of 8.3% from around 124,700 in 2011.

We have an aging population. Over the last ten years the number of residents aged 65 years and over has increased by 16.6%, the number of residents aged 15 to 64 years has risen by 5.7% and the number of children aged under 15 years has increased by 9.6%.

(Source ONS Census 2021)

Households by tenure type

There are estimated to be 54,557 households in the District. Approximately 70% of households are owner-occupiers and about 15% rent from private landlords. Around 14% of households live in social rented housing.

The Council is the largest social landlord in the District providing homes for 11% of households. The Council's portfolio of 6,465 properties including general needs houses and flats, disability adapted properties, sheltered accommodation for older and vulnerable people and hostels for homeless households. Housing associations provide just over 3% of residential premises in the District.

Housing supply and demand

The demand for all types of housing in the District far outweighs the supply of available homes to buy or rent on the open market, through affordable home ownership schemes or social housing for rent.

The succession of recent global challenges have all negatively impacted on the national and local housebuilding aspirations due to shortages in the labour market and materials, escalating costs and environmental considerations.

The Council's emerging Local Plan shapes future development in the District up to 2033. It sets out the level and distribution of planned growth, including new homes and employment land. The Local Plan identifies a requirement for 11,400 new properties for the period 2011- 2033. This includes a requirement for 2,851 new affordable homes between 2016-2033.

Harlow and Gilston Garden Town

We will collaborate with neighbouring councils to meet the demand for new housing. 16,000 sustainable new homes are planned across Harlow and Gilston Garden Town by 2033, of which 3,900 of are proposed in the Epping Forest District local authority area.

Supporting new developments

Housing Services will continue to work with Planning colleagues to implement the Local Plan. This will include supporting the development of appropriate housing for market sale, affordable homeownership, shared ownership, rent to buy, market rent and affordable rent. And providing evidence where necessary to ensure the mix of housing on individual sites reflect the needs of the local community.

Housing need

As a local housing authority, we operate a housing register for the allocation of Council and housing association accommodation (at affordable rent or social rent) to qualifying people in emergency, urgent or moderate housing need. On 31 March 2022 there were 1,314 households on the register waiting to be rehoused. There is a high demand for properties of all sizes although the greatest need is for 2-bedroom family houses.

NATIONAL CONTEXT

Housing reform remains high on the Government's agenda. This is reflected in the largescale proposals to stimulate housebuilding, policies to address climate change and legislation to completely overhaul the regulation social housing after the enquiries into the fire at Grenfell Tower, and more recently of the private rental market.

Our Housing Strategy takes account of the range of current and emerging legislation and regulatory codes identified at the end of this document, and in particular the Building Safety Act, the Care Act, the Social Housing Regulation Bill, the Levelling Up and Regeneration Bill and the Renters Reform Bill.

As a stock holding and developing local housing authority we must prepare for:

- enhanced consumer standards, greater scrutiny, and proactive regulatory inspections
- a new regulator for building safety
- new Government targets for environmental sustainability
- an uplift in energy efficiency through the Future Home Standard
- a new standard for decent homes
- a new complaint handling code and an increased role for the Housing Ombudsman
- a New-Homes Ombudsman for owners of new-build homes

Measures which come soon after a range of statutory duties that have been introduced over recent years to prevent and reduce homelessness, end rough sleeping, and generally improve health and wellbeing.

The increasingly complex statutory and regulatory requirements coincide with a succession of unprecedented challenges as the nation recovers from a pandemic, responds to climate change and the effects of the war in Ukraine and tackles a cost-of-living crisis.

By September 2022, inflation had reached its highest level in 40 years along with a notable rise in interest rates that was predicted to continue, after being very low for over 10 years.

We recognize that in this fragile geo-socio-economic environment, we must maintain agile services and flexible policies to respond swiftly to the changing needs of our community.

We have given a commitment to review and update our housing delivery plan with our named partners, at least once a year, but more frequently if necessary, to evaluate our progress and consider wider social, economic, environmental, and technological opportunities and challenges as they arise.

OUR FIVE STRATEGIC HOUSING PRIORITIES

Our Housing Strategy is made up of five priorities with associated aims and objectives and clear measurable outcomes that we aim to deliver with our partners over the next five years.

PRIORITY 1

INCREASING THE SUPPLY OF AFFORDABLE HOUSING

Together we will:

Maximise opportunities to increase the supply of suitable affordable housing and make best use of existing housing for affordable rent and affordable home ownership in the District.

We will achieve this through:

The Council Housebuilding Programme

Delivering a **range of Council owned housing** including **new family homes** in place of old garage sites we aim to build circa **195 Council homes for rent by 2026**.

- We will actively pursue land purchase opportunities and joint ventures and have created attractive hoardings as a marketing tool to generate interest.
- We will explore the potential to develop a variety of tenure types for affordable rent and affordable home ownership.

Strong partnerships

Working in partnership with **Homes England** and **Qualis (our wholly owned company)** as well as other registered providers to augment the range of new developments that meet local need.

- We will strengthen the working arrangements with Planning Services and potential developers of affordable housing including early discussions to improve efficiency and prevent avoidable delays to scheme delivery.

Funding opportunities

Maximising opportunities to **secure funding** for a mixed portfolio of affordable housing

- We will continue to work with Homes England to submit strong timely bids for funding where it is appropriate and in the local interest to do so.
- We will generally pursue the maximum percentage of developer contributions to affordable housing on individual sites in accordance with the emerging Local Plan and any Supplementary Planning Documents (SPD) where it is viable to do so.

- We will generally expect the affordable housing mix to reflect the housing market mix in terms of size of units, unless local evidence demonstrates that on some sites a different approach needs to be taken in accordance with the Local Plan and any SPD.

The private rented sector

Continuing to work with private landlords in these challenging times to improve access to **good quality affordable private rented housing** for people in housing need.

- Our Private Rented Sector Lettings Officer will liaise with landlords on an individual basis to prevent and relieve homelessness and arrange settled accommodation.
- We are preparing for the potential impact on supply of Government proposals to reform the private rented sector including the end of no-fault evictions, the introduction of a decent home standard, and changes to landlord and tenant's rights, responsibilities, and enforcement action.

Allocating accommodation

Allocating Council and housing association accommodation fairly and efficiently in accordance with our **updated Allocations Scheme for 2022- 2027**.

- We will make best use of available temporary and settled accommodation, aim to minimise the void turnaround time, and assist and incentivise people who want to move to smaller accommodation and/or sheltered housing.

PRIORITY 2

ENSURING QUALITY, SAFETY, AND HIGH STANDARDS

Together we will

Provide and maintain high quality safe housing and neighbourhoods that meet or exceed local and national quality, safety, satisfaction, and service standard and ensure residents feel respected, listened to, and have redress if things go wrong.

We will achieve this through:

Safe buildings

Complying with the new **Building Safety Act** and the **Construction Design and Management Standards**.

- We will rigorously adhere to our statutory building safety obligations and construction design and management standards for the homes we build and maintain directly and the services provided for us by Qualis Group Ltd. (Qualis) our wholly owned company, and other contractors.
- We will ensure compliance through and transparent internal and external scrutiny of the big six fire, gas, electricity, water, asbestos and lifts and all associated health and safety building regulations as they are introduced.

Decent homes

Managing our assets to ensure properties meet the new **Decent Homes Standard**

- Our Asset Management Strategy will set out how we will work in partnership with Qualis to ensure we meet and maintain the revised Decent Home Standard for our stock
- We will ensure the provision of a cost-effective repairs and maintenance service that responds to the needs of and offers choice to tenants and meets all requirements that provide for the health and safety of residents in their home.

Resident involvement

Listening and treating residents with respect, increasing opportunities for **resident involvement**, and delivering the **tenant satisfaction measures**.

- We will gather report on and respond to the nationally agreed tenant satisfaction measures covering repairs, safety, neighbourhoods, anti-social behaviour, and complaints.
- Through our Resident Involvement Strategy, we will put customers at the heart of what we do, from helping to decide on new services and estate improvements to getting actively involved with scrutinizing and improving the services we are already providing.

Customer care

Inspiring and training staff to provide **excellent customer care** and **professional high-quality** housing services.

- Through our tenant census we will gather up to date information to ensure we are equipped to provide fair access to services that are tailored to meet the diverse needs of our communities based on their circumstances.
- We will upgrade our ICT systems to increase efficiency, improve digital communication with our residents where appropriate, and for staff to provide and receive information when out and about in our neighbourhoods.
- We will continue to invest in the ongoing professional development of our staff to ensure they have the technical knowledge skills and experience to fulfil the Council's duties.

Accountability

Taking **a co-regulatory approach** to ensuring that we are adhering to the regulatory framework for social housing and supporting tenants to hold us to account.

- We will maintain an efficient review of our services and work collaboratively with residents, Members of the Council the Regulator for Social Housing and the Housing Ombudsman, in their respective roles to make sure we operate within the Consumer Regulations and the Complaints Handling Code.

PRIORITY 3

HEALTH WELLBEING AND INDEPENDENCE

Together we will:

Promote health and wellbeing to enable residents to live safe independent lives and receive the appropriate housing related support when it is needed.

We will achieve this through:

Joint working

Actively utilising our position on the **Health and Wellbeing Board** and its focus the Robert Wood Johnson model of the wider influences on health and wellbeing and **interdependencies with housing prospects** to achieve good outcomes for residents.

- We will take every opportunity to pursue efficient partnership initiatives with Public Health, Epping Forest Community Safety Partnership, Social Care, Communities and Culture and third sector organisations in keeping with the requirements of the Health and Care Act
- We will build on opportunities to share services with other professionals, such as recent funding for co-located NHS clinicians specialising in mental health and substance abuse to help people who may also be struggling to obtain or sustain settled living arrangements.

Appropriate assistance

Offering **appropriate assistance** at the right time for people who are, or may become vulnerable, to **build resilience** and live independent lives to the best of their ability.

- We will continue to develop trauma informed services for people in housing need, and provide training for our staff to understand traumatic stress, how this can affect reactions and the complex needs of survivors.
- We will take advantage of the opportunity for multi-agency whole person support and referrals to the statutory, voluntary and business services that are available at the Community hub.
- We will pursue Domestic Abuse Housing Alliance (DAHA) accreditation for the service we offer for survivors of domestic abuse.

Personal housing plans

Taking a whole person approach to personal housing plans that also address individual **experiences**, and **aspirations** through the principles of **social prescribing**.

- We will incorporate the principles of social prescribing in Personal Housing Plans for people who approach the Council in housing need
- We will listen and agree a plan with practical step-by-step measures to help individuals help themselves achieve their longer-term aspirations as well as addressing their immediate needs.
- Achieving aspirations may include agreeing to join free on-line training and a saving plan to set up a small business, or planned steps to improve a credit score over several years to qualify for shared ownership or rent to buy.

Removing barriers

Actively removing barriers that may unintentionally prevent people from accessing our services.

- We will review the Housing related aspects of the National Disability Strategy and create an action plan to ensure people with mental health, physical health and learning disabilities can fully participate in consultation, that disability is included in hate-crime policies.
- We will use the learning from equalities impact assessments and health impact assessments to provide fair and equitable services.

Housing for older people

Modernising our housing services for older people and the **Sheltered Housing** that we provide to make the best use of assistive technology, disability adaptations and available properties.

- We will upgrade resident's emergency alarm systems and provide group demonstrations and question and answer sessions.
- We will review the supply and demand for our sheltered housing schemes and co-produce a strategy to meet current and future need.

PRIORITY 4

ECONOMIC GROWTH AND REGENERATION

Together we will:

Offer help and advice to bridge the gap between the cost of living and the ability of households (particularly those most in need) to meet these costs, and create great places where people want to live work and prosper.

We will achieve this through:

Tackling the cost-of-living crisis

Promoting and delivering initiatives to reduce **energy bills** and the take- up of **help** that is available to meet increasing **household costs** and **manage debts** and a time of hardship.

- We will provide up to date advice and signpost residents to services and organisations that can provide practical assistance, ranging from foodbanks to furniture schemes and help with application forms etc.
- We will review the support that is available for Council tenants who are struggling to pay their rent or are at risk of losing their home and how to access free debt advice schemes.
- We will administer short term financial assistance for a limited number of people facing urgent hardship and invest in energy efficient technologies for newbuild and retrofit dwellings for longer term solutions.

Promoting employment and training initiatives

Where appropriate, encouraging households in housing need to take up **employment, training, and apprenticeship initiatives**, to improve their economic wellbeing and address local skills shortages.

- The Council itself is one of 30 large employers in Essex known as 'Anchor Organizations' because of our investment in staff development and wellbeing.
- We will promote the 'Develop me' interactive hub to link local employers with local residents who are seeking employment or training and have secured funding for a job coach to support people experiencing multiple disadvantages (including homelessness) into work.

Estate regeneration

Creating great places where Council housing and mixed tenure estates are viewed as privileged parts of the District **where people want to live work and prosper.**

- We will continue to expand our More than Bricks and Mortar campaign to regenerate neighbourhoods - with the same ethos of engaging local residents with major planned works, and welcoming social enterprises to help raise funds and improve the look and feel of our estates.

First steps to home ownership

Promoting opportunities for residents to take their **first steps to homeownership.**

- We will actively promote the steps to buying a home or a share of a home for the first time. This will be through targeted campaigns, information on our website and during discussions with households in social housing or who are seeking housing advice about current and future schemes and initiatives such as shared ownership and rent to buy.

Local solutions

Considering local solutions such as **keyworker housing** to address local skills shortages in specific areas if there is a need and community led demand.

- We have modified the Housing Allocations Scheme 2022- 2027 to allow for local lettings plans to facilitate keyworker housing in exceptional circumstances subject to Cabinet approval on a scheme-by-scheme basis.

PRIORITY 5

PROTECT AND ENHANCE THE ENVIRONMENT

Together we will:

Preserve restore and celebrate the natural environment and the cultural heritage that is unique to the district, whilst providing decent, safe homes to meet all our needs and fulfilling our pledge to reduce carbon emissions to net-zero by 2030.

We will achieve this through:

Green spaces

Improving the look and feel of the green spaces on our council and **mixed tenure estates**.

- We will focus on protecting enhancing and maintaining green spaces through sympathetic landscaping, tree planting, and community growing schemes as part of our More than Bricks and Mortar campaign, through our Council Housebuilding and Regeneration programmes and in negotiations over developer contributions.

Sustainable homes and lifestyles

Increasing **energy efficiency**, diminishing the use of **fossil fuels** minimising the impact on **biodiversity**, creating **less waste** and reducing maintenance.

- Where possible our new-build Council housing will be to Passivhaus standards Passivhaus will also be considered for retrofitting existing stock depending on site suitability.
- We will increase the availability of sustainable transport options such as vehicle charging points (EVPs) pedestrianised areas and cycle stores for new-build Council housing and mixed tenure regeneration schemes .
- We will work collaboratively to reduce reuse and recycle more of the waste that is produced during the development and maintenance of our estates.
- We will expect other registered providers to follow the Council's Employers Requirements for well-designed sustainable housing when developing affordable housing in the District.

Designing out crime

Designing out crime and the **fear** of crime to **deter opportunity for criminal activity**, reduce vulnerability to crime and improve the **quality of life** for our residents.

- We will work collaboratively with the Community Safety Partnership to incorporate good design into new developments and estate improvement schemes
- We will maximise joint funding opportunities following the successful Safer Streets bid which included the removal of local crime generators.

Environmental health

Working in partnership to tackle **environmental health issues** such as noise and air pollution, fly tipping, anti-social and criminal behaviour, the condition of private sector stock and licencing laws.

- We will work collaboratively with colleagues and other agencies to access the full range of tools to successfully prevent and efficiently resolve environmental health issues including evidence gathering, targeting hot-spots and enforcement action where necessary.

Raising awareness

Launching campaigns to **raise awareness** of how to **protect and respect** the environment whilst **saving money**.

- We will regularly publicise hints and tips on how to reduce carbon emissions and the benefits of doing so.
- We will produce social media campaigns to reduce reuse and recycle more of the waste that is generated in local homes and on estates.

ACHIEVING THE INTENDED OUTCOMES

Monitoring arrangements and accountability:

- The actions on the delivery plan will be reviewed annually and approved by the Portfolio Holder for Housing
- Lead organisations and officers will be agreed for each action on the delivery plan
- Progress and outcomes will be tracked and recorded for each action every six months
- The lead organisation for each action will be responsible for informing partners of any issues or risks between progress updates with a view to resolution.

PARTNERS SIGNED UP TO THE STRATEGY

Add

DELIVERY PLAN

Add

GLOSSERY

Add

LINKS

The strategy pays due regard to the following

Corporate Plan 2018-2023	<p>The Strategy supports Epping Forest District Council's Corporate Plan objectives.</p> <ul style="list-style-type: none"> • Epping Forest Corporate Plan 2023-2027(Draft)
Regulatory Standards	<p>The Strategy pays due regard to the following regulatory guidance</p> <ul style="list-style-type: none"> • Allocation of Accommodation: guidance for local housing authorities in England June 2012 as amended • Allocation of Housing and Homelessness (Eligibility) (England) (Amendment) Regulations June 2021 • Future Homes (and Building) Standard • Homelessness Reduction Act 2017: Homelessness Code of Guidance • Housing Health and Safety Rating System (HHSRS) • Housing Ombudsman Complaints Handling Code July 2020 • National Planning Policy Framework (NPPF) March 2012 as amended • Public Sector Equality Duty April 2011 • Regulator of Social Housing Economic and Consumer Standards • Improving Access to Social Housing for Victims of Domestic Abuse in Refuges November 2018
Legislation	<p>The Strategy supports the following legislation:</p> <ul style="list-style-type: none"> • Anti-social Behaviour Act 2003 • Building Safety Act • Care Act 2014 • Children's Act 1989 and Children's Act 2004 • Data Protection Act 2018 • Domestic Abuse Act 2021 • Equality Act 2010 • Fire Safety Act • Homelessness Act 2002 as amended • Housing Act 1985 • Housing Act 1996 as amended • Housing and Planning Act 2016 as amended • Immigration and Social Security Coordination Act (ISSC) 2020 • Localism Act 2011

Emerging legislation	<p>The Strategy takes into account the following emerging legislation</p> <ul style="list-style-type: none"> • Levelling-up and Regeneration Bill • Local Authority (Housing Allocation) Bill • Renters Reform Bill • Social Housing (Regulation) Bill
Related strategies	<p>The Strategy is linked to the following strategies:</p> <ul style="list-style-type: none"> • Green Infrastructure Strategy 2021 • Homelessness and Rough Sleeping Strategy 2022-2027 • Resident Participation Strategy 2022-2027 (Draft)
Related policies and guidance	<p>The Strategy is linked to the following policies:</p> <ul style="list-style-type: none"> • Allocations Scheme 2022-2027 • Anti-social Behaviour and Hate Crime Policy • Customer Complaints Policy • Decant Policy (draft) • Domestic Abuse Policy 2022-2025 (draft) • Health Impact Assessment Guidance • Income Recovery Policy 2020 • Privacy Policy • Safeguarding Policy • Sustainability Guidance 2020 • Tenancy Policy 2022-2027

VERSION CONTROL LOG

Version	Date	Details of changes included in update	Author
00.01	24.10.22	DRAFT FOR APG	Janice Nuth
00.02	08.11.22	DRAFT FOR EXEC BRIEFING	Janice Nuth

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OUTCOME REPORT

REVIEW OF:

THE HOUSING STRATEGY 2023 - 2027

**STAGE 2 PUBLIC CONSULTATION
RESULTS**



July 2022

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APPENDIX 1B: PROFESSIONAL STAKEHOLDER WORKSHOP PRESENTATIONS

APPENDIX 1C: PROFESSIONAL STAKEHOLDER DELEGATE LIST

APPENDIX 1D: BRIEFING AND WEBINAR PRESENTATIONS

1. INTRODUCTION

This report presents the results of the stage 2 public consultation on the proposals for the Epping Forest District Council Housing Strategy 2022-2027 that was undertaken between 10 May 2022 and 27 June 2022 as part of the review of the *Big Four Housing strategies and policies during 2021/2022.

2. SUMMARY

A comprehensive open consultation exercise was undertaken in two stages between May 2021 and June 2022 to underpin the review of the Housing Strategy for 2023-2027

The report detailing the [results of the *Big Four Stage 1 Consultation](#) is available on the Housing Strategy page of the [Council's website](#). This report concentrates on the stage-2 public consultation between 10 May 2022 and 27 June 2022 including a professional stakeholder workshops, resident and member briefings and an on-line public survey. Publicity included a local press release, social media, and newsletter content, and 317 emails to professional and community representatives and resident groups.

Active contributions were received from 151 respondents including 74 on-line surveys, 60 delegates at the workshop and 17 democratically elected Members of the Council or community representatives who attended briefings.

The overwhelming response was in overall agreement with the proposed priorities, aims and objectives presented for consultation, although a variety of views or challenges were expressed over different aspect of the detail across all channels. Only part of the proposed vision was

supported, and the workshop generated a lot of ideas and practical commitment to delivering the strategy in partnership.

The consultation feedback has been evaluated and a list of modifications have been proposed where it is considered to be reasonable and legitimate to do so.

*The 'Big Four' Housing Strategies and Policies refers to a review of the Housing Strategy, the Allocations Scheme, the Tenancy Policy and the Homelessness and Rough Sleeping Strategy undertaken between 2021 and 2022.

3. METHODOLOGY

The consultation was designed to give everyone with an interest in Housing in the District the opportunity to contribute to the review.

The stage 2 consultation began with a professional stakeholder workshop followed by public consultation including an on-line survey direct email, and a series of briefing sessions and webinars. Respondents had the opportunity of contributing to a range of open and closed questions and providing general comments in order to provide both quantitative and qualitative data for analysis.

Publicity

The consultation was publicised in a local press release, and a range of social media platforms including the Council's website, the Tenant and Leaseholders newsletter, on Facebook and direct emails to 317 professional and community contacts including:

- Registered providers of social housing in the district
- The clerks to the town councils and parish councils in the district
- The Community Safety Partnership and other statutory services
- Community groups including the Faith Covenant
- Essex County Council and the district, borough, and city councils in Essex
- Third sector partners with an active interest in Housing in the district
- Developers, Planners and Architects with an interest in affordable housing
- All elected Members of the Council and Council staff

Approach

Everyone was asked to comment on:

- the proposed vision for the Strategy
- the five proposed priorities
- the proposed aim and objectives for each priority

whether they had other suggestions or comments

4. CONTENT

Professional Stakeholder Workshop

Professional stakeholders were invited to a full morning workshop on 10 May 2022 to consider the specific challenges, and opportunities of producing a 5-year housing strategy for the District, including the feasibility of achieving the Council's proposals (and in principal agreement to co-

produce and deliver a partnership action plan) before presenting these to a wider audience for consultation.

The presentations and material discussed on the day can be found at [Appendix 1B](#)

Briefings and webinars

All elected Members of the Council and Town and Parish Councillors were invited to attend and contribute to either a live or a recorded briefing and raise questions during or after the live briefing.

Members of the Tenant and Leaseholder panel were invited to participate in a webinar to consider the proposals in detail and raise any questions they had.

Residents were also invited to participate in a webinar to consider the proposals in detail and raise any questions they had.

The same material was presented at briefings and webinars and can be found at [Appendix 1D](#)

The feedback from the briefings and webinars has been captured and included in the [Proposed Modifications Table](#) on page 17.

On-line survey

The online survey was open for 33 days via a link on the Council's website using SurveyMonkey software with the option to request an accessible version in an alternative format.

The survey combined a series of questions with multiple choice answers, free space for comments and the option to provide confidential personal profiling information for anonymised equalities analysis. Both the content and the result of the survey forms the main structure of this report.

5. RESPONSE RATE

Professional stakeholder workshop

The professional stakeholder workshop on 10 May 2022 was attended by 60 delegates and industry specialists with a specific interest and/or involvement with Housing related services in the District. A list of delegates and the organisations or services represented at the workshop is included at [Appendix 1C](#).

Briefings and Webinars

The live briefings and webinars were attended by a combined total 17 elected Members of the Council, Town and Parish Councillors, residents and community representatives.

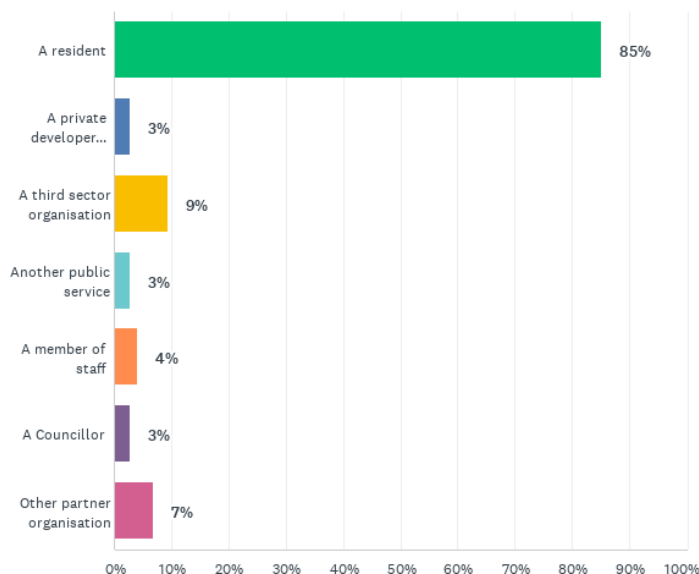
On-line Survey

The online survey was completed by 74 respondents. The vast majority of on-line surveys were completed by residents (85%). Professional stakeholders, community representatives and elected members of the Council typically opted to provide feedback during the workshop or briefings.

6. RESULTS

Everyone completing the on-line survey was asked to indicate whether they were responding in their capacity as a resident of the District or as a representative of an organisation with an interest in Housing in the District.

Please select one or more of following for this survey. I am...



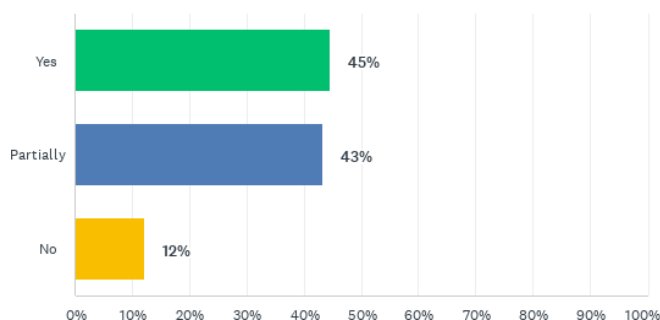
The overwhelming majority of online surveys were completed by residents (85%). Other responses were received by third sector organisations (10%) other partner organisations (7%) EFDC staff (4%) other statutory organisations (3%) private developers or landowners (3%) and elected Members of the Council (3%).

Proposed Vision

The first draft proposed vision was 'To work with the community to create great places where people want to live, and an efficient local housing authority where people want to achieve their aspirations'.

Question

Do you agree with the wording of our proposed vision?



Opinion was evenly split between those respondents who agreed with the vision (45%) and those who partially agreed (43%). A smaller proportion of respondents disagreed with the entire vision (12%).

What do you particularly like and why?

18% liked ‘creating great places where people want to live’.

13% liked ‘working with the community’.

What would you change and why?

26 % said they wanted to remove or change some or all of ‘an efficient local authority where people want to achieve their aspirations’ mainly adding that it did not make sense or was too vague.

Comments

Many contributors suggested just keeping:

‘To work with the community to provide great places where people want to live’

Other reoccurring suggestions included adding safety, work or the ability to work from home affordability, have access to recreational facilities, green spaces, the environment, and homes for local people.

The revised vision presented to Stronger Communities Select Committee for consideration is

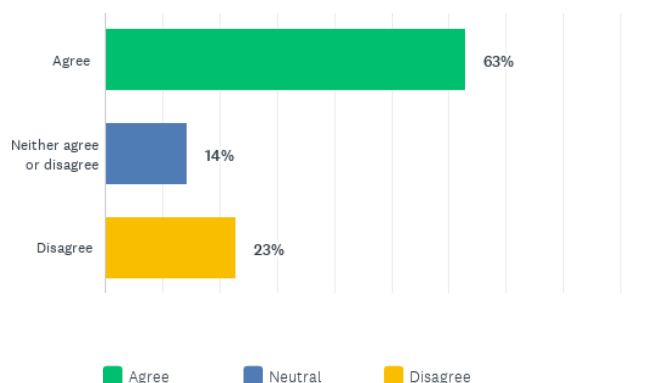
‘To work with the community to provide great places where people want to live, work, thrive and prosper in safe good quality homes that meet their needs.’

Proposed priorities

The on-line survey then listed the five proposed priorities and asked whether participants a) agreed, b) neither agreed or disagreed, or c) disagreed, and invited alternative suggestions or comments.

Question - Do you agree with....

Priority 1: Increase the supply of affordable housing



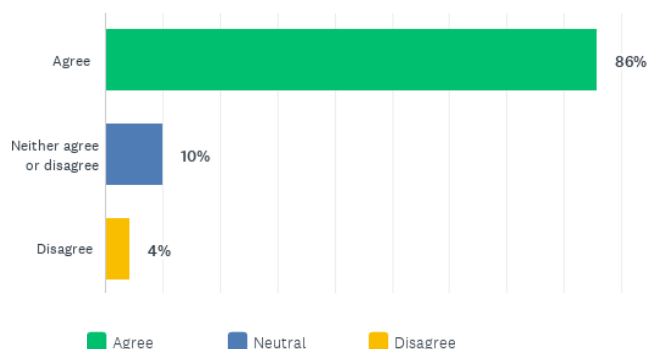
Most respondents agreed with Increasing the supply of affordable housing (63%) although more people disagreed with this as a priority (23%) than the other proposals.

Comments:

Reoccurring themes included the need to increase the supply of social housing, clarity on the definition of affordable housing and that ‘affordable housing’ is not really affordable. Several respondents questioned building Council housing at the same time as selling it through the Right to Buy.

Other references were made to ensuring the increase the supply of affordable housing of the right size and type in the right mix to ensure families do not outgrow their homes.

Priority 2: Quality and standards

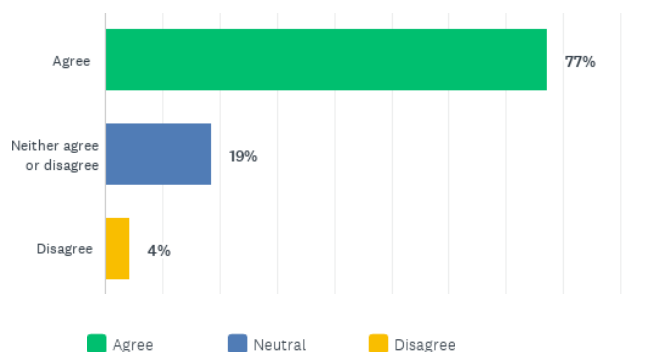


The vast majority of respondents agreed with this priority (86%), only a few neither agreed or disagreed (10%) and very few disagreed (4%).

Comments:

Several suggestions included adding the word ‘safety’ given its importance, and prefixing the priority with something like ‘promoting or increasing’, i.e., Promote quality, safety, and standards.

Priority 3: Promote health wellbeing and independence

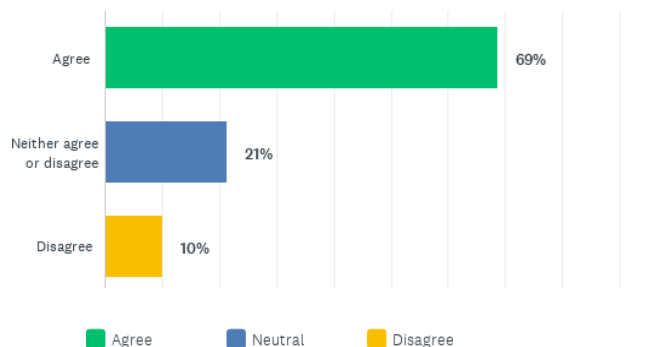


More than three quarters of respondents agreed with this priority (77%). Again, very few (4%) disagreed. The remainder neither agreed nor disagreed (19%).

Comments:

There is no mention of children or the younger generation. Perhaps this priority should include ‘for all age groups’ or something similar.

Priority 4: Economic growth and regeneration



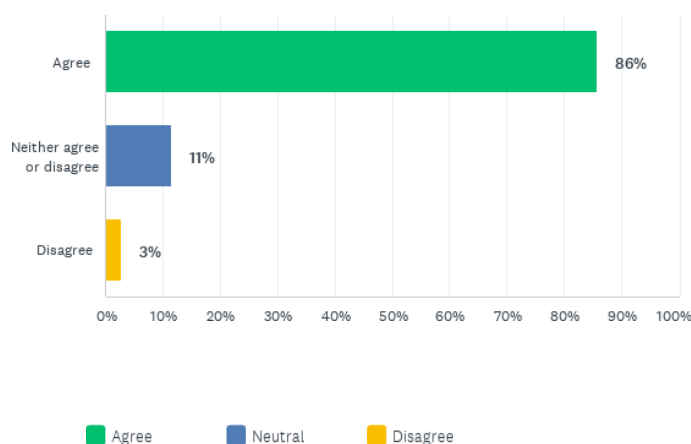
Over two thirds of respondents (69%) agreed with this proposal although slightly more disagreed with this priority than other priorities (10%), and the remainder (21%) neither agreed nor disagreed.

Comments:

Several concerns were raised over the demand on/or need for increased infrastructure and the negative effects of high-density housing on services, most notably education followed by NHS provision.

Generally, those who disagreed disputed the need for regeneration, either because they did not consider the area (overall) to be deprived or that it would fail to preserve the rare historical town.

Priority 5: Protect and enhance the environment



A large majority of respondents agreed with this priority (86%) and while some neither agreed nor disagreed, this proposal attracted the least disagreement (3%).

Comments:

Add the word promote or increase (protecting and enhancing the environment)
 The environment should be higher up on the list of priorities.

The proposed aim and objectives for each priority

Question – Do you agree with...

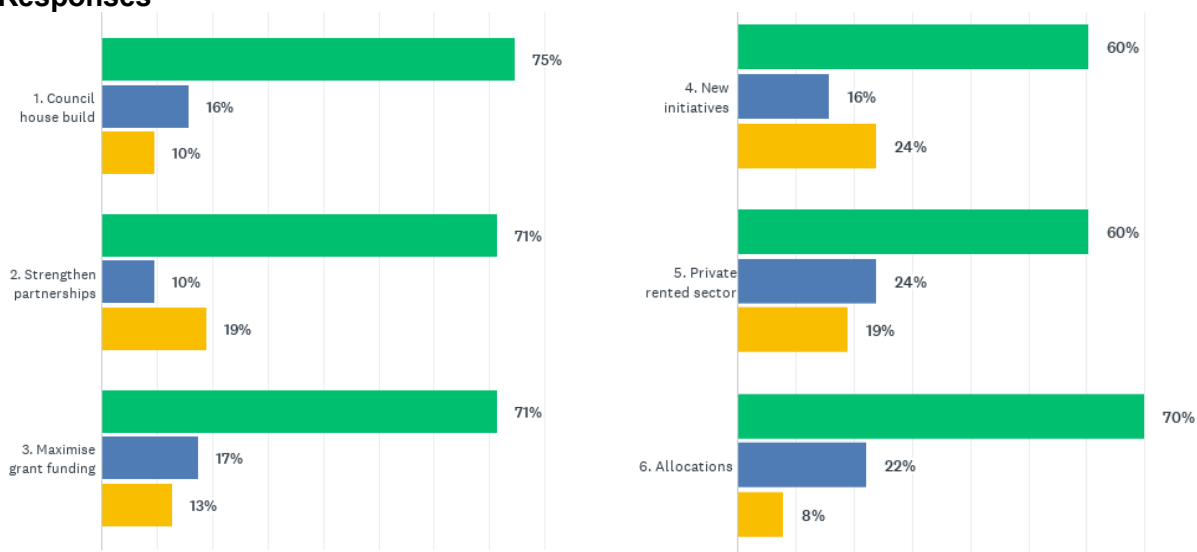
Priority 1: Increase the supply of affordable housing – proposals

Purpose: To maximise opportunities to increase the supply of suitable affordable housing and make best use of existing affordable housing (both affordable rent and affordable home ownership) in the District.

Do you agree with these proposals?

1. Highlight the **Councils Housebuilding Programme** and develop plans across all types affordable housing for rent and home ownership in the District.
2. Strengthen the links between **housing and planning partners** including pre-planning consultations negotiations and developer contributions to affordable housing.
3. Continue to work with **Homes England** to maximise funding opportunities for affordable housing.
4. Consider the benefits of the government initiatives such as **First Homes** the new model for **Shared Ownership** and **Community Self Build**.
5. Work with landlords to increase the supply of affordable **private rented housing** that complies with emerging legislation for the private sector.
6. Efficiently manage the **letting of all temporary and settled accommodation** to achieve **value for money** in accordance with the Allocations Scheme.

Responses



 Agree  Neutral  Disagree

All the proposals to increase the supply of affordable housing achieved agreement from at least 60% and up to 75% of respondents. Council House build was the most popular proposal (75%) and pursuing new Government Initiatives and private sector availability the least popular (60%).

Comments:

A considerable number of the comments related to planning policy rather than housing strategy and have been forwarded to the Planning Policy team for information and consideration.

- Building design was a reoccurring theme, including the need for it to be 'innovative' 'excellent for this rare market town', that fits with the local architecture, and 'sustainable housing with an EPC rating of A'.
- The right size, type and mix was also raised several times, houses with gardens rather than flats, family sized homes, older and disabled tenant requirements and the DWELL standard.
- 'Any actions that make the local housing policy and planning proves more transparent and easily understood are welcomed'.
- Deliver housing that achieves net zero carbon objectives by 2030 or 2050 and sustainable housing with EPC rating of A.'
- Consult the community.
- Insist on 40% affordable housing on site and significantly cut off site contributions.
- Include an action to respond appropriately to homelessness.
- Change Government Initiatives to New Initiatives.
- It is vital that there are homes for all incomes to help the community to thrive and help children grow up in stable homes.
- Encourage and support the delivery of rural affordable housing with a local connection in perpetuity and community led housing groups.

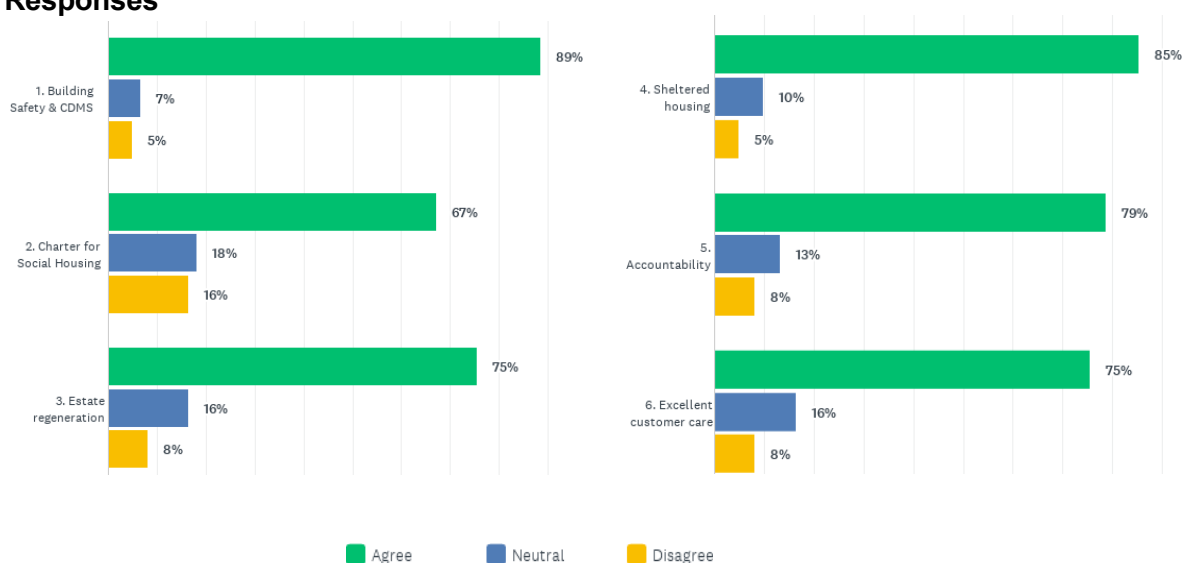
Priority 2: Quality and standards – proposed actions

Purpose: to focus on Council's commitment to offering high quality housing and housing related services.

1. Ensuring compliance with the new **Building Safety Act** and achieving the **Construction Design and Management Standards**.
2. Delivering the **Charter for Social Housing Residents**, increasing **Resident Involvement** and introducing **Tenant Selected Measures**.

3. Managing our assets through **Estate Regeneration** creating great places where people want to live and properties that meet the new **Decent Homes Standard**.
4. Modernising our housing services for older people and the **Sheltered Housing** that we provide to make the best use of assistive technology and disability adaptations.
5. Working in partnership with the **Regulator for Social Housing** and the **Housing Ombudsman** to ensure residents know what standards they can expect to receive, whether we are delivering to these standards and how they can complain if things do go wrong.
6. Inspiring and training staff to provide **excellent customer care** and a range of high-quality housing services that focus on more than bricks and mortar.

Responses



Building Safety and Construction Management Design Standards afforded the most agreement (89%) followed closely by Modernising Sheltered Housing (85%). The Charter for Social Housing Tenants attracted the least agreement (67%) and the most disagreement (16%).

Comments:

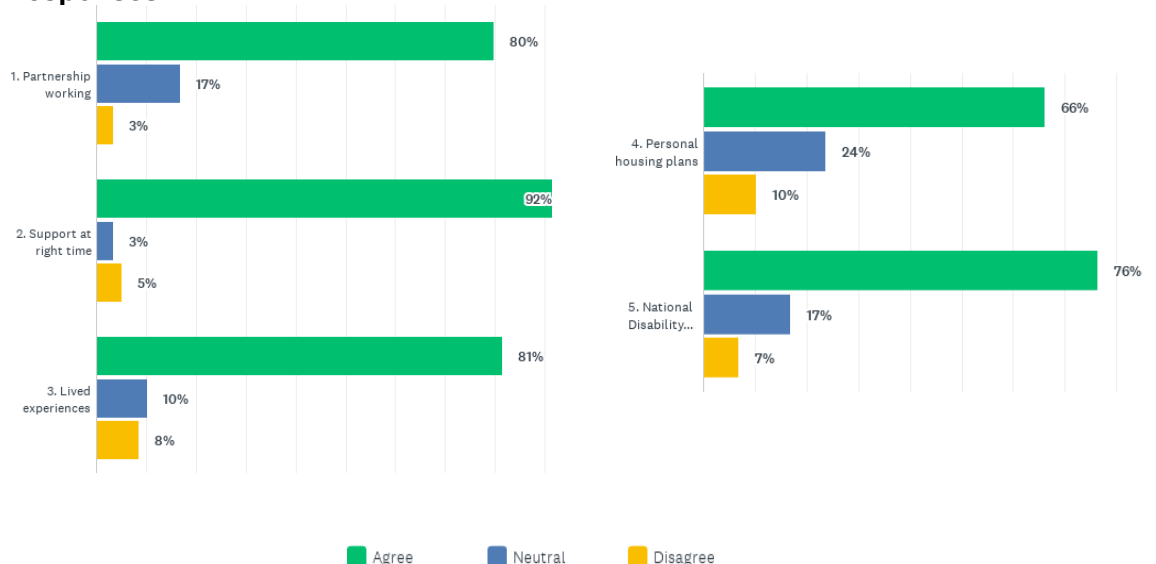
- The balance between fire safety retrofit and access to usable outdoor space is difficult but we have to get it right.
- Customer care requires knowledge of buildings and how to keep stock in good condition.
- One of the standards should be 'Access to Good Quality (ICT) Networks'.
- This priority refers to the landlord's role which should not be in the Housing Strategy.
- Better face to face links should be part of excellent customer care.

Priority 3: Promote health wellbeing and independence – proposed actions

Purpose: to promote health and wellbeing to enable residents to live safe independent lives and receive the appropriate housing related support when it is needed.

1. Delivering good outcomes for residents in **partnership** with Public Health, Community Safety, Social Care, Communities and Culture and third sector organisations in keeping with the requirements of the **Health and Care Act**.
2. Offering **appropriate assistance** at the right time for people who are, or may become vulnerable, to **build resilience** and live independent lives to the best of their ability.
3. Listening to, understanding and responding to our residents **lived experiences** and **aspirations** and promote **opportunities** for residents to improve their health, wellbeing, and life-chances.
4. Developing personal housing plans that encourage the take up of **social activities** available in the District.
5. Adopting the housing related aspects of the recently published **National Disabilities Strategy**.

Responses



By far the most agreement was with ‘Support at the Right Time (92%)’, whereas ‘Personal Housing Plans’ was the least favored (66%).

Comments

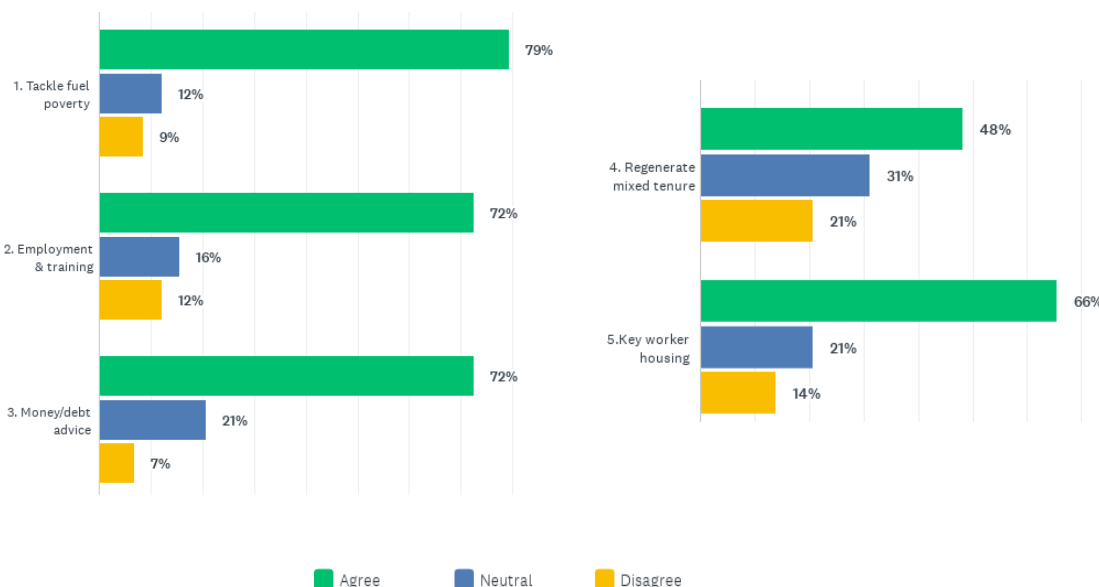
- Try and avoid jargon.
- There needs to be more about diversity.
- Include the importance of Lived Experiences here.
- Include more (support at the right time) for those with poor mental health to keep them safe/others safe.
- That people are treated with dignity and their needs are correctly identified.
- Stress the benefits of building resilience so that people in the area can keep things going in a crisis.
- Include the More than Just Housing approach to community led housing.

Priority 4: Economic growth and regeneration – proposed actions

Purpose: to work with partners on levelling up the life chances of our residents and bridging the gap between housing related costs and the ability of households on low incomes to meet these costs.

1. Tackling **fuel poverty** by promoting initiatives to reduce energy bills and the take-up of financial help that is available to meet increasing costs.
2. Where appropriate, encouraging households in housing need to take up **employment, training, and apprentice initiatives** to improve economic wellbeing and address local skills shortages.
3. Reviewing the support that is available for households in debt and the impact of the **Debt Respite Scheme Regulations 2020** on the way we help tenants to maintain their rent accounts.
4. **Regenerating** Council and mixed tenure estates and enabling aspirations to move from rented accommodation to home ownership.
5. Exploring the feasibility of developing more **key-worker housing** for rent and affordable home ownership in the District.

Responses



Tackling fuel poverty saw the highest level of support (79%). Regeneration of mixed tenure estates was the only proposal within the survey to receive support from less than half of all respondents (48%).

Comments:

- Provide the means of energy saving and self-generation rather than cash.
- Care is needed as many Right to Buy/ shared owners have not been able to afford sustainable capital works (roof air source heat pumps etc.).
- Regeneration should not be framed as an exchange for some people to end up as

homeowners. It often nowadays means displacement.

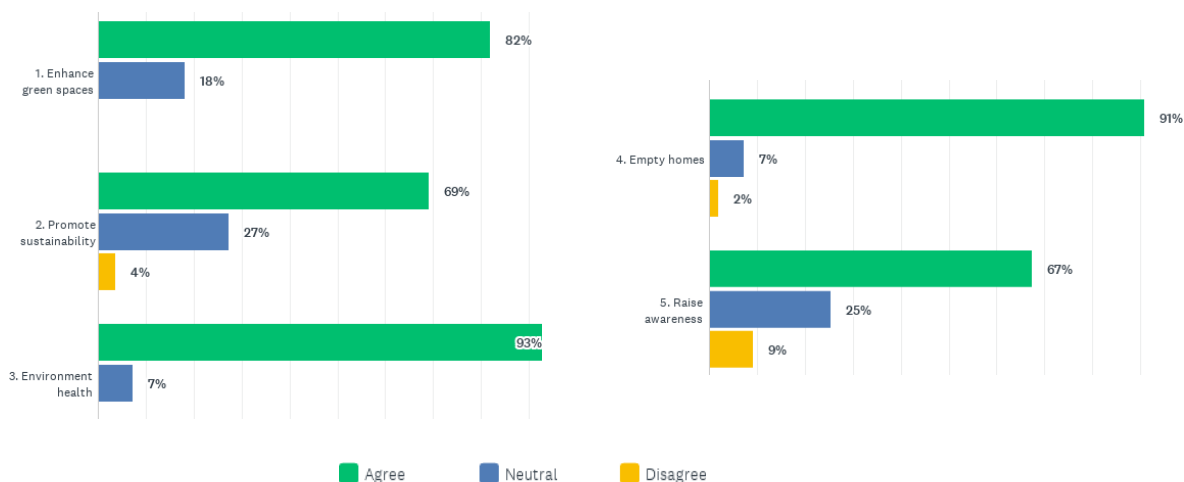
- Ensure all newbuild is future proofed, not only to rent but live in and maintain in the future.
- It is difficult to define key workers – all living and working in the District have an important role.

Priority 5: Protect and enhance the environment – proposed actions

Purpose: preserving restoring and celebrating the natural environment and the culture and heritage that is unique to the District.

1. Improving the look and feel of the green spaces on our council and **mixed tenure estates** through the More than Bricks and Mortar campaign.
2. Achieving synergy with the housing related aspects of the Local Plan regarding **climate change**, net zero carbon requirements, tree preservation and **sustainable transport**.
3. Working in partnership to tackle **environmental health issues** such as noise and air pollution, fly tipping, anti-social behaviour, the condition of private sector stock and licensing laws.
4. Reviewing the resources that are available to **bring empty homes back in to use**, and the Council’s approach to doing so.
5. Launching campaigns to **raise awareness** of environmental and social issues such as homelessness in conjunction with the Museums and Heritage services.

Responses



Working in partnership to tackle environmental health issues achieved the most support across the survey (93%). Withing this category raising awareness was the least favored (67%).

Comments:

- Take a pro-active approach to providing children’s play areas, mixed age. communities for better integration and mental wellbeing for older residents.
- There should be an aim to protect and enhance biodiversity.
- Regulate and enforce parking provision on estates.
- Protect the green belt.

- Ensure a decent built environment by respecting existing development and places.
- New builds should include existing trees and build around them.
- How is a campaign to raise homelessness awareness linked to Museums?
- Consider the voice and input of community led housing groups in bringing empty homes back in to use.
- Every new-build and refurbishment should meet the highest standard for net zero by 2030.

7. PROFILING INFORMATION

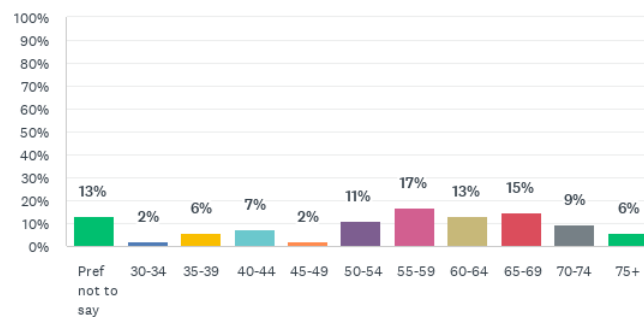
Profile of respondents – online surveys only

The online survey asked respondents to provide confidential profiling information for anonymous monitoring purpose. They were given the option of not answering the question or ticking ‘prefer not to say’.

This profiling information was not gathered from contributors to the professional stakeholders’ workshop, briefings, or webinars.

Age

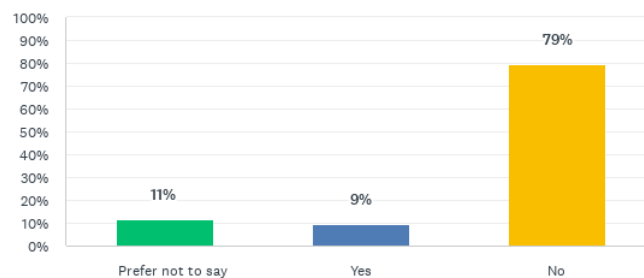
Please indicate your age group



The majority of respondents were between the ages of 50-69 with the highest number being in the 55–59-year age group (17%). The youngest respondents were in the 30-34 age group (2%) and a several preferred not to say (13%).

Disability

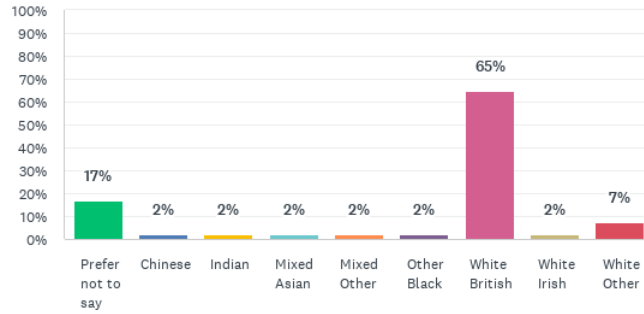
Do you consider yourself to have a disability? By disability we mean whether you have a long-term difficulty with your mental or physical health, or a learning difficulty, that affects your ability to carry out day to day activities.



Most respondents did not consider themselves to have a disability (79%). More people chose not to say (11%) than reported that they did have a disability (9%).

Ethnic origin

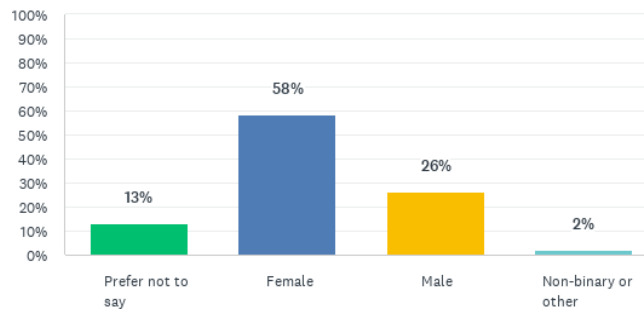
Please indicate your ethnic origin



By far the highest majority of respondents described themselves as white British (65%). The next most frequent response was preferring not to say (17%). Equal numbers described themselves as Chinese, Indian, mixed Asian, mixed Other, other Black or white Irish (2%).

Gender identity

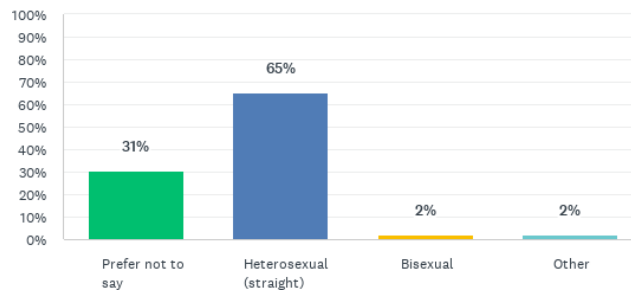
How would you describe your gender identity



The majority of respondents described their gender identity as female (58%), followed by male (26%), prefer not to say (13%) and non-binary or other (2%).

Sexual orientation

Please indicate your sexual orientation



Most of the people who responded to the survey indicated that they were Heterosexual (65%)
A relatively high number chose 'prefer not to say (31%) and other (2%).

8. PROPOSED MODIFICATIONS

Consideration is to be given to making the following modifications to the proposals for the draft Housing Strategy 2023-2027 as a result of the consultation detailed in this report.

Proposed modification	Action
VISION	Amend vision to include 'Work', 'Safety', 'Needs' and 'Thrive'
Priority 1	Move summary of Local Plan and Garden Town into Introduction
	Define Affordable Homeownership, Affordable Rent and Social Rent
	Change Government Initiatives to New Initiatives
	Change Private Landlords to The Private Rented Sector
	Amend Lettings to Allocations
	Refer to homelessness prevention and relief
	Refer to rural exception sites
	Forward the planning related feedback to Planning Policy
Priority 2	Include 'Safety' in the title
	Add meet or exceed Decent Home Standards
	Refer to excellent customer care
	Refer to post pandemic face to face meetings
	Refer to access to good quality networks
Priority 3	Explain 'Independence' in the context of this priority
	Change 'Shared Services to Partnership Working'
	Add Right Support at the Right Time as an explicit objective
	Reference more for mental health and safety
	Add Lived Experiences here
	Make explicit reference to diversity
	Include the needs of children and young people
	Review and reference relevance of 'More than Just Housing'
Priority 4	Change Debt Management to Money/Debt Advice
	Change affordable home ownership to regeneration
Priority 5	Make explicit reference to bringing empty homes back into use
	Make explicit reference to addressing carparking on estates

This report was scrutinized by Stronger Communities Committee on 12 July 2022, and it was resolved the report be recommended to Cabinet without change by as part of the detailed proposals for the draft Housing Strategy 2022-2027 (now 2023-2027).

9. NEXT STEPS

Subject to Cabinet approval, this Review of the Housing Strategy Consultation Outcome Report will be published with the Housing Strategy for 2023-2027 to conclude the review of 'The Big Four' that also includes the Allocations Scheme 2022-2027, the Tenancy Policy 2022-2027 and the Homelessness and Rough Sleeping Strategy 2022-2027 which obtained Cabinet approval in March 2022.

Attachments – Appendix A Professional Stakeholder Workshop Presentations

Appendix B Professional Stakeholder Delegate List

Appendix C Briefing and Webinar Presentations

For further information or to receive this report in an alternative format please contact The Housing Strategy Team Housingstrategy@eppingforestdc.gov.uk

Version	Date	Details of changes included in update	Author
00.01	4.07.22	Draft for Stronger Communities	Janice Nuth
00.02	25.10.22	Draft for Pre- Cabinet APG Amend 2022-2027 to 2023-2027 Update next steps	Janice Nuth

Janice Nuth
Housing Strategy Manager (Interim)
Community and Wellbeing
Janicenuth@eppingforestdc.gov.uk

4 July 2022

25 October 2022

Housing Strategy 2023-2027

Equality Impact Assessment

1. Under s.149 of the Equality Act 2010, when making decisions, Epping District Council must have regard to the Public Sector Equality Duty, i.e., have due regard to:
 - eliminating unlawful discrimination, harassment and victimization, and other conduct prohibited by the Act,
 - advancing equality of opportunity between people who share a protected characteristic and those who do not,
 - fostering good relations between people who share a protected characteristic and those who do not, including tackling prejudice and promoting understanding.
2. The characteristics protected by the Equality Act are:
 - age
 - disability
 - gender
 - gender reassignment
 - marriage/civil partnership
 - pregnancy/maternity
 - race
 - religion/belief
 - sexual orientation.
3. In addition to the above protected characteristics, you should consider the cross-cutting elements of the proposed policy, namely the social, economic and environmental impact (including rurality) as part of this assessment. These cross-cutting elements are not a characteristic protected by law but are regarded as good practice to include.
4. The Equality Impact Assessment (EqIA) document should be used as a tool to test and analyse the nature and impact of either what we do or are planning to do in the future. It can be used flexibly for reviewing existing arrangements but in particular should enable identification where further consultation, engagement and data is required.
5. Use the questions in this document to record your findings. This should include the nature and extent of the impact on those likely to be affected by the proposed policy or change.
6. Where this EqIA relates to a continuing project, it must be reviewed and updated at each stage of the decision.
7. All **Cabinet, Council, and Portfolio Holder reports must be accompanied by an EqIA**. An EqIA should also be completed/reviewed at key stages of projects.
8. To assist you in completing this report, please ensure you read the guidance notes in the Equality Analysis Toolkit and refer to the following Factsheets:
 - Factsheet 1: Equality Profile of the Epping Forest District
 - Factsheet 2: Sources of information about equality protected characteristics
 - Factsheet 3: Glossary of equality related terms
 - Factsheet 4: Common misunderstandings about the Equality Duty
 - Factsheet 5: Frequently asked questions
 - Factsheet 6: Reporting equality analysis to a committee or other decision-making body

Section 1: Identifying details
Your function, service area and team: Housing Strategy Manager Communities and Wellbeing
If you are submitting this EqlA on behalf of another function, service area or team, specify the originating function, service area or team:
Title of policy or decision: Housing Strategy 2023-2027
Officer completing the EqlA: Janice Nuth Tel: 01992 564 000 Email: Jnuth@eppingforestdc.gov.uk
Date of completing the assessment: 30.11.2022

Section 2: Policy to be analysed

2.1	<p>Is this a new policy (or decision) or a change to an existing policy, practice or project? This is a review and update of the Housing Strategy for the period 2023-2027.</p>
2.2	<p>Describe the main aims, objectives and purpose of the policy (or decision): The vision for the Housing Strategy 2023-2027 is ‘Working with our communities to provide great places where people want to live, work, thrive and prosper in safe good quality homes that meet their needs.’</p> <p>What outcome(s) are you hoping to achieve (i.e., decommissioning or commissioning a service)? The intended outcomes of the Housing Strategy 2023-2027 are to:</p> <ul style="list-style-type: none"> • Increase the supply of affordable housing • Ensure quality, safety and high standards • Promote health, wellbeing and independence • Facilitate economic growth and regeneration • Protect and enhance the environment.
2.3	<p>Does or will the policy or decision affect:</p> <ul style="list-style-type: none"> • service users • employees • the wider community or groups of people, particularly where there are areas of known inequalities?
	<p>The strategy affects residents, employees, other statutory agencies, organisations and community groups with an interest in the supply of and demand for affordable housing in the District.</p> <p>Will the policy or decision influence how organisations operate? The strategy will influence how organisations operate.</p>
2.4	<p>Will the policy or decision involve substantial changes in resources? The strategy is likely to involve the following substantial changes in resources:</p> <ul style="list-style-type: none"> • a potential increase in grant funding and pooled resources through partnership working with other organisations

	<ul style="list-style-type: none"> • a request from the Director of Housing and Property for additional budget to prepare for proactive regulation -pending business case approval.
2.5	<p>Is this policy or decision associated with any of the Council’s other policies and how, if applicable, does the proposed policy support corporate outcomes?</p> <p>The Housing Strategy 2023-2027 supports the following corporate outcomes:</p> <ul style="list-style-type: none"> • Support residents in need and provide support and equality of opportunity in a district that is safe for everyone. • Work with partners to achieve wellbeing and health equity for all our residents. • Listen to our communities and work with them when making decisions, developing policies, and designing services. • Strive to reduce pollution and protect our environment, encouraging housing that complements, rather than competes with the natural world. • Protect and enhance our green spaces for future generations while providing safe decent homes to meet all our needs. • Improve customer access to our services. <p>The Housing Strategy 2023-2027 is linked to the following EFDC policies and strategies:</p> <ul style="list-style-type: none"> • Allocations Scheme 2022-2027 • Anti-social behaviour strategy and statement 2018 • Corporate Plan 2023-2027 (Draft) • Domestic Abuse Policy 2022-2025 (Draft) • Homelessness and Rough Sleeping Strategy 2023-2027 • Local Plan (Emerging) • More than Bricks and Mortar Estate Improvement Program 2020 • Tenancy Policy 2022-2027. <p>The Housing Strategy 2023-2027 supports the following local partnership initiatives:</p> <ul style="list-style-type: none"> • Epping Forest Health and Wellbeing Strategy 2022-2026 • Levelling Up Essex – An Essex White Paper 2022 • Essex County Council Housing Strategy 2021-2025.

Section 3: Evidence/data about the user population and consultation¹

As a minimum you must consider what is known about the population likely to be affected which will support your understanding of the impact of the policy, e.g., service uptake/usage, customer satisfaction surveys, staffing data, performance data, research information (national, regional and local data sources).

3.1	<p>What does the information tell you about those groups identified?</p> <p>The evidence to support the Council's understanding of the impact of the Strategy is based on:</p> <ul style="list-style-type: none"> • Data published by Office for National Statistics including the National Census 2021 • Government and industry publications about the characteristics of those households most in need of affordable housing, including those who are homeless or at risk of homelessness and/ or to whom a reasonable preference must be given to join the waiting list • Government and regulatory returns such as Local Authority Housing Statistics (LAHS) • The Joint Strategic Needs Assessment • The emerging Local Plan • The Epping Forest Social Housing Annual Lettings Report 2021/22 • The Review of Homelessness and Rough Sleeping 2020/21 • Local profiling information routinely gathered for people who apply to join the Housing Register and are allocated social housing in the District.
3.2	<p>Have you consulted or involved those groups that are likely to be affected by the policy or decision you want to implement? If so, what were their views and how have their views influenced your decision?</p> <p>Yes, open consultation was carried out in two stages with the following groups:</p> <ul style="list-style-type: none"> • Residents • The Tenant and Leaseholders Panel • Registered providers of social housing in the District • The clerks to the town councils and parish councils in the District • The Community Safety Partnership and other statutory services • Community groups including the Faith Covenant • Essex County Council and the district, borough, and city councils in Essex • Third sector partners with an active interest in housing in the District • All elected Members of the Council and Council staff. <p>Stage 1 consultation sought suggestions for the following points:</p> <ul style="list-style-type: none"> • three to five housing related priorities and why they are important • other services or organisations that may be interested in working in partnership with Housing to improve health and wellbeing • how partners could work with housing to improve health and wellbeing of our residents. <p>This information was considered in conjunction with legislation, regulatory guidance, the Corporate Strategy, the emerging Local Plan and management information.</p> <p>A draft Housing Strategy was produced along with a draft Homelessness and Rough Sleeping Strategy, a draft Allocations Scheme, and a draft Tenancy Policy for 2022-2027.</p> <p>Stage 2 consultation for the Housing Strategy included detailed consideration of five proposed priorities and themes by the same groups listed above.</p>

<p>Professional stakeholders were invited to a workshop with the Council. They reached in principle partnership agreement to formulate the delivery plan and propose SMART targets together and take collective responsibility for achieving the outcomes.</p> <p>The report detailing the outcome of the Stage 2 consultation will be published alongside this Equalities Impact Assessment subject to Cabinet approval in December 2022.</p>
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Section 4: Impact of policy or decision			
Use this section to assess any potential impact on equality groups based on what you now know.			
The proposed priorities, themes and actions included in the draft Housing Strategy for 2023-2027 have been specifically designed to level up the effect of inequalities that are known to contribute to the disproportionate demand for affordable social housing from people with one or more protected characteristic, socio-economic disadvantage and/or literacy support needs.			
Characteristic	Description of Impact	Impact Positive/neutral/adverse	Extent Low / Medium High
Age	<p>Positive - Providing the right support at the right time to promote health wellbeing and independence.</p> <p>Between 2011 and 2021 the number of children living in the District aged 15 and under has increased by 9.6%. The number of people aged 65 and over has increased by 16.6% (National Census 2021).</p> <p>The life expectancy of residents living in the most deprived areas of the District can be between 11-13 years lower than those living in the most affluent areas, and 12% of children are living in poverty.</p> <p>'Research has shown the impact of poor housing on children is both immediate and long term. Its influence can stretch well into adulthood and potentially the next generation. Improvements to housing...have a significant and long-term influence on children's life chances' Shelter 2006.</p> <p>The focus on building resilience and the commitment to providing access to safe good quality homes that meet household needs is likely to have a positive impact across generations including the wellbeing of dependents such as children and/or elderly relatives.</p> <p>Protecting and enhancing the environment improves access to greenspaces, play areas and outdoor activities particularly for residents of non-working age.</p> <p>Early intervention and the increased focus on single homeless households and hidden homeless is likely to improve access to services for younger adults under 24.</p> <p>Reducing digital exclusion should have a positive impact on the over 65s who require access to services and are statistically more likely to require support to access on-line services than people of working age.</p> <p>The planned modernisation of housing services for older people will aim to move from the traditional model of sheltered housing to supporting independent living based on current and future need.</p>	P	H

Disability	<p>Positive – In June 2021 24.9% of disabled people nationally aged 16-64 rented social housing compared to 7.9% of non-disabled people.</p> <p>More than half the households who approached the Council for help to prevent or relieve homelessness in 2020-2021 had one or more support needs, including mental health, physical disability, and or learning disability (information from the Council's choice-based lettings system LOCATA).</p> <p>Each of the five priorities within this strategy incorporates housing related aspects of the National Disability Strategy including accessible housing, resident participation and tackling hate crime on the grounds of disability.</p> <p>Staff development will include a greater understanding of mental health learning differences and the provision of trauma informed services.</p> <p>Personal housing plans will include the principles of social prescribing to encourage people in housing need to pursue activities that prevent reduce or improve physical and mental wellbeing. The aim is to reduce conditions like heart disease, diabetes and obesity and issues like isolation and addictions which can lead to long term disabilities.</p>	P	H
Gender	<p>Positive – the commitment to pursuing Domestic Abuse Housing Alliance (DAHA) Accreditation will have a positive impact victims and survivors of domestic abuse who are predominantly women and their dependents.</p>	P	H
Gender reassignment	<p>Neutral – There is limited information to evaluate whether residents who fall within this group will be disproportionately affected by the strategy. The outcome of the National Census 2021 and the EFDC Tenant Census 2022 (when published) will provide some comparative data.</p> <p>Services will be sensitive to ensuring policies apply equally and fairly to residents who have or are undergoing gender reassignment.</p>	N	L
Literacy	<p>Positive – The strategy can be listened to online and is available in other formats on request. The writing style follows the Oxford Guide to Plain English.</p>	P	H
Marriage/ civil partnership	<p>Positive – Epping Forest has a higher proportion of married or civil partnership couple households compared to England (34% compared to 30%).</p> <p>The focus on improving health and wellbeing, substance misuse, support with the cost-of-living crisis and economic growth for residents in need of affordable housing is likely to have a positive impact on relationships between couples who are married or in civil partnerships.</p>	P	M
Pregnancy/ maternity	<p>Positive – Improved access to support services through the use of the Frontline App and increasing the information and choice that is available to women who are pregnant or with an infant child in housing need is likely to have a positive impact on their wellbeing during this vulnerable period.</p>	P	M

Race	<p>Positive - Nationally 8% of new social housing is let to black tenants compared with 4% of the population and 5% of new social housing is let to Asian tenants compared to 9% of the population. English Housing Survey 2019-20.</p> <p>In 2021-22 Just over 84% of lettings in EFDC were to white applicants. 3.7% of lettings were to black applicants. 2.5% were to applicants with a mixed background or dual heritage and 6.7% were to applicants who had not stated their ethnic origin. The last available comparative data on the ethnic breakdown of the local population was gathered in 2011 and therefor offers no meaningful comparison.</p> <p>The National Census 2021 and the EFDC Tenant Census 2022 (when published) will provide opportunity for additional analysis.</p> <p>Improving overall access to good quality affordable housing will provide a platform to improve the life chances of people with black and multiple ethnic backgrounds. Historically this group has been disproportionately affected by substandard or overcrowded housing nationally particularly in the private rented sector.</p>	P	M
Religion / belief	<p>Positive –The emerging resident involvement strategy provides an opportunity to foster good relations between those people who share a protected characteristic and those who do not.</p> <p>Learning from the lived experiences of people with a range of religious (or other) beliefs is likely to have a positive impact on the Councils understanding and response to varied belief systems when seeking to prevent or resolve homelessness.</p> <p>The National Census 2021 and the EFDC Tenant Census 2022 (when published) will provide additional opportunity for analysis.</p>	P	M
Sexual orientation	<p>Neutral – There is limited information to evaluate whether residents who fall within this group will be disproportionately affected by the strategy. The outcome of the National Census 2021- and the EFDC Tenant Census 2022- when published, will provide some comparative data.</p> <p>Services will be sensitive to ensuring policies apply equally and fairly to residents who may be impacted because of their sexual orientation.</p>	N	L
Socio-economic	<p>Positive – The commitment to increasing the supply of good quality affordable housing across all tenure types, the focus on the wider determinants of health and to providing the right support at the right time is designed to level up the inequalities that exist within the District.</p>	P	H

Section 5: Conclusion

	<p>Tick Yes/No as appropriate</p>	
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5.1	Does the EqIA in Section 4 indicate that the policy or decision would have a medium or high adverse impact on one or more equality groups?	No	If ' YES ', use the action plan at Section 6 to describe the adverse impacts and what mitigating actions you could put in place.
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Section 6: Action plan to address and monitor adverse impacts

What are the potential adverse impacts?	What are the mitigating actions?	Date they will be achieved.
None identified	Update the EqIA when the full details of the Census 2021 and the EFDC Tenant Census are published.	2023/24

Section 7: Sign off

I confirm that this initial analysis has been completed appropriately. (A typed signature is sufficient.)

 Signature of Executive Director :	Date: 30.11.22
Signature of person completing the EqIA: Janice Nuth	Date: 30.11.22

Advice

Keep your director informed of all equality & diversity issues. We recommend that you forward a copy of every EqIA you undertake to the director responsible for the service area. Retain a copy of this EqIA for your records. If this EqIA relates to a continuing project, ensure this document is kept under review and updated, e.g., after a consultation has been undertaken.

Report to the Cabinet

Report reference: C-029-2022/23

**Date of meeting: 12 December
2022**

Portfolio: Internal Resources – Cllr. S Kane

Subject: Outsourcing of the Concierge Service

Responsible Officer: Christine Ferrigi (01992 564179).

Democratic Services: Adrian Hendry (01992 564246).



**Epping Forest
District Council**

Recommendations/Decisions Required:

- (1) That the Concierge Service at the Civic Offices is outsourced.**
- (2) That the contract is awarded to PCS Group for a period of three years.**

Executive Summary:

The Concierge service at the Civic Offices is not a traditional Concierge service, the team have numerous responsibilities including the opening and closing of the building, managing and maintaining our bookable spaces, monitoring the employee car park, issuing security cards, monitoring CCTV and much more. The existing service is structured to be made up of the equivalent of four full time posts (FTE) covering 6:30-22:00 Monday to Friday, with out of hours, on site security being provided by a contractor between 22:00-6:30 on weekdays and across the whole weekend.

Due to various operational and resource challenges, the Senior Leadership Team (SLT) agreed to explore the outsourcing of the Concierge Service at the Civic Offices, by formally going out to tender, to then review bids and make a decision as to whether the Council proceeds to the formal stages of outsourcing.

Out of four contractors that showed an interest, only one of them, PCS Group, put forward a bid. The bid was a strong, tailored and detailed response, scoring 96.5/100 during the evaluation process.

Based on a three year contract, the costs for year 1 and 2 are lower than our current operating costs and year 3 is higher. The savings made in the first 2 years offset the increase in the third year. If the service remains in house, it is likely that by year 3 it would be more costly than outsourcing, as salaries and existing contracts will increase year on year. Appendix A gives a more detailed break down of the costs.

Reasons for Proposed Decision:

The decision to outsource the Concierge Service is a solution to some operational challenges that the Council has been facing for the past year, particularly around resourcing the service.

- Increased resilience as we will be working with a company that can be scalable to our needs and ensure we always have appropriately trained staff available to cover the shift requirements.
- The Council has an opportunity to work with a service provider and shape what we want the service to look like, which will improve customer service. This will be measured against feedback that we regularly, informally receive.
- The Council will have SIA Security trained Concierge on site at all times to support the Welcome Desk Team and the Incident Manager should the need arise.
- This option provides consistent, stable costs during uncertain times and removes the risk of unforeseen, avoidable, additional costs to the Council.
- Other miscellaneous costs of running a service in house are removed, such as recruitment costs.

Other Options for Action:

An alternative option would be to work with the People Team and Trade Unions to change the terms of employment for the current team, to include evening and weekend working as mandatory. The Council could upskill the existing team to secure their SIA Security Licences. We could attempt to recruit to the open role(s) by working with the People Team on a new recruitment campaign. This option has been discounted due to the challenges already faced recruiting to those roles. Additionally, whilst the role(s) remain vacant the Council would continue to pay a premium to a contractor for covering those shifts and we could end up back in the same position of being unable to fill those roles.

Another option is to go back out to tender ourselves, instead of using Everything FM, in the hope to reach alternative contractors. This option has also been discounted as Everything FM are specialists in this field, so it is doubtful that the Council would achieve a different result in terms of bids received and we would have only elongated the appointment process, costing ourselves more for a contractor to cover this interim period.

Report:

1. The Concierge service at the Civic Offices is not a traditional Concierge service, the team have numerous responsibilities including the opening and closing of the building, managing and maintaining our bookable spaces, monitoring the employee car park, issuing security cards, monitoring CCTV and much more. The existing service is structured to be made up of the equivalent of four full time posts (FTE) covering 6:30-22:00 Monday to Friday, with out of hours, on site security being provided by a contractor between 22:00-6:30 on weekdays and across the whole weekend.
2. In May 2022 the Senior Leadership Team (SLT) were updated on the position of the service and some of the operational and resource challenges that the team were facing. A decision was taken by SLT to explore the outsourcing of the Concierge Service at the Civic Offices, by formally going out to tender, to then review bids and make a decision as to whether the Council proceeds to the formal stages of outsourcing.

3. There are numerous difficulties within the service, such as the team having an open vacancy for 12 months, which we have failed to recruit to on various occasions. There are also some employee relations issues that are likely to result in further vacancies.
4. The lack of flexibility within the work force makes resourcing the unpredictable requirements of the service difficult and this is particularly concerning as we are partnering with Regus to market and advertise our bookable spaces. To assist with this, an internal 'Casual Concierge' recruitment campaign was run and only one application was received.
5. Colleagues are unable to cover the full Concierge role in an emergency as anyone working in that role must be trained on various things such as the fire panel, first aid, manual handling and configuring the Conference Suite doors. Total Security Services (TSS) who we often use to cover absences have proved unreliable and frequently send people unfamiliar with the building, which results in H&S issues.
6. There is little resilience within the structure and much reliance is placed on a few colleagues which exposes the Council to single points of failure and causes issues during planned and unplanned absences.
7. Following SLT approval, Business Support worked with stakeholders to capture business requirements and worked with Everything FM, an organisation that supports Public Sector organisations to procure facilities management services, to carry out a formal tender process.
8. Four contractors showed an interest and attended a tour of the Civic Offices, where Business Support colleagues gave a brief on our requirements. Out of those four, one contractor made a formal bid for the contract, which reaffirms our current position of finding it a challenge to fill those roles.
9. PCS Group, who also hold our current cleaning contract across our office sites provided a strong, tailored and detailed response, scoring 96.5/100 during the evaluation process. They provide various other services, such as Facilities Management, and some of their clients include the Natural History Museum, Gucci, McDonalds Head Office and Harlow College.
10. As only one contractor made a bid it was not possible to assess value for money during the evaluation process, so we have compared their hourly rate with two of our existing providers who chose not to bid, and PCS Group were the most competitive.
11. Whilst capturing business requirements we included security for sites such as North Weald Airfield and the Museum to see if it would bring economies of scale. We reviewed the bid with the service areas responsible for those sites and chose not to pursue those areas as existing contracts are at a lower cost or alternative security quotes have been obtained, again at a lower cost.
12. PCS Group have reviewed all of the requirements for the Civic Offices and have proposed three 8 hour shifts over 24 hours, with one Concierge on shift at a time, 7 days a week. The Concierge on the out of hours shift would satisfy our insurance provider by having a presence in the building and monitoring our CCTV periodically whilst the building is closed. That same Concierge could pick up any admin tasks that were not completed during the day, such as responding to incoming or email queries and managing security

passes. This Concierge would also be able to set up and configure meeting rooms for the following day whilst the building is quiet, meaning the day time Concierge can focus on our customers.

13. Based on a three year contract, the costs for year 1 and 2 are lower than our current operating costs and year 3 is higher. The savings made in the first 2 years offset the increase in the third year. If the service remains in house, it is likely that by year 3 it would be more costly than outsourcing, as salaries and existing contracts will increase year on year. Appendix A gives a more detailed break down of the costs.
14. If PCS Group were to restructure the service post TUPE and any redundancies were to happen, EFDC would be responsible for covering those costs.
15. PCS Group have included a clause allowing them to renegotiate with us should their pension liability exceed the figure they have budgeted for.

Scrutiny Comments

The report was presented for scrutiny at November's Stronger Council Select Committee meeting. Committee Members put forward comments about what the new level of resource would mean, by having one Concierge on shift at a time and how that would work. There were also concerns about not having continuity of resources and different employees arriving that did not know the building or what to do in certain scenarios such as a fire evacuation.

Resource Implications:

Employees would TUPE across to PCS Group.

Legal and Governance Implications:

None. Employees T&Cs remain the same as per TUPE.

Safer, Cleaner and Greener Implications:

None.

Consultation Undertaken:

A formal consultation is not required at this stage. Employees have been kept informed throughout the process and they have not raised any objections or concerns. Employees will be consulted at the appropriate stage.

Background Papers:

Appendix A for costs.

Risk Management:

The Council's Insurance Specialist does not have any comments at this stage and will be engaged by the Legal team at the appropriate time.

Equality Impact Assessment

1. Under s.149 of the Equality Act 2010, when making decisions, Epping District Council must have regard to the Public Sector Equality Duty, ie have due regard to:
 - eliminating unlawful discrimination, harassment and victimisation, and other conduct prohibited by the Act,
 - advancing equality of opportunity between people who share a protected characteristic and those who do not,
 - fostering good relations between people who share a protected characteristic and those who do not, including tackling prejudice and promoting understanding.
2. The characteristics protected by the Equality Act are:
 - age
 - disability
 - gender
 - gender reassignment
 - marriage/civil partnership
 - pregnancy/maternity
 - race
 - religion/belief
 - sexual orientation.
3. In addition to the above protected characteristics you should consider the cross-cutting elements of the proposed policy, namely the social, economic and environmental impact (including rurality) as part of this assessment. These cross-cutting elements are not a characteristic protected by law but are regarded as good practice to include.
4. The Equality Impact Assessment (EqIA) document should be used as a tool to test and analyse the nature and impact of either what we do or are planning to do in the future. It can be used flexibly for reviewing existing arrangements but in particular should enable identification where further consultation, engagement and data is required.
5. Use the questions in this document to record your findings. This should include the nature and extent of the impact on those likely to be affected by the proposed policy or change.
6. Where this EqIA relates to a continuing project, it must be reviewed and updated at each stage of the decision.
7. **All Cabinet, Council, and Portfolio Holder reports must be accompanied by an EqIA.** An EqIA should also be completed/reviewed at key stages of projects.
8. To assist you in completing this report, please ensure you read the guidance notes in the Equality Analysis Toolkit and refer to the following Factsheets:
 - Factsheet 1: Equality Profile of the Epping Forest District
 - Factsheet 2: Sources of information about equality protected characteristics
 - Factsheet 3: Glossary of equality related terms
 - Factsheet 4: Common misunderstandings about the Equality Duty
 - Factsheet 5: Frequently asked questions
 - Factsheet 6: Reporting equality analysis to a committee or other decision making body

Section 1: Identifying details
Your function, service area and team: Corporate Services, Business Support, the Concierge Service
If you are submitting this EqIA on behalf of another function, service area or team, specify the originating function, service area or team:
Title of policy or decision: Outsourcing of the Concierge Service at the Civic Offices
Officer completing the EqIA: Tel: 01992 56 4179 Email: cferrigi@eppingforestdc.gov.uk
Date of completing the assessment: 25/10/2022

Section 2: Policy to be analysed	
2.1	Is this a new policy (or decision) or a change to an existing policy, practice or project? New decision
2.2	Describe the main aims, objectives and purpose of the policy (or decision): To provide a resilient, customer focused service. What outcome(s) are you hoping to achieve (ie decommissioning or commissioning a service)? <ul style="list-style-type: none"> Increased resilience as we will be working with a company that can be scalable to our needs and ensure we always have appropriately trained staff available to cover the shift requirements. We have an opportunity to work with a service provider and shape what we want the service to look like, which will improve customer service. This will be measured against feedback that we regularly, informally receive. We will have SIA Security trained Concierge on site to support the Welcome Desk Team and the Incident Manager should the need arise. This option provides consistent, stable costs during uncertain times and removes the risk of unforeseen, avoidable, additional costs to the Council. Other miscellaneous costs of running a service in house are removed, such as recruitment costs.
2.3	Does or will the policy or decision affect: <ul style="list-style-type: none"> service users employees the wider community or groups of people, particularly where there are areas of known inequalities? Service users and employees. Will the policy or decision influence how organisations operate? No.
2.4	Will the policy or decision involve substantial changes in resources?

	There will be a reduction in roles, however, as there is an open vacancy in the team, all existing employees will TUPE across to the contractor that is appointed.
2.5	Is this policy or decision associated with any of the Council's other policies and how, if applicable, does the proposed policy support corporate outcomes? No.

Section 3: Evidence/data about the user population and consultation¹

As a minimum you must consider what is known about the population likely to be affected which will support your understanding of the impact of the policy, eg service uptake/usage, customer satisfaction surveys, staffing data, performance data, research information (national, regional and local data sources).

3.1	What does the information tell you about those groups identified?
3.2	<p>Have you consulted or involved those groups that are likely to be affected by the policy or decision you want to implement? If so, what were their views and how have their views influenced your decision?</p> <p>A formal consultation is not required at this stage. Employees have been kept informed throughout the process and have not provided any views or feedback, although they have been given the opportunity to.</p>
3.3	<p>If you have not consulted or engaged with communities that are likely to be affected by the policy or decision, give details about when you intend to carry out consultation or provide reasons for why you feel this is not necessary:</p> <p>All appropriate HR processes will be followed at the appropriate times.</p>

Section 4: Impact of policy or decision

Use this section to assess any potential impact on equality groups based on what you now know.

Description of impact	Nature of impact Positive, neutral, adverse (explain why)	Extent of impact Low, medium, high (use L, M or H)
Age	Neutral, as TUPE will apply	L
Disability	Neutral, as TUPE will apply	L
Gender	Neutral, as TUPE will apply	L
Gender reassignment	Neutral, as TUPE will apply	L
Marriage/civil partnership	Neutral, as TUPE will apply	L
Pregnancy/maternity	Neutral, as TUPE will apply	L
Race	Neutral, as TUPE will apply	L
Religion/belief	Neutral, as TUPE will apply	L
Sexual orientation	Neutral, as TUPE will apply	L

Section 5: Conclusion

		Tick Yes/No as appropriate	
5.1	Does the EqIA in Section 4 indicate that the policy or decision would have a medium or high adverse impact on one or more equality groups?	No <input checked="" type="checkbox"/>	
		Yes <input type="checkbox"/>	If 'YES', use the action plan at Section 6 to describe the adverse impacts and what mitigating actions you could put in place.

Section 6: Action plan to address and monitor adverse impacts

What are the potential adverse impacts?	What are the mitigating actions?	Date they will be achieved.

Section 7: Sign off

**I confirm that this initial analysis has been completed appropriately.
(A typed signature is sufficient.)**

Signature of Head of Service: C.Ferrigi

Date: 25/10/2022

Signature of person completing the EqIA: C.Ferrigi

Date: 25/10/2022

Advice

Keep your director informed of all equality & diversity issues. We recommend that you forward a copy of every EqIA you undertake to the director responsible for the service area. Retain a copy of this EqIA for your records. If this EqIA relates to a continuing project, ensure this document is kept under review and updated, eg after a consultation has been undertaken.

Existing	Annual net cost	PCS Group	Annual net cost yr 1	Yr 2	Yr 3
Officers - 4 FTE inc. on costs Two Concierge on shift at a time from 6:30-22:00 Mon - Fri	129,789	24-7 cover, one Concierge on shift at a time, with three 8 hour shifts.	£208,011.34	£212,279.70	£222,080.95
Out of hours security contract	67,360	Out of hours security covered in the above.			
Officer cover via current contract - Adhoc based on assumption of covering 22 weeks A/L & 6 weeks sick leave a year across the 4 posts. (not currently budgeted for)	17,360	Cover for annual leave and sickness will be included in the above, as the contract is not for specific 'people' it's for a Concierge to be on shift.			
Ex jobs additional security £20.00 an hour based on assumption of 10 x 8-hour shifts a year for potentially difficult meetings.	1,600	Due to one Concierge being on shift at a time, we may require additional resources for meetings that could be a challenge from a security perspective.	1,600	1,600	1,600
Total	216,109		£209,661.34	£213,879.70	£223,680.95

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Report to the Cabinet

Report reference: C-030-2022/23

Date of meeting: 12 December 2022



**Epping Forest
District Council**

Portfolio: Contracts and Commissioning Portfolio (Cllr Nigel Avey)

Subject: Introduction of Charging for Additional/Replacement Waste Containers.

Responsible Officer: James Warwick (01992 564350).

Democratic Services: Adrian Hendry (01992 564246).

Recommendations/Decisions Required:

- (1) To agree to introduce charging residents for additional and replacement waste containers.**
- (2) To agree that developers cover all the costs of providing all new bins and containers (Waste and Recycling) required by a new residential development.**
- (3) To agree the following recommendations:**
 - a) That additional food and garden bins (AF&GB) are renamed 'garden waste bin'.**
 - b) That residents are charged for the assessment, issuing and delivery of additional garden waste bins.**
 - c) That residents that request a larger refuse bin above the standard service offered to residents of a 180-litre bin to be charged for the assessment, issuing and delivery of the larger waste bin.**
 - d) That if a bin is completely lost or a resident cannot produce their bin, the replacement cost should be down to the resident. However, where a bin can be repaired the repair will continue to be free of charge to residents.**

Executive Summary:

The current open-ended policy concerning waste containers has always created a constant demand for additional waste containers especially when there is no cost that affects the resident. The waste management team believe that current revenue costs can be reduced if the above recommendations are introduced.

Reasons for Proposed Decision:

Epping Forest District Council is facing financial challenges and is always striving to reduce costs of services and identify efficiencies. The cost of the Waste Management Contract continues to rise and present challenges, therefore a review of the options to reduce existing waste container costs has been undertaken. The review recommends that Epping Forest District Council introduces charges to residents for additional and replacement waste containers.

We have benchmarked with other Local Authorities and found that in line with the best practice elsewhere, many Local Authorities now charge for additional or replacement containers when bins are

reported lost or stolen. It is believed that residents look after the containers better and keep them off the streets between collections to avoid the replacement costs. This promotes the tidier streets which are so important to our residents.

Other Options for Action:

Do nothing and continue to supply additional and replacement waste containers free of charge. The costs of this will increase year and year and put a financial strain on the waste contract and Epping Forest District Council.

Report:

1. Under the Environment Protection Act 1990 we can require residents to present their waste in a proscribed way and in containers that we specify. Under this legislation we may charge for the issue of containers. This authority has never charged for replacement containers and only on certain occasions for new developments. Since the introduction of wheeled bins, the costs have increased in line with manufacturing increases and the free availability of replacement wheeled bins and other waste containers have resulted in a high demand and costs to Epping Forest District Council. The numbers of replacement/additional waste containers and the costs for the last three calendar years are shown in Appendix A.

2. The current open-ended policy concerning waste containers has always created a constant demand for additional waste containers especially when there is no cost that affects the resident. The waste management team have had to spend time and money removing additional unauthorised waste containers where residents have ordered replacements because they are lost but then the waste management team find that residents still have their original bins and present them for collection with the new replacement container.

3. There are four main categories of requests that require Epping Forest District Council to pay for additional or replacement waste containers and the options below relate to one off charges.

- **Additional food & garden bins (AF&GB)**

4. The issuing of these bins to residents is currently suspended for the foreseeable future. If they are started again the following will be automatically implemented if agreed.

These are issued to residents who report that they cannot cope with their garden waste and that they comply with policy criteria. A number of other Local Authorities charge for the collection and the containers of garden as allowed under legislation.

5. This report recommends that the additional food and garden bins (AF&GB) are renamed 'garden waste bin'. The reason for this is that request for additional containers in these instances relate to additional garden waste and not food waste. The waste management team have not had an instance of one property out of the 1,679 assessments carried out (and out of those 610 authorised), where additional food and garden bins ever produce more than 180 litres of food waste per week. The additional waste generate is purely garden waste.

6. As the garden waste bin is above the standard service offered to residents of a 180-litre bin the costs of providing this is recharged to the resident. The report does not propose to charge for the collection of garden waste but does recommend that residents are charged for the assessment, cost of the wheeled bin and delivery of the larger/additional garden waste bins.

- **Larger refuse bins**

7. It is recommended that residents that request a larger refuse bin above the standard service offered to residents of a 180-litre bin to be charged for the assessment, cost of the wheeled bin and delivery of the larger waste bin if the requested is acceptable in line with current policy criteria.

- **Replacement bins**

8. It is recommended that if a bin is completely lost or a resident cannot produce their bin, the replacement costs should be down to the resident. However, where a bin can be repaired the repair will continue to be free of charge to residents.

9. If a resident reports that a bin is broken, waste management will require for the residents to state what is broken e.g., wheels, lids etc so that they can book an effective repair. This has been discussed with Customer Services and forms have been updated if this report is approved. Instances where waste management do not know what the issue is, a site visit will be carried out to make an assessment as to whether the bin can be repaired or needs to be replaced. There are no additional resource implications or costs associated with the bin repair service, as this is done through the current contract arrangements and resources.

10. This requirement to the repair system to state the damage to a wheeled bin will apply to individual properties where bins and containers are issued to a single property including houses in multiple occupation (HMO's) but not properties served by communal bins of 660 litre and larger. The existing policy will continue.

- **Medical and other containers.**

11. These bins and containers should remain free of charge.

- **New Developments**

12. The recommendation that developers cover all the costs of providing all (Waste & Recycling) new bins and containers required by a new residential development. When a developer looks at building new properties, they must consider additional costs in addition to actual building costs such as landscaping and S106. It has become common practise across the country that any new properties incorporate the costs of providing all the waste facilities needed for the new properties. Currently developers pay for the bin compounds, dropped kerbs and all refuse containers above 660 litres. This report recommends extending this obligation to cover all recycling containers and smaller wheeled bins. These powers are granted to us under the Environmental Protection Act 1990.

Resource Implications:

The waste management team estimated that current revenue costs can be reduced if the above recommendations are introduced. This would present costs savings of approximately £25,000 per year based on the previous three years costs. It is proposed that a further report on the savings is made once a full year has been completed with the new changes.

Legal and Governance Implications:

Under the Environment Protection Act 1990 we can require residents to present their waste in a proscribed way and in containers that we specify. Under this legislation we may charge for the issue of containers.

Safer, Cleaner and Greener Implications:

The proposals listed in the report will have a positive impact on the street scene in the District.

There are no adverse implications arising from the recommendations of this report in respect of the Council's commitment to the Climate Local Agreement, the corporate Safer, Cleaner, Greener initiative, or any crime and disorder issues within the district.

Consultation Undertaken:

This report has been presented to the Waste Management Partnership Board and Stronger Place Select Committee.

Background Papers:

None

Risk Management:

None

Appendix A – The numbers of replacement/additional waste containers and the costs for the last three calendar years

Year	Replacement/Additional Waste Containers Costs	Number of Bins
2020	£83,308.61	3776
2021	£78,126.93	3317
2022	£66,377.67	3103*
Total	£227,813.21	10,196

*To date

Equality Impact Assessment

1. Under s.149 of the Equality Act 2010, when making decisions, Epping District Council must have regard to the Public Sector Equality Duty, ie have due regard to:
 - eliminating unlawful discrimination, harassment and victimisation, and other conduct prohibited by the Act,
 - advancing equality of opportunity between people who share a protected characteristic and those who do not,
 - fostering good relations between people who share a protected characteristic and those who do not, including tackling prejudice and promoting understanding.
2. The characteristics protected by the Equality Act are:
 - age
 - disability
 - gender
 - gender reassignment
 - marriage/civil partnership
 - pregnancy/maternity
 - race
 - religion/belief
 - sexual orientation.
3. In addition to the above protected characteristics you should consider the cross-cutting elements of the proposed policy, namely the social, economic and environmental impact (including rurality) as part of this assessment. These cross-cutting elements are not a characteristic protected by law but are regarded as good practice to include.
4. The Equality Impact Assessment (EqIA) document should be used as a tool to test and analyse the nature and impact of either what we do or are planning to do in the future. It can be used flexibly for reviewing existing arrangements but in particular should enable identification where further consultation, engagement and data is required.
5. Use the questions in this document to record your findings. This should include the nature and extent of the impact on those likely to be affected by the proposed policy or change.
6. Where this EqIA relates to a continuing project, it must be reviewed and updated at each stage of the decision.
7. **All Cabinet, Council, and Portfolio Holder reports must be accompanied by an EqIA.** An EqIA should also be completed/reviewed at key stages of projects.
8. To assist you in completing this report, please ensure you read the guidance notes in the Equality Analysis Toolkit and refer to the following Factsheets:
 - Factsheet 1: Equality Profile of the Epping Forest District
 - Factsheet 2: Sources of information about equality protected characteristics
 - Factsheet 3: Glossary of equality related terms
 - Factsheet 4: Common misunderstandings about the Equality Duty
 - Factsheet 5: Frequently asked questions
 - Factsheet 6: Reporting equality analysis to a committee or other decision making body

Section 1: Identifying details	
Your function, service area and team:	Contracts (Waste Management)
If you are submitting this EqIA on behalf of another function, service area or team, specify the originating function, service area or team:	N/A
Title of policy or decision:	Charging for additional/replacement waste containers
Officer completing the EqIA: David Marsh Tel: Email: dmarsh@eppingforestdc.gov.uk	
Date of completing the assessment:	24/10/22

Section 2: Policy to be analysed	
2.1	<p>Is this a new policy (or decision) or a change to an existing policy, practice or project?</p> <p>New policy decision.</p>
2.2	<p>Describe the main aims, objectives and purpose of the policy (or decision): Epping Forest District Council is facing financial challenges and is always striving to reduce costs of services and identify efficiencies. The cost of the Waste Management Contract continues to rise and present challenges, therefore a review of the options to reduce existing waste container costs has been undertaken. The review recommends that Epping Forest District Council should introduces charges to residents for additional and replacement waste containers.</p> <p>We have benchmarked with other Local Authorities and found that in line with the best practice elsewhere, many Local Authorities now charge residents for replacement containers when bins are reported lost or stolen. It is believed that residents look after the containers better and keep them off the streets between collections to avoid the replacement costs. This promotes the tidier streets which are so important to our residents.</p> <p>What outcome(s) are you hoping to achieve (ie decommissioning or commissioning a service)? Reduce costs of waste contract and free capacity.</p>
2.3	<p>Does or will the policy or decision affect:</p> <ul style="list-style-type: none"> • service users • employees • the wider community or groups of people, particularly where there are areas of known inequalities? <p>Residents will receive the same level of services as they currently do from the Waste Contract and reduce the cost of the service.</p>

	<p>Will the policy or decision influence how organisations operate?</p> <p>Yes, implement efficiencies, savings and an improvement in services.</p>
2.4	<p>Will the policy or decision involve substantial changes in resources?</p> <p>Resource and costs savings to EFDC</p>
2.5	<p>Is this policy or decision associated with any of the Council's other policies and how, if applicable, does the proposed policy support corporate outcomes?</p> <p>Climate Change Action Plan and Policy</p>

Section 3: Evidence/data about the user population and consultation¹

As a minimum you must consider what is known about the population likely to be affected which will support your understanding of the impact of the policy, eg service uptake/usage, customer satisfaction surveys, staffing data, performance data, research information (national, regional and local data sources).

3.1	<p>What does the information tell you about those groups identified?</p> <p>The current contract serves all residents of the District and all residents can access EFDC's waste collection service</p>
3.2	<p>Have you consulted or involved those groups that are likely to be affected by the policy or decision you want to implement? If so, what were their views and how have their views influenced your decision?</p> <p>N/A</p>
3.3	<p>If you have not consulted or engaged with communities that are likely to be affected by the policy or decision, give details about when you intend to carry out consultation or provide reasons for why you feel this is not necessary:</p> <p>N/A</p>

Section 4: Impact of policy or decision

Use this section to assess any potential impact on equality groups based on what you now know.

Description of impact	Nature of impact Positive, neutral, adverse (explain why)	Extent of impact Low, medium, high (use L, M or H)
Age	Neutral This service is for all residents regardless of age.	L
Disability	Neutral The service is for all residents and assisted collections can be arranged	L
Gender	Neutral The service is available to all residents.	L
Gender reassignment	Neutral The service is available to all residents.	L
Marriage/civil partnership	Neutral The service is available to all residents.	L
Pregnancy/maternity	Neutral The service is available to all residents.	L
Race	Neutral The service is available to all residents.	L
Religion/belief	Neutral The service is available to all residents.	L
Sexual orientation	Neutral The service is available to all residents.	L

Section 5: Conclusion

		Tick Yes/No as appropriate	
5.1	Does the EqIA in Section 4 indicate that the policy or decision would have a medium or high adverse impact on one or more equality groups?	No	
			If 'YES', use the action plan at Section 6 to describe the adverse impacts and what mitigating actions you could put in place.

Section 6: Action plan to address and monitor adverse impacts

What are the potential adverse impacts?	What are the mitigating actions?	Date they will be achieved.

Section 7: Sign off

**I confirm that this initial analysis has been completed appropriately.
(A typed signature is sufficient.)**

Signature of Head of Service: 	Date: 24/10/22
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Signature of person completing the EqIA: DAVID MARSH	Date: 24/10/22
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Advice

Keep your director informed of all equality & diversity issues. We recommend that you forward a copy of every EqIA you undertake to the director responsible for the service area. Retain a copy of this EqIA for your records. If this EqIA relates to a continuing project, ensure this document is kept under review and updated, eg after a consultation has been undertaken.

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Report to Cabinet

Report reference: C-031-2022/23



**Epping Forest
District Council**

Date of meeting: 12 December 2022

Subject: Quarter 2 Budget Monitoring Report 2022/23

Portfolio Holder: Finance - Cllr. John Philip

Officer contact for further information: Chris Hartgrove 01992 564000 (Ext. 2532)

Democratic Services Officer: Adrian Hendry 01992 564246

Recommendations/Decisions Required:

1. The General Fund revenue position at the end of Quarter 2 (30th September 2022) for 2022/23, including actions being undertaken or proposed to improve the position, where significant variances have been identified, be noted (*including Appendix A*).
2. The General Fund capital position at the end of Quarter 2 (30th September 2022) for 2022/23 be noted (*including Appendix B*).
3. The Housing Revenue Account revenue position at the end of Quarter 2 (30th September 2022) for 2022/23, including actions proposed to ameliorate the position, where significant variances have been identified, be noted; and
4. The Housing Revenue Account capital position at the end of Quarter 2 (30th September 2022) for 2022/23 be noted (*including Appendix C*).

Executive Summary:

This report sets out the 2022/23 General Fund and Housing Revenue Account positions, for both revenue and capital, as at 30th September 2022 ("Quarter 2").

In terms of General Fund revenue expenditure – at the Quarter 2 stage – a budget overspend of £1.259 million, with projected net expenditure of £16.890 million against an overall budget provision of £15.631 million, is forecast.

As with Quarter 1, the Quarter 2 position is dominated by a range of substantial spending pressures, most notably:

- Inflation/Staff Budgets – a sharp increase in UK inflation since the budget was set is driving higher pay demands across both the public and private sectors. The Pay Settlement for 2022/23 was finalised in November 2022 with staff receiving an uplift of £1,925 at all pay grades, which equates to an average pay award in the region of 5.0% rather than the 2.0% award assumed in the budget. However, this is still being offset – to a large extent – by salary savings due to vacant posts. Senior officers are trying to contain net spending on staff salaries within budgeted cash limits for 2022/23, although it is a pressure that will have to be addressed in setting the budget for 2023/24; and
- Local Plan – the continued delay in finalising the Local Plan is causing a major shortfall in

income received from Planning Applications. It is also a major factor in the delayed drawdown of Qualis loans due to planning delays on key development sites in the district; this is leading to a shortfall in income that the Council assumed from loan margins in the budget.

The current economic difficulties are also creating a range of other problems with inflation impacting on energy and contract costs, with rising interest rates also working against the Council.

The Funding position on the General Fund at the Quarter 2 stage is relatively stable, with latest forecasts generally on, or very close to budget assumptions, although Council Tax collection rates achieved so far are suggesting that the Council could suffer a shortfall (compared to budget) of £127,000 (£165,000 in Quarter 1) in payments that it receives from preceptors as part of the Essex Council Tax Sharing Agreement (CTSA).

Members attention is drawn to the Council's draft Balance Sheet position as at 31st March 2022, which is showing an unallocated General Fund Reserve (contingency balance) of £4.070 million. If the year-end forecast spending and funding position in this report is accurate – notwithstanding any other reserve adjustments – the balance will fall to £3.0 million, which is significantly below the Council's formally adopted contingency balance of £4.0 million.

Despite facing the same challenges as the General Fund in many respects (especially the impact of inflation on staffing and energy costs), the Housing Revenue Account (HRA) is projected to record a budget underspend of £4.043 million, primarily driven by slippage in the Housing Development Programme; this is leading to significantly reduced borrowing costs and revenue contributions to capital.

If the overall forecast materialises, the HRA Balance will end the year at £4.530 million (the adopted minimum contingency balance in the HRA Business Plan is £2.0 million).

Turning to capital spending:

- General Fund Capital Programme – spending in the first 6 months was £1.247 million, with a forecast outturn of £26.562 million, which – if this materialises – would lead to an underspend of £91.594 million. The drawdown on Qualis loans is lower than the budget and is the most significant variance (£77.997 million); and
- Housing Revenue Account Capital Programme – spending in the first 6 months was £5.601 million, with a forecast outturn of £21.997 million, which – if this materialises – would lead to an underspend of £30.502 million. Slippage on the Housing Development Programme is the most notable factor.

1) Background and Introduction

1.1 The Council's budget for 2022/23 (both General Fund and Housing Revenue Account) was approved by full Council on 24th February 2022. This report updates the Stronger Council Select Committee on how the Council's services have performed against their budgets in the first three months of the financial year, and projects forward to the anticipated outturn for the end of the financial year.

1.2 This is the second update for 2022/22 and includes the General Fund and Housing Revenue Account positions, for both revenue and capital, as at 30th September 2022 ("Quarter 2").

2) General Fund Revenue Budget

Net Expenditure

2.1 The General Fund **net expenditure** position for 2022/23, at the Quarter 2 stage – summarised by service area – is presented in **Appendix A**. The headline is a forecast

budget overspend of £1.259 million, with projected net expenditure of £16.890 million against an overall budget provision of £15.631 million. The table below summarises the position by service.

GF Net Expenditure Budget 2022/23 (Quarter 2)			
Description	Budget 2022/23	Forecast Spending (31/03/23)	Variance
	£000's	£000's	£000's
Chief Executive	658	655	(3)
Commercial & Technical	139	673	534
Community & Wellbeing	1,783	1,617	(166)
Corporate Services	9,763	9,355	(408)
Customer Services	2,255	2,356	101
Finance & Audit	2,411	2,494	83
Housing & Property	1,849	1,882	33
Place	375	287	(88)
Planning & Development	1,480	2,029	549
Strategy, Delivery & Performance	850	778	(72)
Qualis	(2,909)	(1,965)	944
HRA Recharges	(5,225)	(5,352)	(127)
Financing	2,202	2,081	(121)
Totals (Net Expenditure)	15,631	16,890	1,259

2.2 There are a range of notable (over £100,000) **negative** variances – at a service directorate level – to the budget in the table above as follows:

- **Qualis Income (£944,703 forecast Overspend)** – the continued delay in finalising the Local Plan is having a detrimental impact on anticipated income from the margins that the Council generates from Qualis loans, with the pace of drawdowns being dampened by planning delays on key development sites. Rising interest rates have also been driving up the cost of PWLB borrowing for the Council, which is expected to put a further squeeze on loan margins. The combined impact is driving a forecast budget shortfall of £944,703
- **Planning & Development (£548,939 forecast Overspend)** – the delayed Local Plan is also causing substantial pressure on the Planning & Development budget, with many developers delaying the submission of planning proposals pending formal adoption of the Plan. The 2022/23 budget was prepared based on available intelligence at the time; this included the assumption that the finalised Local Plan would be in place for substantially all of the financial year and generate £1,711,780 in income from Planning Applications. The Local Plan is now not expected to be finalised before early 2023. Forecast income from Planning Applications in 2022/23 is now £1,100,000, thus driving a negative variance of £548,939; and

Commercial & Technical (£533,911 forecast Overspend) – a combination of factors is leading to a projected overspend of £533,911 on this directorate, which contrasts with a small surplus of £32,094 projected at the Quarter 1 stage. This is despite a significant underspend projected on Waste Management driven by additional Recycling Income (see Paragraph 2.4 below for explanation). In terms of cost pressures, the Land and Property service group is forecast to overspend by £332,478, with a projected shortfall in Rental Income from Commercial Property of £243,390 being the largest factor (this includes a shortfall at Epping Forest Shopping Park of £136,390 due to the accounting treatment of rent-free incentives). In addition, the “Contracts & Technical Support Services” and “Cost Centres – Contracts & Technical” services groups are projecting overspends of £310,829 and £219,317 respectively. These are both linked to Fleet Operations Recharges with a combined charge of £181,130 offset by a credit for the same amount in the Car Parking service group (the impact is cost neutral on the General Fund). The largest other budget pressures are Agency Staff due to recruitment difficulties for permanent posts (£60,000 cost in Contracts & Technical Support Services; partially offset – by £31,235 – by savings on the corresponding permanent staff budget) and additional Consultancy Costs triggered by the new Waste Management contract procurement exercise (£65,000 in Costs Centres – Contracts & Technical). Despite the Fleet Charges credits as mentioned above, the Car Parking service group is still projecting an overspend of £134,663, with the most significant item being a forecast shortfall of £99,893 in Long-Stay Car Parking income.

- **Customer Services (£101,372 forecast Overspend)** – a combination of relatively small items is responsible for the forecast overspend in the Customer Services service group. Overspending of £43,270 on the Customer Support Services cost centre, driven by underlying additional Staff costs of £49,236, due to the additional pay award (see Paragraph 2.4 below), is the most significant factor.

2.3 There are also a range of notable (over £100,000) **positive** variances – at a service directorate level – to the budget in the table above as follows:

- **Corporate Services (£407,593 forecast Underspend)** – the forecast surplus on Corporate Services is dominated by two substantial underspends. Firstly, the ICT cost centre is projected to underspend by £227,851. A detailed review of all ICT budget lines has been undertaken in the light of the corporate position; this has led to the modification of operational plans in some instances (triggering a combined saving of £51,890 on Professional and Consultants Fees for example). A wide range of other small budget savings have also been identified for different reasons. Most notable in terms of size, is a forecast underspend of £44,880 on the budget for the “Rendezvous” (booking) system, following the identification and implementation of “Symity” as a replacement solution at significantly lower cost. And secondly, as reported in Quarter 1, there is a significant saving anticipated on Insurance Premiums following the commencement of the new Insurance contract (Quarter 2 net underspend estimated at £182,343, including leaseholder recharges).
- **Community & Wellbeing (£165,663 forecast Underspend)** – savings on staff costs is the underlying theme in the forecast underspend in this directorate; the Museums service is currently carrying three staff vacancies (impact £84,667) and the recent promotion of the Service Director to Strategic Director (paid from the Chief Executive’s budget) is projected to result in a further underspend of £53,530.
- **HRA Recharges (£127,230 forecast Underspend)** – rising costs (exceeding budgets) – especially on staffing – are expected to feed through to higher Recharges from the General Fund to the Housing Revenue Account at the year end.

- **Financing Costs (£121,881 forecast Underspend)** – rising interest rates are having a significant impact on Financing Costs this year, which is resulting in higher borrowing costs. However, substantial slippage in the General Fund Capital Programme (reported below in Paragraph 5.1) is slowing down the need to borrow in this financial year, thus dampening the impact. Conversely, the higher interest rates now paid by Money Market Funds are increasing the returns that the Council makes from investing its short-term cash balances, with income from this source now forecast at £179,879 for the year, compared to a budget of £50,000 (generating a surplus of £129,879).

2.4 Members attention is also drawn to the following:

- **Staffing Budgets** – the budget for 2022/23 was set based on the assumption that staff would receive an annual pay award of 2.0% (plus a small contingency of 0.25%). Unfortunately – since the budget was developed and adopted – UK inflation (in common with the rest of the world) – has risen sharply; the UK Consumer Prices Index (CPI) for October 2022 was 11.1%, which is the highest rate for 41 years. The exceptionally high inflation rate is driving increased pay demands across both the public and private sector. Local government pay negotiations for 2022/23 have now concluded, with the employers' final offer of £1,925 to all employees (irrespective of base salary) accepted by the unions and awarded to employees. This (broadly and typically) equates to a 5.0% pay award for the average Epping Forest District Council employee and is driving an overall cost pressure of up to £800,000 on the Council's base budget, which is embedded in the forecast. The figures also include a range of staff savings, primarily due to temporary vacancies (dampened by agency backfilling costs in some cases). The net impact varies significantly from one service area to another. Senior officers are now working together to contain overall staffing costs within budget for 2022/23, whilst simultaneously developing and delivering savings proposals – including staff savings – as part of addressing the 2023/24 budget deficit. It should be noted that, even if all of the staff budget pressure for 2022/23 can be offset by savings, the 2023/24 budget will still require additional growth to the base budget to reflect the higher pay award.
- **Energy Costs** – at the time of preparing this report, there is an intense media spotlight on the spiralling worldwide cost of energy including the UK. Most of the Council's exposure to increased energy costs falls within the HRA (a £237,000 pressure embedded in Supervision and Management costs in table below at Paragraph 4.1). Gas and Electric budgets in the General Fund for 2022/23 total £279,720. The Council has had some protection from price rises in the form of forward contracts so far in 2022/23 and, at this stage, a limited overspend of £59,410 (including the use of £50,000 of a £62,500 contingency) has been assumed. A more detailed review of projected energy costs is being undertaken by Property Services officers at the time of preparing this report; an updated projection will be presented in the Quarter 3 report; and
- **Recycling Income** – although the Commercial & Technical Services directorate is forecast to record a deficit £533,911 at this stage, there is an underspend of £618,313 on the Waste Management service underlying the net position (as summarised in **Appendix A**). The dominant factor is an anticipated net underspend of £613,262 on the Recycling contract, primarily due to an income surplus, which is the result of a substantial increase in market rates for recyclable materials (embedded in the contract for 2022/23); total receipts from this source are now expected to exceed original expectations by £541,000. Some further (smaller) cost savings are also anticipated on Recycling, as some budgeted Covid-related costs will no longer be incurred. At the time of preparing this report, market rates for recyclable materials remain strong and the prospects for the 2023/24 budget are therefore positive. However, attention is drawn to the most recent Medium-Term Financial Plan (MTFP) 2023/24 to 2027/28 approved by Cabinet on 10th October 2022, which identifies a major cost pressure – estimated at £1.3 million per annum – expected to impact from December 2024, with the letting of the new Waste Collection contract; a stronger market for recyclable materials would help dampen this cost pressure. It should also be noted that an 11% uplift on the Waste Collection contract

has been absorbed in the overall Waste Management forecast (effective from 1st November 2022), representing a forecast cost pressure of £189,000 for 2022/23 (circa £450,000 per annum). Again, it should be noted that the 2023/24 budget will require additional growth to the base budget to reflect the underlying effects of the higher inflation rate on the Waste Collection contract.

Funding

- 2.5 The General Fund **funding** position for 2022/23, at the Quarter 2 stage is summarised in the table below.

GF Funding Position 2022/23 (Quarter 2)			
Source Description	Budget Assumption 2022/23	Forecast (31/03/23)	Variance
	£000's	£000's	£000's
Council Tax	(8,639)	(8,639)	0
Business Rates	(5,011)	(5,042)	(31)
Collection Fund Adjustments	(165)	(165)	0
Council Tax Sharing Agreement (CTSA)	(948)	(821)	127
New Homes Bonus	(776)	(776)	0
Lower-Tier Services Grant	(149)	(149)	0
2022/23 Services Grant	(229)	(229)	0
Other Grants (General)	0	0	0
Credit Loss Adjustment	(51)	0	51
Contribution to/(from) Reserves	337	(1,069)	(1,406)
Total Funding	(15,631)	(16,890)	(1,259)

- 2.6 The funding position continues to be mixed for the General Fund in Quarter 2. The Business Rates position has been relatively stable, with the projected Pooling benefit retained from Q1 at this stage (Essex Pool Q2 position not released at the time of preparing this report) of £562,000 compared to the budget assumption of £531,000 (up £31,000). Council Tax collection has not been performing quite as well as expected, with slightly lower CTSA payments of £783,000 now anticipated (although up £38,000 compared to Q1). The Council received a larger than anticipated Credit Loss Adjustment (CLA) in its 2021/22 Accounts following an updated Fair Value review of the original Qualis Working Capital Loan. However, following the recent further advance of £1.3 million to Qualis (as part of the 'revolving credit facility'), it is now assumed that a CLA will not be available to support the budget for 2022/23. But it should be noted that a range of variable factors underlying the calculation mean that this is an estimate that can fluctuate significantly (a CLA charge to the General Fund Reserve could potentially materialise).

3) General Fund Reserves

General Fund Reserve (contingency balance)

- 3.1 The negative outlook of £1.259 million on net expenditure summarised and explained in paragraphs 2.1 to 2.4, and the funding position presented in paragraphs 2.5 to 2.6 above means that – if the forecasts materialise as presented – it will not be possible to contribute £0.337 million to the General Fund (unallocated) Reserve as assumed in setting the budget. Instead, there will be a contribution requirement of £1.069 million from the Reserve to support the budget (as presented in the table in Paragraph 2.5 above). The forecast impact on the General Fund Reserve is presented in the table below.

Movement on General Fund Reserve: Quarter 2 2022/23	
Description	£000's
General Fund Balance 31st March 2022 (pre-audit)	(4,070)
Contribution from Reserves 2022/23 (Q2 forecast)	1,069
General Fund Balance 31st March 2023 (Q2 forecast)	(3,001)

- 3.2 Members are reminded that the Council's unallocated General Fund Reserve is a contingency balance and, following the Section 151 Officer's recommendation in accordance with Section 25 of the Local Government Act 2003, the Council approved the maintenance of a minimum balance of £4.0 million in February 2022.

Earmarked Reserves

- 3.3 In addition to the General Fund Net Expenditure budget (£15,631,000 for 2022/23), the Council also incurs further expenditure on a range of other projects and facilities funded from Earmarked Reserves (which are topped up from third party sources – including grants – and internal appropriations). Activity has been relatively subdued so far this year and – at the Quarter 2 stage (30th September 2022) – the Council has received £0.323 million and spent £0.347 million, leaving a balance of £2.664 million. The Movement on General Fund Earmarked Reserves is summarised in the table below.

Movement in General Fund Earmarked Reserves (April to September 2022)				
Description	Opening Balance 01/04/22	Income	Expenditure	Closing Balance 30/09/22
	£000's	£000's	£000's	£000's
District Development Fund (DDF)	(612)	(80)	93	(599)
Community Projects	(597)	(243)	149	(691)
<i>Other Reserves:</i>				
All Weather Pitch	(119)	0	0	(119)
Garden Town	(82)	0	2	(80)
Insurance	(150)	0	0	(150)
Invest to Save	(203)	0	0	(203)
Museum	(110)	0	0	(110)
North Weald Inland Port	(660)	0	98	(562)
Staff Benefits Fund	(39)	0	5	(34)
Other Ongoing Projects	(116)	0	0	(116)
Totals	(2,688)	(323)	347	(2,664)

**Excludes statutory ring-fenced and other reserves used for accounting purposes*

3.4 The Community Projects Reserve comprises twenty different project categories and is easily the Council's most 'active' reserve. It now includes two new initiatives (the "PCN" and "Buxton" projects), which commenced in 2022/23. It should be noted that the contribution into the DDF represents partner contributions towards the "Essex & Herts Digital Innovation Zone (DIZ). The closing balance on the DDF includes £136,935 in unallocated funds.

4) Housing Revenue Account (revenue)

4.1 The Housing Revenue Account (HRA) revenue position for 2022/23, at the Quarter 2 stage, is summarised in the table below. As at 30th September 2022, a £4.043 million underspend is forecast for the year end, with projected net surplus of £0.366 million compared to an overall budget provision (planned deficit) of £3.677 million.

HRA Budget 2022/23 (Quarter 2)			
Description	Budget 2022/23 (Updated)	Forecast Spending (31/03/23)	Variance
	£000's	£000's	£000's
EXPENDITURE			
Supervision & Management (General)	6,976	7,170	194
Supervision & Management (Special)	4,111	4,305	194
Rents, Rates, Taxes & Insurances	504	484	(20)
Repairs & Maintenance	9,418	10,080	662
Management & Maintenance	21,009	22,039	1,030
Capital Charges	8,958	8,958	0
Treasury Management Expenses	58	38	(20)
Provision for Bad/Doubtful Debts	93	93	0
Total Expenditure	30,118	31,128	1,010
INCOME			
Dwelling Rents	(34,973)	(35,349)	(376)
Non-Dwellings Rents	(843)	(769)	74
Charges for Services & Facilities	(1,228)	(1,334)	(106)
Contributions from General Fund	(368)	(368)	0
Total Income	(37,412)	(37,820)	(408)
Net Cost of Services	(7,294)	(6,692)	602
Interest on Receipts and Balances	(6)	(6)	0
Interest Payable on Loans	5,613	5,362	(251)
Net Operating Income	(1,687)	(1,336)	351
<i>Appropriations:</i>			
Direct Revenue Contributions to Capital	5,364	970	(4,394)
(Surplus)/Deficit for Year	3,677	(366)	(4,043)

4.2 The HRA outturn for 2021/22 included an underspend of £140,000 on the ring-fenced revenue project "More than Bricks and Mortar" (a scheme primarily aimed at achieving infrastructure improvements on housing estates). Consequently, the unspent budget has been rolled forward and added to the 2022/23 budget agreed by Council in February 2022. The table below reconciles the updated and original budgets.

HRA Budget Reconciliation 2022/23: Quarter 2	
Description	Value (£000's)
(Surplus)/Deficit for Year (approved by full Council 24/02/22)	3,537
<i>Brought forward project budget from 2021/22:</i>	
"More than Bricks and Mortar" Estate Improvement Scheme	140
Total Budget Additions (@ Quarter 2)	140
(Surplus) / Deficit for Year (updated Budget 2022/23 @ Quarter 2)	3,677

4.3 There are four significant factors behind the forecast as follows:

- **Direct Revenue Contributions (£4.694 million forecast Underspend)** – the dominant factor in the overall underspend, is an anticipated significant reduction in Contributions to Capital due to slippage in the HRA Capital Programme
- **Repairs and Maintenance (£0.662 million forecast Overspend)** – there are numerous items contributing to the variance, the largest of which relates to higher than anticipated repair costs on Blocks and Communal Areas (variance £258,000)
- **Dwelling Rent (£0.376 million forecast Underspend)** – improvements in void turnaround times is leading to rental income levels exceeding budget; and
- **Interest Payable on Loans (£0.251 million forecast Underspend)** – the HRA capital spend in 2021/22 was lower than expected, thereby negating the need for additional borrowing, and reducing the associated interest payable in this – the 2022/23 – financial year.

4.4 Members should note that the current HRA Business Plan includes the assumed maintenance of a minimum balance of £2.0 million in the HRA reserve; as at 31st March 2022, the balance was £4.164 million, which reflected an overspend on HRA Net Operating Income of £1.375 million in 2021/22 (reported to Cabinet and Stronger Council Select Committee in July 2022).

Movement on HRA Balance: Quarter 2 2022/23	
Description	£000's
HRA Balance 31st March 2022 (pre-audit)	(4,164)
2021/22 Roll Forward (Para 4.2)	140
2022/23 Budget (Deficit) – full Council 24th February 2022 (Para 4.2)	3,537
2022/23 Net Operating Income Forecast Variance Q2 (Para 4.1)	351
2022/23 Reduction in Capital Contributions Q2 (Para 4.1)	(4,394)
HRA Balance 31st March 2023 (Q2 forecast)	(4,530)

5) General Fund Capital Programme

5.1 The General Fund Capital Programme for 2022/23 as at 30th September 2022 is summarised – at a service level – in the table below. A more detailed analysis – at a scheme level – is included in **Appendix B**. The updated Programme budget totals £118.156 million. Spending in the first 6 months was £2.247 million, with a forecast outturn of £26.562 million, which – if this materialises – would lead to an underspend of £91.594 million.

General Fund Capital Programme 2022/23 (Quarter 2)					
Description	Budget 2022/23 (Updated)	Spending (@ 30 September 2022)	Remaining Budget (@ 30 September 2022)	Forecast Spending (31/03/23)	Variance (Under) / Over
	£000's	£000's	£000's	£000's	£000's
Community & Wellbeing	770	0	770	0	(770)
Commercial & Technical	16,277	975	15,302	4,131	(12,146)
Corporate Services	3,525	239	3,286	3,062	(463)
Customer Services	160	0	160	80	(80)
Housing (General Fund)	500	33	467	362	(138)
Place	677	0	677	677	0
Qualis Loans	96,247	1,000	95,247	18,250	(77,997)
Total Expenditure	118,156	2,247	115,909	26,562	(91,594)
<i>Capital Financing:</i>					
Borrowing	113,692	1,000	112,692	24,282	(89,410)
Capital Grants	971	440	531	880	(91)
Capital Receipts	3,493	807	2,686	1,400	(2,093)
Total Financing	118,156	2,247	115,909	26,562	(91,594)

5.2 A General Fund Capital Programme budget of £72.308 million was approved by Council in February 2022. A net total of £45.848 million in unspent budgets have been rolled forward from 2021/22, resulting in an updated Programme budget of £118.156 million.

5.3 There are two dominant areas of underspending/slippage on the General Fund Capital Programme at the Quarter 2 stage:

- **Qualis (£77.997 million forecast Underspend)** – as described in Paragraph 2.2, the drawdown of Qualis loans has been slower than envisaged at the time of preparing the Capital Programme, primarily due to planning delays on development sites; and
- **Commercial and Technical (£12.146 million forecast Underspend)** – there are two big projects driving the underspend, and one other matter to note as follows:
 - Epping Forest Leisure Centre – the Leisure Centre is a long-term project with an overall budget of £25.0 million (with spending of £10.937 million profiled for 2022/23). However, projected spending for 2022/23 is now a much reduced £0.250 million, resulting in a forecast underspend of £10.687 million. Qualis are in the process of developing a Multi-Storey Car Park on land adjacent to the Leisure Centre site; until this is complete, the development of the Leisure Centre cannot commence; and

- Cartersfield Road – this project has a budget of £1.436 million for 2022/23. However, anticipated spend of just £0.359 million is now anticipated, resulting in an underspend of £1.077 million. There has been some progress on the project. However, project delays have been experienced as the Council continues to seek vacant possession from some long-term tenants; comprehensive vacant possession is required for the site before capital works can commence.

5.4 Members should also note the acquisition of the lease on the former Prince of Wales public house in Loughton at a cost of £687,500 (Delegated Decision Ref. HAC-003-2022/23) during Quarter 2. The asset is currently included within the General Fund (see Appendix B) pending transfer to the HRA for the purposes of Housing Development.

6) Housing Revenue Account (HRA) Capital Programme

6.1 The Housing Revenue Account (HRA) Capital Programme for 2022/23 as at 30th September 2022 is summarised in the table below. A more detailed analysis – at a scheme level – is included in **Appendix C**. The updated Programme budget totals £52.499 million. Spending in the first 6 months was £5.601 million, with a forecast outturn of £21.997 million, which – if this materialises – would lead to an underspend of £30.502 million.

HRA Capital Programme 2022/23 (Quarter 2)					
Description	Budget 2022/23 (Updated)	Spending (@ 30 September 2022)	Remaining Budget (@ 30 September 2022)	Forecast Spending (31/03/23)	Variance (Under) / Over
	£000's	£000's	£000's	£000's	£000's
Housing Development	28,809	1,918	26,891	5,669	(23,140)
Capital Works	16,314	3,391	12,923	13,265	(3,049)
Other Housing Schemes	7,376	292	7,084	3,063	(4,313)
Total Expenditure	52,499	5,601	46,898	21,997	(30,502)
<i>Capital Financing:</i>					
Direct Revenue Contributions	5,364	0	5,364	970	(4,394)
Major Repairs Reserve	14,613	4,368	10,245	18,293	3,680
Capital Receipts	5,970	767	5,203	2,268	(3,702)
Other Contributions	466	466	0	466	0
Borrowing	26,086	0	26,086	0	(26,086)
Total Financing	52,499	5,601	46,898	21,997	(30,502)

6.2 An HRA Capital Programme budget of £47.790 million was approved by Council in February 2022. A net total of £4.709 million in unspent budgets have been rolled forward from 2021/22, resulting in an updated Programme budget of £52.499 million for the year.

6.3 There are three significant areas of underspending/slippage on the HRA Capital Programme at the Quarter 2 stage. Thus:

- **Housing Development (£23.140 million forecast Underspend)** – there are two elements to note:
 - **Housebuilding** – the programme for Housebuilding has a total budget of £15.598 million for 2022/23. The forecast outturn is £5.870 million, which – if this materialises – would lead to an underspend of £9.728 million at year end. Several schemes have encountered planning issues and delays, including two schemes (“Pentlow” and “Woollard”), which were originally expected to be completed in Spring and Summer 2022, but are now anticipated in early 2023. A further two large schemes at Chequers B and Ladyfields, with combined anticipated spend of over £8.0 million, are currently subject to planning consent and are not expected to commence until late 2023/24; and
 - **Qualis Acquisitions** – the budget allocation for this scheme in 2022/23 was £10.461 million. No spend is now expected this year resulting in an underspend of the full budget £10.461 million. Qualis have experienced delays in planning consents which initially halted works; although permissions have now been granted and works are due to commence soon. Negotiations have taken place regarding the purchase of some units once completed, although this may be less than originally planned and not until 2023/24.
- **Capital Works (£3.049 million forecast Underspend)** – there have been delays in the delivery of Capital Works following the restructure of the Property Assets Team and the introduction of new working practices. One significant underspend (Electrical Works of £1.078 million) includes an allocated budget of £1.0 million to match fund a bid to the Social Housing De-Carbonisation Fund in partnership with E-On; the results will be announced in February 2023, and if successful, the works are likely to commence in 2023/24.
- **Other Housing Schemes (£4.313 million forecast Underspend)** – there are two regeneration projects primarily driving this variance:
 - **Limes/Copperfield Regeneration** – this project has a profiled budget of £2.772 million for 2022/23. The projected outturn on the scheme in 2022/23 is £2.042 million, which – if this materialises – would lead to an underspend of £0.730 million. There have been some initial setbacks related to the tender report however, at the time of reporting, signed contracts are imminent with works expected to follow quickly afterwards. The project straggles the financial year end, therefore the £0.730 underspend will be re-profiled to be spent in 2023/24; and
 - **Broadway Regeneration** – this project has a total budget of £2.750 million in 2022/23, of which only a very small proportion is expected to be spent (on fees) this financial year resulting in a forecast underspend of £2.676 million. The project is now expected to be delivered in 2023/24.

6.4 The HRA Capital Programme is financed from several sources; external sources such as Grants and Capital Receipts are prioritised and applied first, followed by internal resources such as the Major Repairs Reserve and HRA Revenue contributions. The approach minimises the need to borrow and helps protect the HRA from higher interest payments. The forecast underspend on the Programme has an impact on all sources of financing with the most significant being a £26.086 million reduction in the need to borrow in 2022/23.

Reason for Decision:

This report facilitates the scrutiny of the Council's financial position for 2022/23.

The comments made at this Committee, where relevant, will be reported to Cabinet for consideration at their meeting on 12th December 2022.

Options:

There are no matters for decision in this report. The Committee is asked to note the contents but may choose to take further action depending on the matters reported.

Resource Implications:

The resource implications in this report are overwhelmingly financial in nature, in the form of budgetary control. Robust budget monitoring processes maximise the opportunity for services to react quickly to potential problems as they emerge, thus reducing the risk of financial problems, impeding the delivery of strategic priorities.

Legal and Governance Implications:

The Council has a statutory obligation to maintain a balanced budget and the monitoring process enables the Committee to remain aware of issues and the process to be taken to maintain a balanced budget.

Safer, Cleaner, Greener Implications:

There are no SGS implications.

Consultation Undertaken:

The development of the detailed 2022/23 budget was informed by the democratic scrutiny processes.

Background Papers:

Management Accounts 2022/23 (Month 6)

Risk Management

The report is primarily presented for information only and has no direct risk management implications, although regular monitoring and reporting of the type included in this report ensures early warning of significant issues that may place the Council at financial risk. This gives the Cabinet the best opportunity to take actions to mitigate such risks.

General Fund Revenue Budget 2022/23

Quarter 2 Forecast

Epping Forest DC: General Fund Revenue Budget 2022/23							
@ 30 September 2022 (Month 6)							
General Fund							
Service Area	Activity	Full Year Budget £'s	Net Expenditure			Forecast £'s	Variance £'s
			Budget (M6) £'s	Actual £'s	Variance £'s		
Chief Executive	Chief Executive Support Services	532,530	266,265	259,607	(6,658)	560,638	28,108
	Corporate Activities	75,820	37,910	49,575	11,665	69,007	(6,813)
	Chief Executive Other Activities	50,000	25,000	-	(25,000)	25,000	(25,000)
	Sub-Total	658,350	329,175	309,182	(19,993)	654,645	(3,705)
Commercial & Technical Services	Car Parking	(894,030)	(447,015)	(501,635)	(54,620)	(759,367)	134,663
	C&T Community & Partnership	232,330	116,165	83,381	(32,784)	234,710	2,380
	Contracts & Technical Support Services	1,810,440	905,220	1,020,340	115,120	2,121,269	310,829
	Cost Centres - Contracts & Technical	3,325,580	1,662,790	1,481,724	(181,066)	3,544,897	219,317
	C&T Emergency Planning & Other	2,500	1,250	2,400	1,150	5,600	3,100
	Environmental Health	232,250	116,125	71,163	(44,962)	232,512	262
	Land Drainage/Sewerage	129,830	64,915	36,385	(28,530)	128,790	(1,040)
	Land & Property	(7,688,610)	(3,844,305)	(3,586,294)	258,011	(7,356,132)	332,478
	Leisure Facilities	(1,215,530)	(607,765)	(466,001)	(141,764)	(1,084,319)	131,211
	North Weald Centre	(1,152,230)	(576,115)	(578,377)	(2,262)	(1,265,017)	(112,787)
	Parks & Grounds	471,920	235,960	38,100	(197,860)	519,410	47,490
	Private Sector Housing	(96,790)	(48,395)	2,858	51,253	(24,549)	72,241
	C&T Regulatory Services	(255,480)	(127,740)	(101,364)	26,376	(243,400)	12,080
	Waste Management	5,236,990	2,618,495	1,579,624	(1,038,871)	4,618,677	(618,313)
	Sub-Total	139,170	69,585	(916,696)	(986,281)	673,081	533,911
Community & Wellbeing	Community, Health & Wellbeing	120,340	60,170	(55,470)	(115,640)	92,147	(28,193)
	Cost Centres - Community & Wellbeing	457,670	228,835	225,274	(3,561)	465,941	8,271
	Economic Projects Support Serv	198,290	99,145	99,538	393	144,760	(53,530)
	Homelessness	73,000	36,500	(661,413)	(697,913)	65,456	(7,544)
	Museum, Heritage & Culture	682,640	341,320	300,817	(40,503)	597,973	(84,667)
	Voluntary Sector Support	250,740	125,370	117,801	(7,569)	250,740	-
	Sub-Total	1,782,680	891,340	26,546	(864,794)	1,617,017	(165,663)
Corporate Services	Business Support	1,925,860	962,930	840,020	(122,910)	1,986,528	60,668
	Cost Centres - Corporate Support	335,600	167,800	166,558	(1,242)	335,807	207
	Elections	222,460	111,230	136,306	25,076	200,141	(22,319)
	Emergency Planning & Other	115,840	57,920	39,056	(18,864)	85,427	(30,413)
	ICT	3,810,130	1,905,065	2,500,666	595,601	3,582,279	(227,851)
	Insurance Premiums	810,060	405,030	799,622	394,592	623,288	(186,772)
	Corp Serv - Member Activities	381,760	190,880	178,375	(12,505)	376,610	(5,150)
	Other Support Services	1,866,960	933,480	821,173	(112,307)	1,853,294	(13,666)
	Strategy Support Services	294,150	147,075	152,145	5,070	311,852	17,702
	Sub-Total	9,762,820	4,881,410	5,633,922	752,512	9,355,227	(407,593)
Customer Services	Cost Centres - Customer Services	2,472,370	1,236,185	1,163,187	(72,998)	2,506,434	34,064
	Customer Support Services	1,621,990	810,995	767,710	(43,285)	1,665,260	43,270
	Housing Benefits	(1,172,620)	(586,310)	(1,132,085)	(545,775)	(1,164,142)	8,478
	Local Taxation	(693,360)	(346,680)	(48,253)	298,427	(677,800)	15,560
	Customer Services - Members Activities	26,470	13,235	81,928	68,693	26,470	(1)
	Sub-Total	2,254,850	1,127,425	832,486	(294,939)	2,356,222	101,372
Finance & Audit	Audit Support Services	384,470	192,235	185,597	(6,638)	381,793	(2,677)
	Finance Support Services	1,063,390	531,695	361,052	(170,643)	1,248,850	185,460
	Finance & Other Activities	963,630	481,815	-	(481,815)	863,630	(100,000)
	Sub-Total	2,411,490	1,205,745	546,649	(659,097)	2,494,273	82,783
Housing & Property	Accommodation	457,940	228,970	590,764	361,794	449,248	(8,692)
	Cost Centres - Housing & Property	510,440	255,220	278,795	23,575	568,732	58,292
	Facilities & Depot Management	528,200	264,100	175,103	(88,997)	489,983	(38,217)
	Housing & Property Support Services	352,110	176,055	161,452	(14,603)	373,522	21,412
	Sub-Total	1,848,690	924,345	1,206,114	281,769	1,881,484	32,794
Place	Place - Community & Partnership	40,920	20,460	(27,307)	(47,767)	39,225	(1,695)
	Cost Centres - Place	334,020	167,010	131,118	(35,892)	247,975	(86,045)
	Sub-Total	374,940	187,470	103,811	(83,659)	287,200	(87,740)
Planning & Development	Cost Centres - Planning Services	2,324,800	1,162,400	1,084,371	(78,029)	2,352,047	27,247
	Local Plan Implementation	1,048,700	524,350	(433,973)	(958,323)	918,485	(130,215)
	Planning & Development	(1,655,730)	(827,865)	(484,891)	342,974	(932,736)	722,994
	Planning Support Services	291,970	145,985	111,513	(34,472)	233,424	(58,546)
	Regulatory Services	(529,840)	(264,920)	(382,483)	(117,563)	(542,380)	(12,540)
	Sub-Total	1,479,900	739,950	(105,462)	(845,412)	2,028,839	548,939
Strategy, Delivery & Performance	Strategy - Other Activities	161,600	80,800	56,734	(24,066)	217,658	56,058
	Strategy, Delivery & Performance Support Services	688,040	344,020	233,381	(110,639)	560,029	(128,011)
	Sub-Total	849,640	424,820	290,114	(134,706)	777,688	(71,952)
General Fund Total		21,562,530	10,781,265	7,926,666	(2,854,599)	22,125,674	563,144
	Qualis Income	(2,909,440)	-	-	-	(1,964,737)	944,703
	HRA Recharges	(5,224,670)	-	-	-	(5,351,900)	(127,230)
	Financing						
	Interest (exc. Qualis):						
	Interest Receivable	(50,000)	-	-	-	(179,879)	(129,879)
	Interest Payable	863,440	-	-	-	1,085,938	222,498
	Minimum Revenue Provision	1,327,000	-	-	-	1,125,000	(202,000)
	Specific Contingency (GF Energy)	62,500	-	-	-	50,000	(12,500)
General Fund (Net Expenditure)		15,631,360	10,781,265	7,926,666	(2,854,599)	16,890,096	1,258,736

General Fund Capital Programme 2022/23

Quarter 2 Forecast

General Fund Capital Programme 2022/23: Quarter 2 Forecast												
Scheme	2021/22 Budget Outturn (xtract)			2022/23 Budget				2022/23 Budget Progress (@ 30th September 2022 - Q2)				
	2021/22 Unspent / (Overspent) Balances	(Savings) / Overspends not c/fwd	Balances Rolled Forward into 2022/23	2022/23 Budget Allocation	Q1 Changes	2022/23 Budget @ Q1	Q2 Changes	2022/23 Budget @ Q2 (Updated)	Actuals to Q2	Remaining Budget	Forecast Outturn 2022/23	Forecast (Uspend)/ Opend 2022/23
	£'s	£'s	£'s	£'s	£'s	£'s	£'s	£'s	£'s	£'s	£'s	£'s
Community & Wellbeing												
Joint Museum and Library Facility	688,018	- 688,018	-	770,000	-	770,000	-	770,000	-	770,000	-	770,000
Sub-Totals	688,018	- 688,018	-	770,000	-	770,000	-	770,000	-	770,000	-	770,000
Commercial & Technical												
Cartersfield Road	1,436,464	-	1,436,464	-	-	1,436,464	-	1,436,464	-	1,436,464	359,116	- 1,077,348
Investment Property Acquisition Fund	1,117,867	-	1,117,867	-	-	1,117,867	-	1,117,867	65,000	1,052,867	498,000	- 619,867
Princess of Wales PH - lease acquisition**	-	-	-	-	-	-	-	-	-	-	695,500	695,500
202-220 Loughton HR - roof replacement	-	-	-	-	-	-	64,500	64,500	-	64,500	64,468	- 32
CCTV Replacement Programme	85,437	- 44,992	40,445	102,000	-	142,445	-	142,445	27,460	114,985	100,110	- 42,335
CarPark CCTV Systems	10,259	- 10,259	-	20,000	-	20,000	-	20,000	6,920	13,080	6,920	- 13,080
Superfast Broadband (REFCuS)	350,000	-	350,000	-	-	350,000	-	350,000	-	350,000	350,000	-
Disabled Facilities Grants (REFCuS)	218,152	- 218,152	-	971,210	-	971,210	-	971,210	439,689	531,521	880,000	- 91,210
Home Assist Grants (REFCuS)	-	-	-	30,000	-	30,000	-	30,000	-	30,000	30,000	-
Car Park Schemes	18,785	- 18,785	-	-	-	-	-	-	-	-	-	-
Civic Offices Accommodation Project	108,169	- 108,169	-	-	-	-	-	-	-	-	-	-
Civic Offices Café External Access	75,979	-	75,979	100,000	-	175,979	-	175,979	-	175,979	-	- 175,979
Highway Ranger Vehicle & Equipment	519	- 519	-	40,000	-	40,000	-	40,000	-	40,000	40,000	-
Grounds Maintenance	40,945	-	40,945	30,000	-	70,945	-	70,945	-	70,945	62,650	- 8,295
Highways (REFCuS)	97,564	-	97,564	-	-	97,564	-	97,564	-	97,564	97,564	-
H2 Taxiway (ex NWA Prep Phase 1)	200,000	-	200,000	-	-	200,000	-	200,000	3,009	196,991	200,000	-
NWA Employment Land Develop	-	-	-	-	-	-	-	-	28,842	- 28,842	28,842	28,842
NWA Vehicles & Equipment	-	-	-	-	-	-	-	-	16,085	- 16,085	16,085	16,085
Vehicle Fleet Replacement & OHD Equipment	622,740	-	622,740	-	-	622,740	-	622,740	332,661	290,079	452,038	- 170,702
Ongar Leisure Centre	4,953	- 4,953	-	-	-	-	-	-	-	-	-	-
Epping Leisure Centre (Bakers Lane)	1,562,560	-	1,562,560	12,500,000	-	10,937,440	-	10,937,440	55,441	10,881,999	250,000	- 10,687,440
Sub-Totals	2,540,941	- 121,497	2,419,444	13,793,210	- 294,910	16,212,654	64,500	16,277,154	975,107	15,302,047	4,131,293	- 12,145,861
Corporate Services												
ICT General Schemes	142,379	- 54,608	87,771	103,000	-	190,771	-	190,771	- 2,482	193,253	152,771	- 38,000
ICT Strategy	1,715,452	- 145,487	1,569,965	1,960,910	- 294,910	3,235,965	89,310	3,325,275	235,004	3,090,271	2,900,340	- 424,935
Civic Offices Accommodation Project (ICT)	63,830	- 55,288	8,542	-	-	8,542	-	8,542	6,556	1,986	8,542	-
Sub-Totals	1,921,661	- 255,383	1,666,278	2,063,910	- 294,910	3,435,278	89,310	3,524,588	239,078	3,285,510	3,061,653	- 462,935
Customer Services												
Council Chamber Upgrade	-	-	-	160,000	-	160,000	-	160,000	-	160,000	80,000	- 80,000
Sub-Totals	-	-	-	160,000	-	160,000	-	160,000	-	160,000	80,000	- 80,000
Housing (Property Services)												
Oakwood Hill Depot Extension	6,572	-	6,572	-	-	6,572	-	6,572	26,923	- 20,351	26,923	20,351
Investment Properties (Planned Works)	80,316	- 80,316	-	19,220	294,910	314,130	- 134,263	179,867	-	179,867	179,867	-
Operational Properties (Planned Works)	93,230	- 12,250	80,980	252,000	-	332,980	- 19,547	313,433	5,843	307,590	155,000	- 158,433
Sub-Totals	19,486	68,066	87,552	271,220	294,910	653,682	- 153,810	499,872	32,766	467,106	361,790	- 138,082
Place												
Climate & Environmental Projects	426,984	-	426,984	250,000	-	676,984	-	676,984	-	676,984	676,984	-
Sub-Totals	426,984	-	426,984	250,000	-	676,984	-	676,984	-	676,984	676,984	-
Qualis												
Asset Purchase Loan	1,247,500	-	1,247,500	-	-	1,247,500	-	1,247,500	-	1,247,500	-	- 1,247,500
Regeneration Finance Loans	40,000,000	-	40,000,000	55,000,000	-	95,000,000	-	95,000,000	1,000,000	94,000,000	18,250,000	- 76,750,000
Sub-Totals	41,247,500	-	41,247,500	55,000,000	-	96,247,500	-	96,247,500	1,000,000	95,247,500	18,250,000	- 77,997,500
Total Expenditure	46,844,590	- 996,832	45,847,758	72,308,340	-	118,156,098	-	118,156,098	2,246,951	115,909,147	26,561,720	- 91,594,378
** to be transferred to the HRA for development												
Capital Financing:												
Borrowing	46,626,438	- 778,680	45,847,758	67,844,380	-	113,692,138	-	113,692,138	1,000,000	112,692,138	24,281,720	- 89,410,418
Capital Grants	218,152	- 218,152	-	971,210	-	971,210	-	971,210	439,689	531,521	880,000	- 91,210
Capital Receipts	-	-	-	3,492,750	-	3,492,750	-	3,492,750	807,262	2,685,488	1,400,000	- 2,092,750
Total Financing	46,844,590	- 996,832	45,847,758	72,308,340	-	118,156,098	-	118,156,098	2,246,951	115,909,147	26,561,720	- 91,594,378

Housing Revenue Account Capital Programme 2022/23

Quarter 2 Forecast

HRA Capital Programme 2022/23: Quarter 2 Forecast										
	2021/22 Budget Outturn (xtract)			2022/23 Budget			2022/23 Budget Progress (@ 30 September 2022 - Q2)			
	2021/22 Unspent/ (Overspent) Balances	Savings / Overspends not c/fwd	Balances Rolled Forward into 2022/23	2022/23 Budget Allocation	Q1 Changes	2022/23 Budget (Updated)	Actuals to Q2	Remaining Budget	Forecast Outturn 2022/23	Forecast (Uspend) / Ospend 2022/23
Schemes	£	£	£	£	£	£	£	£	£	£
Housing Development Programme:										
Housebuilding	8,335,830	8,335,830	-	15,597,810	-	15,597,810	1,918,050	13,679,760	5,669,010	- 9,928,800
Acquisition of Land for Building	-	-	-	2,750,000	-	2,750,000	-	2,750,000	-	- 2,750,000
Acquisition of Street Properties	2,968,310	2,968,310	-	-	-	-	-	-	-	-
Qualis Acquisitions	7,492,000	7,492,000	-	10,461,190	-	10,461,190	-	10,461,190	-	- 10,461,190
Sub-Totals	12,859,520	12,859,520	-	28,809,000	-	28,809,000	1,918,050	26,890,950	5,669,010	- 23,139,990
Capital Works:										
Heating	691,840	-	691,840	1,556,000	-	2,247,840	298,100	1,949,740	2,038,380	- 209,450
Windows, Door and Roofing	848,550	-	848,550	2,886,000	- 300,000	3,434,550	1,299,610	2,134,940	2,829,940	- 604,610
Compliance Planned Maintenance	439,160	-	439,160	250,000	-	689,160	229,210	459,950	585,640	- 103,520
Kitchens & Bathrooms	566,420	-	566,420	2,300,000	-	2,866,420	349,330	2,517,090	2,414,800	- 451,610
Electrical	201,390	18,380	219,770	2,211,000	900,000	3,330,770	671,110	2,659,660	2,252,510	- 1,078,260
Sprinklers	275,000	275,000	-	-	-	-	-	-	-	-
Environmental	306,280	150,940	155,340	275,000	-	430,340	34,840	395,500	428,940	- 1,400
Structural works	1,636,520	-	1,636,520	949,000	- 600,000	1,985,520	214,510	1,771,010	1,616,990	- 368,530
Disabled adaptations	114,620	-	114,620	1,145,000	-	1,030,380	267,640	762,740	939,200	- 91,180
Asbestos Removal	219,190	100,000	119,190	130,000	-	249,190	22,650	226,540	133,000	- 116,190
Estate Improvements	56,110	56,110	-	50,000	-	50,000	4,130	45,870	25,000	- 25,000
Sub-Totals	5,125,840	563,670	4,562,170	11,752,000	-	16,314,170	3,391,130	12,923,040	13,264,400	- 3,049,750
Other Housing Schemes:										
Service Enhancements										
HAM Project	251,730	-	251,730	400,000	-	651,730	174,830	476,900	524,170	- 127,560
HFHH Act Project	24,210	-	24,210	154,000	-	178,210	-	178,210	178,000	- 210
Limes/Copperfield Regeneration Project	228,510	-	228,510	3,000,000	-	2,771,490	-	2,771,490	2,042,000	- 729,490
The Broadway Regeneration Project	-	-	-	2,750,000	-	2,750,000	116,670	2,633,330	74,000	- 2,675,990
Frank Bretton Refurbishment	115,720	115,720	-	-	-	-	-	-	-	-
Emergency Alarm System Upgrade	-	-	-	360,000	-	360,000	-	360,000	20,000	- 340,000
Sheltered Blocks Refurbishment	-	-	-	330,000	-	330,000	-	330,000	175,000	- 155,000
Door Replacemnt Programme	99,000	-	99,000	235,000	-	334,000	-	334,000	50,000	- 284,000
Sub-Totals	30,710	115,720	146,430	7,229,000	-	7,375,430	291,500	7,083,930	3,063,170	- 4,312,250
Vehicle Replacements	80,070	80,070	-	-	-	-	-	-	-	-
Total Expenditure	17,936,000	13,227,410	4,708,590	47,790,000	-	52,498,590	5,600,680	46,897,910	21,996,580	- 30,502,010
Capital Financing:										
Direct Revenue Contributions	-	-	-	5,364,000	-	5,364,000	-	5,364,000	969,980	- 4,394,020
Major Repairs Reserve	4,708,590	-	4,708,590	9,904,000	-	14,612,590	4,367,460	10,245,130	18,293,000	3,680,410
Capital Receipts	-	-	-	5,970,000	-	5,970,000	767,220	5,202,780	2,267,600	- 3,702,400
Other Contributions	-	-	-	466,000	-	466,000	466,000	-	466,000	-
Borrowing	13,227,410	13,227,410	-	26,086,000	-	26,086,000	-	26,086,000	-	- 26,086,000
	17,936,000	13,227,410	4,708,590	47,790,000	-	52,498,590	5,600,680	46,897,910	21,996,580	- 30,502,010

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