

Public Document Pack

Arun District Council Civic Centre Maltravers Road Littlehampton West Sussex BN17 5LF

Tel: (01903 737500) Fax: (01903) 730442 DX: 57406 Littlehampton Minicom: 01903 732765

e-mail: committees@arun.gov.uk

Committee Manager Carley Lavender (Ext 37547)

7 July 2020

HOUSING & CUSTOMER SERVICES WORKING GROUP

A virtual meeting of the Housing & Customer Services Working Group will be held on Tuesday 21 July 2020 at 6.00 pm and you are requested to attend.

Members: Councillors Bennett (Chairman), Mrs Pendleton (Vice-Chair),

Mrs Cooper, Dendle, Goodheart, Mrs Haywood, Hughes and

Ms Thurston

PLEASE NOTE: This meeting will be a 'virtual meeting' and any member of the press and public may listen-in and view the proceedings via a weblink which will be publicised on the Council website at least 24 hours before the meeting.

Different meeting arrangements are in place for the period running from 4 April 2020 to 7 May 2021 from the provisions of the Coronavirus Act 2020 and the meeting regulations 2020, to allow formal 'virtual meetings'.

This Council's revised Rules of Procedures for 'virtual meetings' can be found by clicking on this link: https://www.arun.gov.uk/constitution

Any members of the public wishing to address the Cabinet meeting during Public Question Time, will need to email Committees@arun.gov.uk by 5.15 pm on Thursday, 21 May 2020 [due to the Bank Holiday] in line with current Cabinet Procedure Rules. It will be at the Chief Executive's/Chairman's discretion if any questions received after this deadline are considered.

For further information on the items to be discussed, please contact: committees@arun.gov.uk

AGENDA

1. APOLOGIES FOR ABSENCE

2. **DECLARATIONS OF INTEREST**

Members and Officers are reminded to make any declarations of pecuniary, personal and/or prejudicial interests that they may have in relation to items on this agenda and are reminded that they should re-declare their interest before consideration of the item or as soon as the interest becomes apparent.

Members and officer should make their declaration by stating:

- a) the application they have the interest in
- b) whether it is a pecuniary, personal and/or prejudicial
- c) the nature of the interest
- d) if it is a prejudicial or pecuniary interest, whether they will be exercising their right to speak to the application

3. <u>MINUTES</u> (Pages 1 - 6)

To approve as a correct record the Minutes of the meeting of the Housing & Customer Services Working Group held on 6 February 2020.

4. ITEMS NOT ON THE AGENDA THAT THE CHAIRMAN OF THE MEETING IS OF THE OPINION SHOULD BE CONSIDERED AS A MATTER OF URGENCY BY REASON OF SPECIAL CIRCUMSTANCES

5. **START TIMES**

The Working Group are required to agree the start times for its meetings for this municipal year 2020 – 2021.

6. **CUSTOMER SERVICES ANNUAL UPDATE**

(Pages 7 - 22)

This report considers the operation of the services over the last financial year ending March 2020 and identifies emerging trends of operation comparing this with the operation over the previous 5 years.

Members are requested to note this update.

7. FIRE POLICY & MANAGEMENT PLAN

(Pages 23 - 68)

This report seeks approval for the adoption of the Fire Safety Policy and Management Plan in respect of Council housing stock.

Housing and Customer Services Working Group is asked to recommend to Cabinet:

- the adoption of the Fire Safety Policy 2020
- the adoption of the Fire Safety Management Plan 2020
- give delegated authority to the Group Head of Residential Services in conjunction with the Cabinet Member for Residential Services to make minor changes to the policy and plan

8. **VOID LETTABLE STANDARD 2020**

(Pages 69 - 82)

This report seeks approval for the adoption of the Void Lettable Standard in respect of Council housing stock.

Housing and Customer Services Working Group is asked to recommend to Cabinet:

- The adoption of the Void Lettable Standard 2020
- Give delegated authority to the Group Head of Residential Services in conjunction with the Cabinet Member for Residential Services to make minor changes to the standard

9. **HEALTH & SAFETY UPDATE**

(Pages 83 - 102)

This report sets out progress being made in respect of health and safety in Council owned homes.

Members are requested to note this update.

10. REPORT BACK FROM CABINET/FULL COUNCIL

On 9 March 2020 Cabinet reviewed the recommendations put forward by the Working Group in its last meeting held on 6 February 2020.

The first recommendation was at Minute 12 [Asbestos Policy and Management Plan] which would ensure that the Council was able to meet the regulations and requirements set out in the Control of Asbestos Regulations 2012.

The Cabinet

RESOLVED - That

- (1) The Asbestos Policy 2020 be adopted;
- (2) The Asbestos Management Plan be adopted;
- (3) Delegated authority be given to the Group Head of Residential Services in conjunction with the Cabinet Member for Residential Services to make minor changes to the Policy and Plan.

The next set of recommendations were at Minute 13 [Tenancy & Lettings Policy] where it had been explained that the Policy presented had been an amalgamation of the previous Tenancy Policy 2012 and Introductory Tenancy Policy 2016. The main driver of the introduction of flexible fixed term tenancies had been to improve better use of housing stock.

The Cabinet

RESOLVED - That

- (1) The Tenancy and Lettings Policy April 2020 be adopted;
- (2) All current flexible tenancies be converted to secure lifetime tenancies from April 2020;
- (3) Delegated authority be given to the Group Head of Residential Services to make minor changes to the Policy.

The next set of recommendations were at Minute 14 [Pets Policy] where approval was sought to adopt a Pets Policy in respect of the management of the Council's tenancies.

The Cabinet

RESOLVED - That

- (1) The Pets Policy April 2020 be adopted; and
 - (2) Delegated authority be given to the Group Head of Residential Services in conjunction with the Cabinet Member for

Residential Services to make minor changes to the Policy.

The next recommendations were at Minute 15 [Empty Homes Update] which sought approval to adopt an updated Enforced Sale Procedure and use of existing funds. Councillor Stanley provided a brief update on the work that had been undertaken in bringing empty homes back into use as a result of the Empty Homes Strategy which had been adopted by Cabinet in 2018 and he applauded the work of the Council's Empty Homes Officer who had just secured the Empty Homes Practitioner of the Year Award.

The Cabinet

RESOLVED - That

- The updated Enforced Sale Procedure be noted; and
- (2) Delegated authority be given to the Group Head of Technical Services to make changes to the end Enforced Sale Procedure, with a review to take place by the end of 2022; and
- (3) Approval of the use of existing revenue funds identified below for Empty Homes Assistance Programme with any unspent funds to be earmarked at the end of the financial year for:
- (a) £66k currently earmarked for Empty Homes
 - (b) Unspent receipts from discretionary housing grants repayments (current balance £20k)
 - (c) Unspent receipts up to £44k from disability facilities grant repayments.

Finally, Cabinet was alerted to the last set of recommendations at Minute 16 [Energy Efficiency Strategy].

The Cabinet

RESOLVED

That the Energy Efficiency and Fuel Poverty Strategy 2020-2025 be adopted.

The Cabinet confirmed its decision as per Decision Notice C/047/090320.

11. **WORK PROGRAMME 2020/2021**

(Pages 103 - 104)

To agree the work programme for the Working Group for 2020/21.

Note: Reports are attached for all Members of the Working Group only and the press (excluding exempt items). Copies of reports can be obtained on request from the Committee Manager.

Note: Members are reminded that if they have any detailed questions would they please inform the Chairman and/or relevant Director in advance of the meeting.

Note: Filming, Photography and Recording at Council Meetings - The District Council supports the principles of openness and transparency in its decision making and permits filming, recording and the taking of photographs at its meetings that are open to the public. This meeting may therefore be recorded, filmed or broadcast by video or audio, by third parties. Arrangements for these activities should operate in accordance with guidelines agreed by the Council and as available via the following link – Filming Policy

Subject to approval at the next Housing & Customer Services Working Group meeting

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HOUSING & CUSTOMER SERVICES WORKING GROUP

6 February 2020 at 6.00 pm

Present:

Councillors Bennett (Chairman), Coster (Vice-Chair), Bicknell, B Blanchard-Cooper (Substitute for C Blanchard-Cooper), Chapman, Charles, Mrs Catterson, Hughes, Mrs Pendleton and Ms Thurston

Apologies: Councillors Mrs Cooper and Mrs Haywood

9. DECLARATIONS OF INTEREST

There were no declarations of interest made.

10. MINUTES

The minutes of the meeting held on 19 September 2019 were approved as a correct record by the Working Group and signed by the Chairman.

11. CUSTOMER SATISFACTION SURVEY 2019

The Group Head of Policy advised the Working Group that as part of the Council's performance framework the annual Residents Satisfaction Survey had been undertaken. 1800 residents had been randomly selected and sent the questionnaire and 579 had been returned, a 32% response rate. The results for 2019 had been grouped slightly differently based on feedback from Members in previous years, thus allowing for a more local picture to be captured from the results.

The report had been broken in to two sections; Living in Arun District and Customer Satisfaction with the Council and its services. It confirmed that the overall satisfaction levels were high, with 80% residents saying that they were either very satisfied or fairly satisfied with their local area, this is on par with the Local Government Association (LGA) national survey which had satisfaction levels of 81%. The data suggests that those who are satisfied with the cleanliness of the District were significantly more likely to be satisfied with the area as a place to live.

66% of residents were satisfied with the way that Arun District Council runs the things they are responsible for, this result was above the LGA survey result of 61% set by the LGA. There was some variation by area with Eastern residents saying they were considerably more satisfied than those living in the West of the District.

A number of questions and points were raised by Members of the Working Group and these have been summarised below:

Discussion was had relating to the results from the Downland area as it showed a significant decrease in its results, Members gave consideration to the number of planning decisions that had recently been made in the area and could this have influenced the result. It was confirmed that

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- Planning decisions for this area were not made by Arun District Council however there could be confusion over the clarity of this for residents.
- Concern was raised regarding litter and fly tipping along the A27, feedback from a Member was that there was seemingly no clear ownership between Arun District Council (ADC), WSCC or Highways on who should be responsible for clearing the rubbish up. It was confirmed by the Chairman and the Director of Services that Arun District Council was not responsible for major trunk roads like the A27, the responsibility fell with Highways England.
- Concern was raised that the survey sent out may not have been specific enough in terms of ensuring that residents really understood what ADC does and was responsible for, this could then affect the how residents would answer their survey. The Group Head of Policy confirmed that a list of services provided by ADC was provided at the front of the survey for clarity.
- Several comments raised on Community Cohesion with discussion around if there was any correlation between the Western Area's highlighted issue most commonly identified as drug misuse. Members were directed to make contact with the Anti-Social Behaviour team at ADC for information on what steps were in place and would be taken to address these issues.

The Working Group noted the report.

12. ASBESTOS POLICY & MANAGEMENT PLAN

The Repairs & Maintenance Manager advised the Working Group that as a landlord of social housing Arun District Council (ADC) was responsible for managing the maintenance and repairs of our housing stock and that it included managing asbestos in each property as set out in the Control of Asbestos Regulations 2012. ADC's proposed Policy and management plan would ensure that the Council was able to meet the regulations and requirements.

A full discussion took place based on the report and update provided by the Repairs & Maintenance Manager and the Group Head of Residential Services. The Chairman thanked the team for their continued hard work.

The Working Group

RECOMMEND TO CABINET - That:

- 1. the Asbestos Policy 2020 be adopted
- 2. the Asbestos Management Plan be adopted
- 3. give delegated authority to the Group Head of Residential Services in conjunction with the Cabinet Member for Residential Services to make minor changes to the policy and plan

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13. TENANCY & LETTINGS POLICY

The Neighbourhood Services Manager advised the Working Group that Tenancy and Lettings Policy presented to them was an amalgamation of the previous Tenancy Policy 2012 and Introductory Tenancy Policy 2016. The updated policy contained one main change, that being it would end the use of fixed term tenancies and reverts to the granting of secure tenancies. When it was assessed if there would be any disadvantages to not using fixed term tenancies, the Council considered how it would deal with under occupation, rent arrears and anti-social behaviour and it was satisfied that it had the right mechanisms in place to manage each of these scenarios in a timely manner avoiding the need to wait until the end of a fixed term for issues to be dealt with.

The main driver for the introduction of flexible fixed term tenancies was to make better use of the housing stock. 350 flexible tenancies have been issued since 2013, of which 155 had been on a 5-year fixed term and 196 on a 10-year fixed term. 22 of the 5-year fixed term had expired and these had now been extended by another 5 years. No tenancy had been brought to an end. The review process for each tenancy created a significant amount of work for officers and is not providing the benefits originally thought. Each tenancy that had been reviewed was estimated to take on average 3.5 hours of officer time.

A full discussion was had by the Working Group where it was agreed the amount of officer time spent on the tenancy reviews had been an extortionate amount of time. Members were also in agreement that the policy if adopted by Council would help raise satisfaction amongst tenants and improve their confidence in the ability of this Council to get things done.

The Working Group

RECOMMEND TO CABINET - That:

- 1. the Tenancy & Letting Policy April 2020 be adopted
- 2. all current flexible tenancies are converted to secure lifetime tenancies from April 2020
- 3. delegated authority be given to the Group Head of Residential Services in conjunction with the Cabinet Member for Residential Services to make minor changes to the policy.

14. PETS POLICY

The Neighbourhood Services Manager advised the Working Group that the report requests that they make a recommendation to Cabinet to approve a Pets Policy in respect of the management of Council tenancies. As a landlord of social housing ADC is responsible for ensuring that pets kept in its properties are managed responsibly to ensure they do not cause a nuisance to other residents and or do not cause damage to its homes. The introduction of this policy would provide clear controls and guidance to residents and staff to prevent irresponsible pet ownership, that

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historically had resulted in suffering to animals, nuisance to neighbours and damage to properties. As a Council it was recognised that there are benefits to keeping a pet, in particular for residents who have mental health issues, however there was a need to ensure that this was balanced with the rights of all residents to live in a peaceful environment.

A full debate was had by the Working Group, a summary of the points made are detailed below;

- Clarification was sought about how decisions would be made if the policy was adopted and would decisions be made retrospectively. It was confirmed that decisions would not be made retrospectively. For new tenants making a request, they would need to submit an application in writing. For existing tenants, the Council would continue to work on a reactive basis to any complaints made, however all tenants would be issued with the Policy should it be adopted.
- It was confirmed that should the policy be adopted that tenancy audits would be completed in order to help the Council record who and where there were pets being housed. It was felt that this way it would promote a working relationship with the Council and its tenants to work together, in particular should circumstance have found that a property had, had any damage caused by the pet.

The Neighbourhood Services Manager and the Group Head of Residential Services explained to the Working Group that each case would be dealt with based on individual circumstances. This policy was a starting point to enable the Council to manage any issues that were presented moving forward as well as ensuring that the Council was able to protect its housing stock where required.

There was some favour from Members to make an amendment to the wording set out in paragraph 4.5 (What we consider suitable in our properties) the second bullet point which currently reads as set out below;

"Flats, or Maisonettes, without private gardens; we will not give permission for cats and dogs. We may consider giving permission for smaller domestic pets in cages."

It was felt by some that, not allowing residents without a private garden the ability to have a small cat or dog was unfair and should be reconsidered. The Group Head of Residential Services explained that whilst she understood where the Members concern was coming from in particular to elderly residents, that the Council needed to start somewhere in managing issues that were ongoing and could arise in the future. She also advised Members that she would be happy to relook at the wording for this point as well as reconfirming that each individuals' circumstances would be considered.

Councillor Mrs Pendleton put forward a proposal to change the wording at paragraph 4.5 set out below additions are shown in *italics* and deletions are shown using strikethrough;

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Flats, or Maisonettes, without private gardens; we will not may give permission for a domestic cats and dogs depending on circumstances. We may consider giving permission for smaller domestic pets in cages."

This amendment was seconded by Councillor B Blanchard-Cooper.

On this being put to the vote it was declared LOST.

The Working Group therefore

RECOMMEND TO CABINET - That:

- 1. the Pets Policy April 2020 be adopted
- 2. delated authority be given to the Group Head of Residential Services in conjunction with the Cabinet Member for Residential Services to make minor changes to the policy.

15. <u>EMPTY HOMES UPDATE</u>

The Group Head of Technical Services reminded the Members that on 4 January 2018 this Working Group recommended to Cabinet that the Empty Homes Strategy 2018-2023 be adopted and today he was updating them on the work and achievements since the Strategy had been adopted by the Council. He confirmed that since 2014 the New Homes Bonus (NHB) had brought in around £1.6 million for the Council associated with the reoccupation of empty homes, in 2017/18 changes to the way the NHB was awarded saw a reduction in the amount of money earned by reducing the reward from 6 years to 4 years. Therefore, the work that the Empty Homes Officer carried out contributes to the amount of NHB the Council receives.

A full discussion was had by Members and consensus was that the team should be commended for their work. It was also discussed that would the Empty Homes Strategy include commercial buildings, the Group Head of Technical Services confirmed that the strategy was focused on residential properties rather than commercial units. However, where residential properties that comprise of commercial units (flats above shops) there had been examples of interventions by the Council resulting in refurbishment of the whole building, including the conversion of the empty commercial elements.

The Working Group noted the update on the empty homes work and;

RECOMMEND TO CABINET - That:

- the updated Enforced Sale Procedure be adopted.
- 2. delegated authority be given to the Group Head of Technical Services to make changes to the Enforced Sale Procedure, with a review to take place by the end of 2022.

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- 3. Approval of the use of existing revenue funds identified below for Empty Homes Assistance Programme with any unspent funds to be Earmarked at the end of the financial year:
 - a. £66k currently earmarked for Empty Homes
 - b. unspent receipts from discretionary housing grants repayments (current balance £20k)
 - c. unspent receipts up to £44k from disability facilities grant repayments

16. ENERGY EFFICIENCY STRATEGY

The Group Head of Technical Services advised the Working Group that the current trend expected that energy usage would rise, not fall, so tackling this trend was a challenge for the Council. The strategy addressed key areas to enable the Council to ensure that it was investing in the future and putting energy efficiency and support for those in fuel poverty at the heart of its decision making. This had also been supported by the recently adopted Council Strategic Targets, one of which was Climate and Environment Change.

Members of the Working Group were in agreement with the report and update from the Group Head of Technical Services therefore:

The Working Group

RECOMMEND TO CABINET - That:

1. The Energy Efficiency and fuel poverty strategy 2020-2025 be adopted.

17. REPORT BACK FROM CABINET/FULL COUNCIL

There were no items.

18. WORK PROGRAMME 2019/2020

The Working Group noted the updated programme.

(The meeting concluded at 20:23pm)

ARUN DISTRICT COUNCIL

REPORT TO AND DECISION OF HOUSING AND CUSTOMER SERVICES WORKING GROUP ON 21 July 2020

PART A: REPORT

SUBJECT: Customer Services Annual Update – 2019-2020

REPORT AUTHOR: Lisa Emmens

DATE: June 2020 **EXTN:** 37465

PORTFOLIO AREA: Neighbourhood Group, Customer Services

EXECUTIVE SUMMARY:

This report provides members with a brief overview of Customer Services. It specifically considers the operation of the services over the last financial year ending March 2020 and identifies emerging trends of operation comparing this with the operation over the previous 5 years.

The report looks in some detail at the numbers of customers contacting and accessing services offered by the council either by phone by coming into the two reception areas or making inquiries using the Council's website.

Due to the current Covid 19 crisis all Customer Services staff are working from home with the receptions only dealing with Homeless inquiries; no other face to face services are being provided and the report makes some reference to this.

RECOMMENDATIONS:

Members note the report

1. BACKGROUND:

- 1.1 Arun District Council delivers a wide range of services, from waste and recycling collection impacting all resident, to much more specialist services which may affect a smaller number of residents, of equal importance, and may be to the more vulnerable members of the community. Services are provided to residents, businesses and visitors who make different demands, but all will require a responsive service that delivers consistently and aim to 'get it right first time'.
- **1.2** Arun Direct (AD) was set up in 2006 to respond to the telephone inquiries made to the Council becoming a focal point for the customer. This began with the 2 services growing today to 10 services within AD and incorporating face to face enquiries both at Littlehampton and Bognor receptions; the service comes under the banner of Customer Services within the Neighbourhood Group.

- **1.3** The following 'client' services are dealt with by Customer Services who will aim to deal with the customer inquiry at the first point of contact. The services are listed below:
 - Cleansing
 - Environmental Health
 - Revenues
 - Benefits
 - Planning
 - Building Control
 - Elections
 - Car Parks
 - Housing
 - General inquiries & Switchboard
- **1.4** Switchboard calls is a 'sign posting' service which directs external calls to the organisation. More in-depth enquiries are passed to the general enquiries line managed by AD.
- **1.5** A recent addition is Housing rent enquiries with the team taking payments, agreeing low level arrear agreements and setting up Direct debits and releasing vital resource in the Rent 'back office' team.

2 Customer Access Strategy

- **2.1** Work is currently taking place on the Customer Access Strategy, due to be taken to the working group later this year. This will take into consideration how customers now contact us as a result of the current Covid-19 crisis, what services still require a Face to Face presence and how we can make it easier for our customers to contact us without the need to visit us at either Civic Centre or Bognor Town Hall.
- **2.2** This work is taking place alongside the Digital Strategy work which is a key part of improving access to our services to the public and has been brought into sharper focus as a result of the crisis.

3. Review of Service provision

- **3.1** Arun Direct dealt with 169,463 calls during 2019/2020 and of that number 83.8% were dealt with at first point of contact. That means the telephony team dealt with the customer's enquiry without the need to transfer to the back-office team.
- **3.2** Monthly reports are produced for each of the client areas identifying call volumes and visits to receptions, together with the reason for the call or visit. The Customer Services Service Development Manager regularly meets with the client services to propose new ways of working to make processes more streamlined. This also ensures Customer Services are aware of upcoming changes for example local elections and how Customer Services can support our back office services during their busiest times.

- **3.2** Annual billing March each year Revenues team send out 80,000 Council Tax bills and this has a significant increase on call volumes during the month, with volumes reaching 1000 calls a day at times.
- **3.3** Any type of election will always see an increase in call volumes, with customers requiring assistance on how to vote and requesting postal and proxy votes.
- **3.4** Appendix 1 identifies the call numbers as a total over the last 5 years. Overall there is a decrease in call numbers 2014/2015 and 2017/2018. There is also a decrease in total calls for the year 2019/2020. This is most likely due to the implementation of Citizen Access enabling customers to self-serve their Council Tax and Benefit related enquiries through our website. In addition, in March 2020 the impact of Covid-19 reduced call volumes for some service areas.

4. Reception Areas

- **4.1** Customer Services provide support for our customers who come in, both at the Civic Centre and Bognor Town Hall. Customers would visit the Civic Centre reception for all general enquiries and appointments, a separate Housing Desk was operated to support Housing related customers.
- **4.2** As a result of the Covid-19 pandemic the receptions at both the Civic Centre and Bognor Regis Town Hall were closed in March 2020 and have only been open to Homeless customers which has been operated by the Housing team from both receptions for reduced hours. All other customers are directed to the telephone or use the website for their needs.
- **4.3** Prior to the current crisis Customer Services face to face operation has seen a decrease in customers. Some of this is due to the Housing Team offering a Housing Triage services and they now deal with Homeless customers whilst the Customer Services team dealt with the more routine enquires, such as rent and bidding enquiries. However prior to the pandemic there was a significant number of customers that used the face to face service, with 21,708 customers visiting the Civic Centre and 15,912 visiting Bognor Town Hall in 2019/2020.
- **4.4** The 2019/2020 figures show a decrease when compared to previous years, a contributing factor to this is the Covid-19 pandemic requiring us to limit, and eventually close, the receptions as explained above (Item 4.2). This is detailed in Appendix 2
- **4.5** A Meet & Greet service was introduced at the Civic Centre in February 2020. The service is designed to assist customers immediately, ensuring they take the right ticket for the service they require and assist customer with locating information via our website rather than waiting for an officer to see them. Initial figures have identified this to successfully reduce the number of people needing Face to Face contact at the same time as providing them with improved service. Appendix 3 provides further detail identifying the services that customer accessed, including that 472 customers used the Meet & Greet Service between February 2020 and March 2020.

4.6 As a result of the closure of the receptions a complete review of future access to services is taking place. All services that have used reception up to the current crisis are reviewing how they provide these services. This has included directing customers to the telephone or to the website. As part of the Customer Strategy further feedback to customers is aimed to be introduced to assess the Council's performance in providing these services and the access to them.

5. Website

- **5.1** Access by the public to the website continues to be the method by which most customers access the Council services (Appendix 4). This has continued to grow each year, except for 2019-20, however the reduction from the previous year is due to the introduction of the GDPR (General Data Protection Regulation) meaning customers are given the option to opt out of analytics 'cookies', where opting out occurs a record of visit cannot be recorded.
- **5.2** The Digital Strategy aims to continue to make access for the public easier and enable more customers to be able to serve themselves at a time that suits them. This trend is therefore set to continue.
- **5.3** Appendix 5 provides further detail of which services have been accessed via the website. In 2019/2020 there has been a significant increase of usage for Council Tax and Benefits. This is due to the introduction of Citizen Access for Council Tax and Benefit customers. It allows customers to look at their Council Tax bills inform us of changes for both their Council Tax and Benefit accounts.
- **5.4** Planning continues to show the highest number of visits to the webpages, followed by Cleansing and Elections.
- **5.5** Elections also saw a significant increase in usage from 43,187 in 2018/2019 to 74,642 in 2019/2020. This was due to local Elections in May 2019 and the General Election in December 2019.
- **5.6** Car Parks continue to see an increase of usage with customer preferring the ease of use to pay parking charges online.

6.Summary

- **6.1** Of the three main methods that customers use to gain access to Council services the website has by far the most contact, and this has been an increasing trend (Item 5.1 and Appendix 4). Customers wanting to access Council services by telephone or by coming into reception have remained static and are clearly important for those customers.
- **6.2** As identified the Covid-19 pandemic has had a significant impact on those customers wanting to come to the Council receptions in the final month of the reporting year, and a review of services in receptions is taking place (Item 4.6). Prior to the Covid-19 there had been a slight decrease in Face to Face customers, however as a result of the current crisis, this is expected to the largest area of change in future.

- **6.3** Call volumes continue to be steady with 169,463 customers contacting AD in 2019/20, a similar number to 2015/16. This is anticipated to reduce, for example, because more customers will use the website to inform changes for Council Tax and Benefit enquiries.
- **6.4** The website continues to grow with more customers seeking information or accessing services via the website; in line with the Digital Strategy this trend is likely to increase as the website improves and more services are offered.
- **6.5** This report identifies that the public have clearly make extensive use of contacting the organisation by coming into the office or by using the telephone. Scrutiny of the statistics is ongoing as part of the continual work done with the client teams in improving services and access to them. Work to give customers opportunity to provide feedback on the quality of service provided is an objective of the new strategy.
- **6.6** Customer Services, together with the Digital Strategy work are exploring initiatives to make access for customer easier. An example is the introduction of web chat together with how social media plays a part in reaching our customers. This is likely to become a priority due to the restrictions Covid-19 has placed on how customers are able to contact the Council.

2.	PR	OP(OS.	AL((S)):
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Members are requested to note the report

3. OPTIONS:

NA

4. CONSULTATION:

No consultation for this report

Has consultation been undertaken with:	YES	NO
Relevant Town/Parish Council		X
Relevant District Ward Councillors		X
Other groups/persons (please specify)		X
5. ARE THERE ANY IMPLICATIONS IN RELATION TO THE FOLLOWING COUNCIL POLICIES: (Explain in more detail at 6 below)	YES	NO
Financial		X
Legal		X
Human Rights/Equality Impact Assessment		Х
Community Safety including Section 17 of Crime & Disorder Act		Х
Sustainability		X
Asset Management/Property/Land		X

Technology	X
Other (please explain)	X
6. IMPLICATIONS:	
NA	

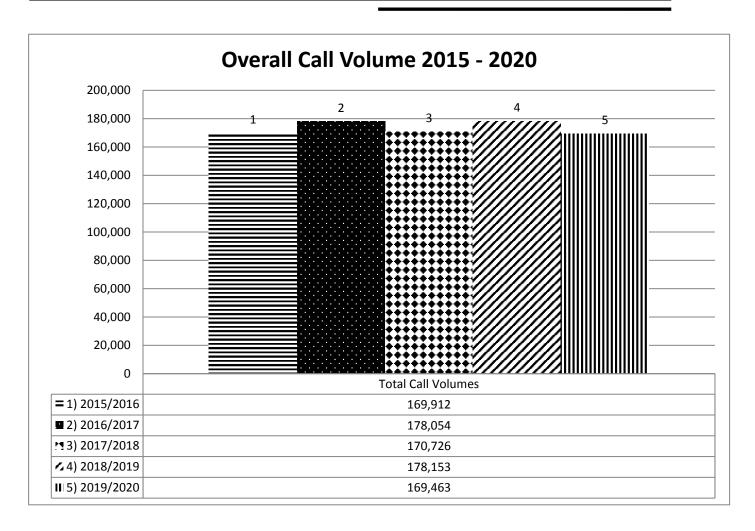
7. REASON FOR THE DECISION:

Members are requested to note the report

8. BACKGROUND PAPERS:

None

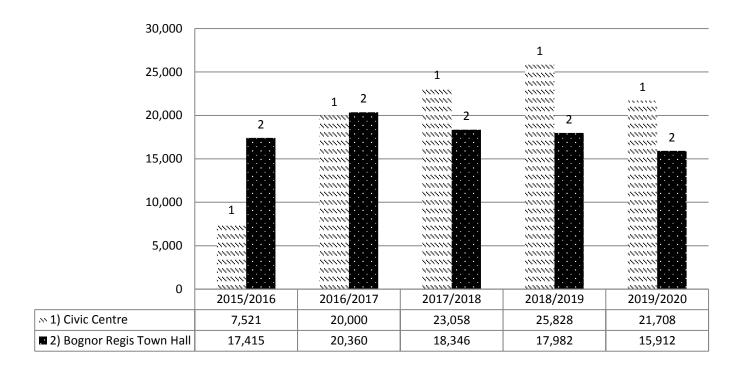
Arun District Council Telephony Figures 2015 - 2020



There is a slight decrease in total calls for the 2019/2020 year. This is most likely due to the
implementation of Citizen Access enabling customers to self-serve their Council Tax and
Benefit related enquiries online. March 2020 also saw an impact due to the Covid-19
pandemic reducing calls for certain service lines.



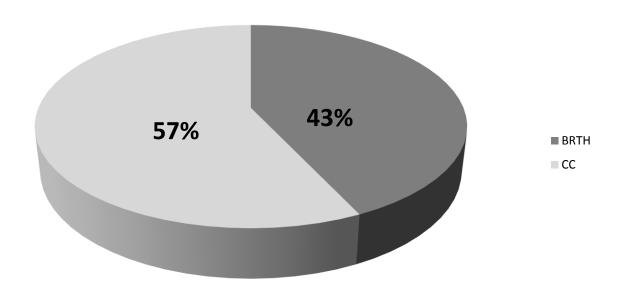
Arun District Council Come In Figures 2015 - 2020



- These figures exclude Revenues & Benefits and Homelessness Triage as these are not services that are currently handled by Arun Direct and Customer Services in a face to face manner.
- The significant decrease between the 2018/2019 figures and the 2019/2020 figures for both sites is due to the implementation of the Homelessness Triage Service in 2019 by Housing Options meaning that Customer Services no longer support customers presenting as homeless.
- The 2019/2020 figures show a decrease when compared to previous years, a contributing factor to this is the Covid-19 pandemic requiring us to limit, and eventually close, our face to face offices.



Arun District Council Come In Percentage By Service By Site 2019 - 2020

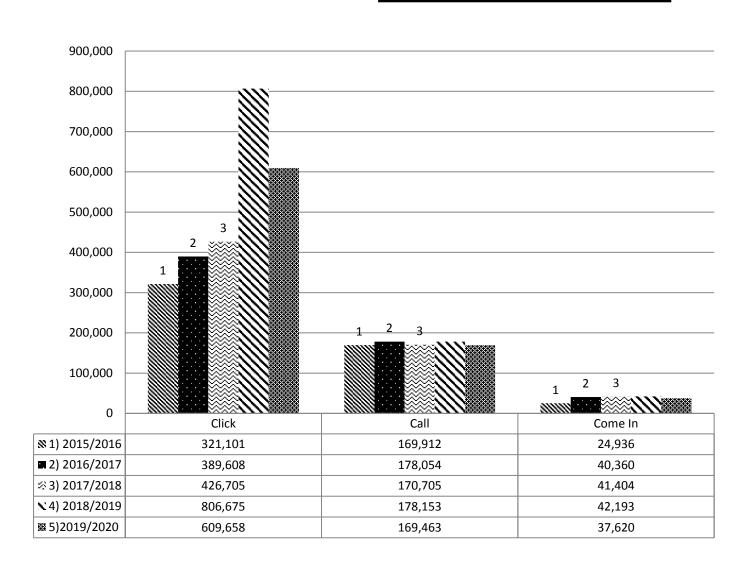


- 1. This is the percentage breakdown for 'Come In' customers across both sites. The statistical breakdown is as follows;
 - CC Appointments 1,222 Customers = 3%
 - CC General Enquiries 12,677 Customers = 33%
 - o CC Housing Support 6,213 = 17%
 - CC Meet & Greet 472 Customers = 1%
 - o CC Planning 1,124 = 3%
 - o BRTH Appointments 571 = 2%
 - o BRTH General Enquiries 10,730 = 29%
 - BRTH Housing Support 4,611 = 12%
- 2. Meet & Greet at Arun Civic Centre shows 472 customers (1%) for the 2019/2020 year. The reason this is lower than other services is because it was only implemented on 3rd February 2020.
- 3. Meet & Greet was initially implemented at Civic Centre as a Trial to reduce the number of customers forming a queue at the 'POD' Reception Area. Customers often call into the Reception Areas for services which ADC is not responsible for Libraries, CAB, Jobcentre, Probation Service for example.
- 4. Meet & Greet is designed to intercept all customers to understand why they are visiting ADC and allows accurate signposting in order for the customer to take the correct service area ticket or allow the Meet & Greet Advisor to self-serve on the customers behalf or, in some cases, signpost customers to other areas outside our responsibility.
- 5. Up to 'lockdown' and the office closure this worked well and was implemented at BRTH Reception



Appendix 4

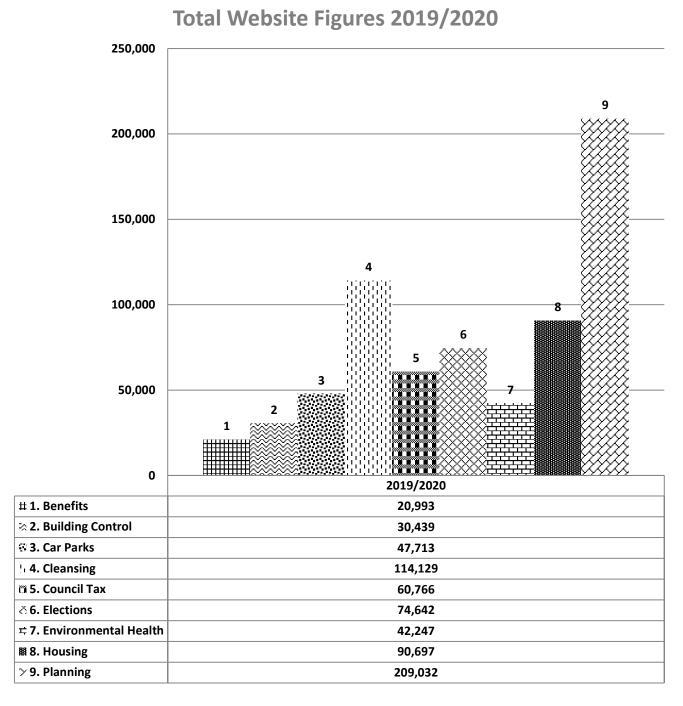
Arun District Council Click, Call & Come In Statistics 15 – 20



- 1. These are the Click, Call & Come In figures for Arun District Council Customer Services from 2015 to 2020. They are broken down to via service.
 - o Click Total amount of Website hits per year.
 - o Call Total amount of calls received in our Telephony contact centre
 - o Come In Total amount of customers we served Face to Face.



Arun District Council Website Figures 2019 – 2020



- Please note, web stats may be becoming less reflective of true visits, due to the GDPR regulations
 meaning we now give people the option to opt out of analytics cookies We are unable to record
 anyone who opts out
- 2. This is representative of the total hits our website had per service per year.
- 3. As with the telephony statistics Elections saw a surge in Website hits for the 2019/2020 year with the due to the General Elections in December 2019
- 4. Council Tax and Benefits pages both saw an increase this year due to the implementation of Citizen Access, which allows customers to self-serve online.



ARUN DISTRICT COUNCIL

REPORT TO HOUSING AND CUSTOMER SERVICES WORKING GROUP ON 21 JULY 2020

PART A: REPORT

SUBJECT: Fire Safety Policy and Management Plan

REPORT AUTHOR: Adrian Wilgoss, Repairs & Maintenance Manager

Satnam Kaur, Group Head of Residential Services

DATE: June 2020 **EXTN**: 37718/37740

PORTFOLIO AREA: Residential Services

EXECUTIVE SUMMARY:

This report seeks approval for the adoption of the Fire Safety Policy and Management Plan in respect of Council housing stock.

RECOMMENDATIONS:

Housing and Customer Services Working Group is asked to recommend to Cabinet:

- the adoption of the Fire Safety Policy 2020
- the adoption of the Fire Safety Management Plan 2020
- give delegated authority to the Group Head of Residential Services in conjunction with the Cabinet Member for Residential Services to make minor changes to the policy and plan

1. BACKGROUND:

- 1.1 As a landlord of social housing Arun District Council is responsible for managing the maintenance and repairs of our housing stock and this includes managing fire safety in each property.
- 1.2 Our requirement to safely manage the risk of Fire is set out in The Regulatory Reform (Fire Safety) Order 2005 and in the Regulator for Social Housing's Home standard.
- 1.3 The Regulatory Reform (Fire Safety) Order 2005 came into effect from October 2006 with the aim of ensuring that any person who has some level of control in premises, must take reasonable steps to reduce the risk from fire and make sure people can safely escape if there is a fire.
- 1.4 Our proposed Policy and management plan will ensure that we are able to meet these regulations and requirements

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The fully updated Fire Safety Policy and Management Plan to be approved so that responsible managers can implement these with contractors and staff.

3. OPTIONS:

There is no option other than to approve the policy and plan to ensure we can manage fire safety within our housing stock.

4. CONSULTATION: Has consultation been undertaken with: YES NO Relevant Town/Parish Council **√** Relevant District Ward Councillors Other groups/persons (please specify) Members of the Housing and Customer Services Working Group 5. ARE THERE ANY IMPLICATIONS IN RELATION TO YES NO THE FOLLOWING COUNCIL POLICIES: (Explain in more detail at 6 below) Financial Legal Human Rights/Equality Impact Assessment Community Safety including Section 17 of Crime & Disorder Act Sustainability Asset Management/Property/Land Technology Other (please explain)

6. IMPLICATIONS:

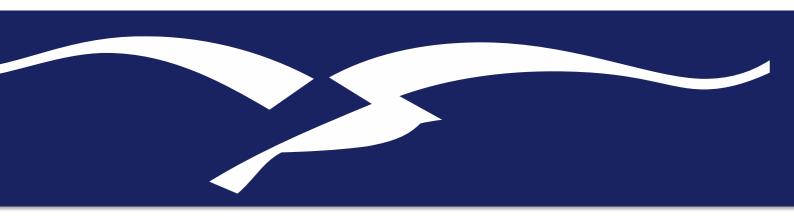
N/A

7. REASON FOR THE DECISION:

To ensure that our staff and tenants are able to manage fire safety in our housing stock

8. BACKGROUND PAPERS:

N/A



FIRE SAFETY POLICY & MANAGEMENT PLAN COUNCIL HOUSING STOCK

Policy Date	June 2020
Approved by Full Council on	
Review Date	June 2022
Author	Adrian Wilgoss, Repairs & Maintenance
Author	Manager



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1.0 **Fire Safety Policy**

- 1.1 This policy applies to all staff and residents where we have a responsibility for fire safety.
- 1.2 This policy is closely connected and should be read in conjunction with the

Arun District Council Corporate Health and Safety Policy Fire Safety Management Plan Access Protocol

2.0 **Background**

- 2.1 Arun District Council will take all reasonable steps to manage fire safety in its Council housing properties. Our Fire Safety policy and management plan were developed to ensure compliance with current fire safety regulations.
- 2.2 Good management of fire safety is essential to ensure that fires are unlikely to occur; that if they do occur they are likely to be controlled or contained guickly, effectively and safely; or that, if a fire does occur and grow, that both staff and residents are able to escape to a place of total safety easily and quickly.
- 2.3 It is Arun District Council's responsibility to:
 - Minimise the risk of fire for all staff, residents, contractors and visitors, and ensure appropriate procedures are in place to do this
 - Carry out fire risk assessments and identify, implement, and maintain appropriate control measures
 - Ensure that all buildings and properties comply with statutory requirements
 - Provide staff, residents, contractors and visitors with sufficient and appropriate fire awareness instruction and training
- 2.4 The Regulatory Reform (Fire Safety) Order 2005, which came into force within the UK in October 2006 reforms several pieces of legislation concerned with fire safety.
- 2.5 In particular it requires employers (and/or building owners or occupiers) to carry out fire safety risk assessments and keep them up to date. Based on the findings of the assessment, employers need to ensure that adequate and appropriate fire safety measures are in place to minimise the risk of injury or loss of life in the event of a fire.

3.0 **Policy**

3.1 The Regulatory Reform (Fire Safety) Order 2005 requires us to identify the responsible person for fire safety in the organisation.

- 3.2 The Chief Executive has overall responsibility for Health and Safety at Arun District Council, with the Director of Services having overall responsibility for Fire Safety within Residential Services.
- 3.3 Competent people are then employed below this to ensure the day to day tasks of managing fire safety are adhered to, such as that:
 - General fire precautions are taken to ensure the safety of staff, residents, contractors and visitors:
 - Suitable and sufficient risk assessments are carried out and regularly reviewed;
 - Arrangements are put into place for the effective planning, organisation, control, monitoring and review of the preventive and protective measures.
- 3.4 We will establish effective systems to manage fire safety maintaining an open information policy, working with residents, staff groups, contractors and statutory bodies to agree and deliver solutions for fire safety management.
- 3.5 We will implement the fire safety management plan by empowering designated operational staff with the appropriate training, skills and resources needed to safely manage fire risk.
- 3.6 We will identify fire safety issues that pose a significant risk to health and safety and either remove or, where appropriate, put measures in place to manage the risk.
- 3.7 We will put measures in place to ensure that work on fire safety is carried out by competent contractors and consultants in accordance with current legal and regulatory standards and using safe-working practices.
- 3.8 We will ensure that staff are trained at the level required in order to manage their areas of responsibility competently.
- 3.9 Arun District Council is accountable to the Regulator for Social Housing in respect of Fire Safety and provides updates to the Regulator at required frequencies on Fire safety compliance.

4.0 Legislation

- 4.1 Arun District Council's fire safety management plan will assist the organisation in complying with its duties under all relevant legislation.
- 5.0 Fire Safety Management Plan Introduction

- 5.1 This management plan underpins the Arun District Council Fire Safety Policy and relates to the management of fire safety to mitigate the risk of exposure to fire by reducing the risk, so far as is reasonably possible within the housing properties in the ownership of Arun District Council or where a contractual responsibility exists for the management of all fire safety within the premises.
- 5.2 Statutory responsibility for discharging the landlord obligations to comply with the Regulatory Reform (Fire Safety) Order 2005 (RRFSO) rests with Arun District Council as the owners of the freehold of the individual properties.
- 5.3 Arun District Council is accountable to the Regulator for Social Housing with regards to fire safety. This management plan will ensure that the Council's responsibilities for fire safety are met and that compliance and progress can be demonstrated to the Regulator as and when required.
- 5.4 Arun District Council's property portfolio incorporates a number of property tenures including rented accommodation, supported housing, leaseholders/shared ownership.

6.0 **Purpose of the Management Document**

- 6.1 The purpose of this management document is to provide key information to ensure that Arun District Council as a landlord meet their legal obligations for fire safety.
- 6.2 To ensure properties remain safe for those who occupy, visit, reside within close proximity and / or work within the property Arun District Council will:
 - Provide all Arun District Council employees involved in the management and administration of this service with detailed operating processes.
 - Detail the key requirements and provide relevant information to all contractor/consultants responsible for delivering the service.
 - Provide residents receiving the service with clear guidance on their roles and responsibilities.
 - Demonstrate that Arun District Council complies with the requirements of the Regulations providing additional assurance.
- 6.3 In order to comply with the Regulations Arun District Council will ensure a Fire Risk Assessment (FRA) is undertaken to all properties where required and any subsequent FRA's are carried out in line with the risk rating timescale identified within the previous FRA.
- 6.4 An FRA will also be undertaken in the following situations irrespective of the inspection cycle as follows:

- New Property Acquisitions.
- New Build.
- Refurbishment.
- Change of Tenancy or Tenure where subject to the RRFSO.
- Following a fire at the property
- 6.5 This management document is a 'live' working document which will be used for operational delivery and monitoring purposes by all Arun District Council colleagues, appointed consultants and contractor/consultants. Use of the Management Document
- 6.6 These operational and monitoring purposes will include:
- 6.7 Use of the Management Document

Used by	Purpose of use	Frequency of
		use
Arun District Council	Seek assurance that the Regulations	Bi-Annually/
(Responsible Person)	are being adhered to and Arun District	Annually
	Council meets the requirements of the	
	Regulations thereby minimising risks	
	to the business as far as reasonably	
	practicable.	
Housing and	Health & Safety Regulatory Update	Annually
Customer Services	detailing performance in relation to the	
Working Group	implementation of the policy and	
	management plan	
Senior Leadership	Health & Safety Regulatory Update to	Quarterly
Team	ensure that the Regulations are being	
	adhered to and performance	
	measured.	
Group Head of	Seek assurance that the Regulations	Monthly
Residential Services	are being adhered to and regularly	
	review Arun District Council/ contractor	
	operational practices and	
	performance.	
Repairs and	Seek assurance that the Regulations	Monthly
Maintenance	are being adhered to and regularly	
Manager	review Arun District Council/	
	contractor/consultant operational	
	practices and performance.	

	<u> </u>	T = -
	Ensure the contractor/consultant operates in accordance with the contract.	Monthly
	Preparation of the KPI/MPI and OPI reporting suite.	
	Operational delivery of FRAs, remedial works and re-inspection.	Monthly
	Liaising with contractor/consultants.	Daily
	Liaising with residents.	Daily
	Managing resident's feedback	Daily
	(enquiries, complaints and	
	compliments) handling and progress.	
	Ensure data is updated accurately and in time.	As Required
	Be the Data Manager	Daily
Neighbourhood Services Manager	Fire alarm checks and fire safety inspections	Weekly
	Management of communal areas, ensuring these are kept clear	Weekly
	Collection and updating records in relation to Person Centred Fire Risk Assessments	As Required
Contractor/Consultant	Operational delivery of fire safety inspections and repairs within the programme.	Daily
	Review property addresses and reconcile to ensure the programme remains accurate.	Daily
	Liaise with Arun District Council residents in relation to arranging/keeping appointments.	As required
	Liaise with Arun District Council officers in relation to access issues.	As Required
	Update system(s) with accurate data.	Daily
	Ensure system(s) and interfaces operate effectively as agreed with the Arun District Council.	Weekly
Residents	Agreeing to and keeping appointments to provide access for the contractor/consultant.	As required
	Liaising with Arun District Council officers in relation to any	As required

	contractor/consultant failure to attend/poor repair etc.	
	Provide resident satisfaction update.	As required
	Policy/procedural review forum if interested/involved.	As required
External Validation	Undertake 10% external validation of	Monthly
Consultant	FRAs and remedial works in line with	
	the management plan.	

- 6.8 Location of Procedural Document/Version Control
- 6.9 This 'live' document will be held by Arun District Council on the intranet and made available to all Arun District Council officers across the organisation.
- 6.10 Contractor/consultants will be provided with a copy of the management plan to ensure clarity in how the services must be delivered. All parties involved in the policy and review process will be provided with a copy before the period of review commences.

7.0 Roles and Responsibilities

7.1 The following provides clarity relating to the primary responsibility for complying with the fire safety policy as detailed below:

7.2 Primary Responsibility Detail

Statement of general policy and	Group Head of Residential Services
arrangements for Overall and	
final responsibility for delivery of	
the policy	
Day to day responsibility to	Repairs and Maintenance Manager
ensure delivery in accordance	
with the policy	

- 7.3 Each process map will clearly identify individual responsibilities which will enable monitoring / reporting and will also be used as a training document for all parties.
- 7.4 Ultimate responsibility for compliance with the Regulations lies with Arun District Council who will act as the 'Responsible Person' and is accountable for ensuring the implementation of this management plan/policy. The Council has final approval of budget requirements to meet delivery and for policy amendments.

- 7.5 The Council, through review of performance will receive assurance that the Regulations are being fully complied with; the safety of the colleagues, residents, contractor/consultants and the wider general public who may be within the vicinity of Arun District Council properties at any time are not or have not been compromised.
- 7.6 The Council is responsible for ensuring and reporting regulatory landlord compliance and will receive regular summary reports on performance in relation to the implementation of this management plan/policy and be responsible for ensuring Arun District Council undertakes any necessary remedial action to comply with the management plan/policy.

7.7 **Arun District Council**

- 7.7.1 The Chief Executive will retain the overall responsibility for consistent monitoring of the management plan, in order to effectively comply with the regulatory standard and report to the Regulator for Social Housing.
- 7.7.2 The Repairs and Maintenance Manager is Data Manager for Residential Services and will lead on the revision of the associated policy and management plan documentation across the Council.
- 7.7.3 The Repairs and Maintenance Manager will ensure the operational delivery of fire safety and remedial work programme and is the Competent Person who will ensure compliance with the Arun District Council policy, management plan and compliance with the Regulations.
- 7.7.4 To provide further clarity the following details the primary responsibilities:
 - Ensure that sufficient competent resources and capability are in place to comply with this policy.
 - Agree and set budget requirements for the fire safety contracts ensuring sufficiency to meet compliance with the fire safety policy.
 - Discuss and seek Corporate approval for any amendments to the fire safety contracts.
 - Responsibility for the procurement of the fire safety contracts.
 - Ensure the conditions of the fire safety contracts are being adhered to at all times by all contractor/consultants.
 - Ensure that all contractor/consultants are competent.
 - Ensure the safety of residents, colleagues, contractor/consultants and third parties in close proximity to Arun District Council properties at all times in delivery of the Fire Safety Contract.
 - Ensure colleagues resources are adequate and remain effective in order to deliver the programme successfully.

 Review performance of both the contractor/consultant and service delivery through agreed Key Performance Indicators (KPIs), Management Performance Indicators (MPI), Operational Performance Indicators (OPI) in accordance with the contract.

7.8 Contractor/Consultant

- 7.8.1 The primary responsibilities of contractor/consultants are detailed below:
 - Fully comply with the terms of the contract / works order.
 - Comply with all relevant health and safety legislation in delivering the service.
 - Provide data as required within defined timescales detailed in the contract/works order.
 - Work in partnership with Arun District Council residents.

7.9 Residents

- 7.9.1 The primary responsibilities of Residents are detailed below:
 - Allow access upon reasonable notice to enable the survey, servicing and routine repairs or inspections to be undertaken in accordance with the tenancy agreement
 - Allow access for service and repair without delay.
 - Report repairs / defects within a reasonable time period dependent upon the nature and urgency of the repair.
- 7.9.2 In addition residents will be asked to provide feedback where relevant and assist in collection of performance data regarding the customer journey of the fire safety inspection and remedial works. Provide assistance with any reviews of service delivery, policy reviews and procedural amendments.

8.0 Management Plan Descriptions

- 8.1 Arun District Council aim to ensure that we achieve and maintain full legal compliance with fire legislation and to eliminate as far as is reasonably practicable the risk of injury to relevant persons from fire. This includes colleagues, residents, visitors, contractor/consultants and any other person who may be affected by the work activities or by any person using Arun District Council owned or controlled premises.
- 8.2 Arun District Council will ensure that information relating to residents (when available) will be shared appropriately with the contractor/consultant to ensure the contractor/consultant can introduce additional flexibility in completing repairs including providing information in alternative formats. All contractor/consultants will

- ensure that all residents are fully briefed about the work that will be completed and the operation of any new fire safety systems including all safety devices.
- 8.3 Fire is a significant hazard to the safety of both buildings and their occupants. All buildings and human activity represent some form of fire hazard and risk. Arun District Council aim to maintain an environment safe from fire by identifying the hazards and reducing the risk to a minimum, within our general duties identified in the following areas detailed below: Arun District Council General Duties:

Role	General Duty
Role as an	Within any workplace used by colleagues of the Council.
employer	
As a	Within communal areas and dwellings of sheltered housing
Landlord	accommodation.
	Within communal areas and dwellings of HMOs (houses in
	multiple occupation).
	High and low rise communal areas of the premises.
	offer and provide fire safety advice for safety in the home.
	Maintain a policy of installation and maintenance of smoke
	detection in the home.
	Offer and provide fire safety advice to residents of commercially let
	properties.

9.0 The Regulatory Reform (Fire Safety) Order 2005 (RRFSO)

- 9.1 The Regulatory Reform Fire Safety Order (RRFSO) applies in England and Wales. It simplifies, rationalises, consolidates fire safety legislation and provides a riskbased approach to fire safety thus allowing a more efficient and effective enforcement by the Fire and Rescue Services.
- 9.2 It covers general fire precautions, other fire safety duties which are needed to protect 'relevant persons' in case of fire within/around most 'premises'. The Order requires fire precautions to be put in place 'where necessary' to the extent that it is reasonably practicable in the circumstances.
- 9.3 Responsibility for complying with the RRFSO rests with the 'Responsible Person', who can be the Landlord of the Residents in a property, the Owner of a Property or the Employer of staff working in a Property.
- Where Arun District Council owns a property, has its own tenants in the property 9.4 and managed staff working in the property the 'Responsible Person' role rests solely with Arun District Council.

- 9.5 In some cases a Managing Agent controls a workplace and will be the 'Responsible Person'.
- 9.6 Where there is more than one Responsible Person, the responsibilities of each should be clearly set out in the Management Agreement, Lease or Service Level Agreement.
- 9.7 If there is more than one "Responsible Person in any type of premises (e.g. a multioccupied complex), all must take all reasonable steps to co-operate and co-ordinate with each other. In this scenario the preferred option will be to agree that a single 'Joint Fire Risk Assessment' is undertaken on behalf of all of the 'Responsible Persons' and that responsibility for completing any remedial actions is agreed by all parties.
- 9.8 The 'Responsible Person' or a 'Competent Person' nominated by the 'Responsible Person' must carry out an FRA which must focus on the safety in case of fire of all 'relevant persons'. It should pay particular attention to those at special risk, such as persons who require assisted evacuation, those that are known to have special needs or are young persons and must include consideration of any dangerous substance liable to be on the premises.
- 9.9 The FRA will identify risks that can be removed or reduced to decide the nature/extent of general fire precautions the 'Responsible Person' needs to take. Enforcement of the RRFSO
- 9.10 To meet the requirements of the Regulatory Reform (Fire Safety) Order, Arun District Council will adopt the applicable best practice guides issued or endorsed by the Government, which will include advice notes issued by MHCLG as they apply to the fire safety standards in properties under their control. These best practice guides include:

 - 'Fire safety in purpose-built blocks of flats'
 - 'Lacors Housing Fire safety' for converted residential properties and HMO's
 - 'Fire safety in Specialised Housing' for sheltered and supported housing blocks
- 9.11 Locations of the Council's property portfolio West Sussex Fire and Rescue Services will enforce the Fire Safety Order within Arun District Council properties.
- 9.12 Powers of the Enforcing Authority Fire and Rescue Services have the power to inspect all premises to establish if a suitable and sufficient FRA has been carried out, if significant findings have been recorded and the assessment has been acted upon.

- 9.13 If they are dissatisfied with the outcome of the FRA or the action taken an Enforcement Notice may be issued. This may contain specific improvements, or in extreme cases a Prohibition Notice may be issued to restrict the use of all or part of the premises until improvements are undertaken.
- 9.14 If the premises are considered by the Fire and Rescue Services to be high risk, they may issue an Alterations Notice that requires they be informed before any changes are made to the premises or the way it is used.
- 9.15 Failure to comply with any duty imposed by the Order or any notice issued by the Fire Service is a criminal offence.
- The RRFSO does not place the enforcing authority under a specific express duty to issue alterations, enforcement or prohibition notices. It provides the powers to do so where they deem necessary.
- 9.17 The Council has the right of appeal to a Magistrate's Court against any notice issued - this may be where Arun District Council agrees there is a need for improvements to the fire precautions but disagree with the enforcing authority on the technical solution to be used (e.g. what type of fire alarm system is needed). This may be referred for an independent determination.
- 9.18 During any inspection the inspecting officer may wish to view the following documents:
 - FRA.
 - Fire logbook.
 - Records of colleague training and fire evacuation drills.
 - Records of testing and maintenance of firefighting equipment.
 - Records of testing and maintenance of all fire safety systems including fire alarms, emergency lighting, sprinkler systems and smoke ventilation systems.
 - The Fire Inspector may also wish to inspect all or part of the premises and to talk to employees based on site.
 - Person Centred Fire Risk Assessments (PCFRA)
- 9.19 The Fire Risk Assessment (FRA)
- 9.20 The Council will reconcile property data weekly to ensure that all properties subject to the RRFSO are identified and maintained. All properties subject to the RRFSO will be subject to an initial FRA. A risk rating will be established against each applicable property which will be subject to an annual desktop review.
- 9.21 The FRA is non-destructive but will include fire safety systems and examination of flat entrance doors. It also considers, so far as reasonably practicable, the

- separating construction between the flats and the common parts without any opening up of construction. Entry to flats beyond the area of the flat entrance door, is not involved.
- 9.22 If the Assessor identifies there is reason to expect serious deficiencies in structural fire protection such as inadequate compartmentation, demountable false ceilings in the common parts or poor fire stopping then the assessor will identify that further investigation should be carried out by specialists.
- 9.23 However, this will not be a generic recommendation of all FRAs, the recommendation should be based on identification of issues that justify reason for doubt.
- 9.24 The FRA will be carried out by an appointed competent FRA consultant or in-house resource where available. All FRA's will be completed on or before the identified assessment date detailed within the previous FRA.
- 9.25 The FRA will be electronically recorded and include an assessment of the following:
 - Identify any possible dangers and risks including sources of ignition/fuel and oxygen.
 - Consider who may be especially at-risk including people within or around the premises/disabled persons, young children and the elderly.
 - Evaluate, remove or reduce, protect from risk of a fire starting the risk to people from the effects of fire.
 - Remove or reduce the fire hazards or provide control measures.
 - Remove or reduce the risk to people of fire to as low as practicable.
 - Protect people by providing fire precautions, e.g. fire alarm, means of escape, firefighting equipment, emergency lighting if necessary.
 - Take other measures to make sure there is protection if flammable or explosive materials are used or stored.
 - In shared premises discussions will be undertaken with others who have responsibilities for fire safety ie Building Managers to achieve a safe environment.
 - Prepare an emergency plan of actions in the event of a fire.
 - Inform and instruct relevant people on any actions necessary in the event of a fire.
 - Provide and record all training provided to colleagues on fire actions and fire extinguishers keeping all records.
 - Review findings after a fire incident or any significant change in the layout, equipment and/or high turnover of colleagues.

- 9.26 The Council will use a standardised FRA template and every property used as a workplace or having common areas will receive a FRA. Following completion of the risk assessment an annual desktop review will be undertaken and re-assessed on the basis of their identified risk rating/frequency of assessments are detailed below:
- 9.27 FRA Reassessment Schedule:

Property Use	Risk Rating	Review Period
Workplace	High	1 year
High Rise Flats (6	High	1 year – (no ADC buildings in this
storey and over) any		category)
tenure		
Sheltered	High	1 year
Accommodation		
Supported Housing	High	1 year (ADC owned; agency
		supported)
Rented Flats	High	1 year
	Medium/Low	2 years
Individual Rented	Assessed case	Home safe referral to local Fire and
houses	by case	Rescue Service following an incident

9.28 Irrespective of the risk rating arising from the FRA, on an annual basis during the month of July, a desktop review will take place for all properties subject to the RRFSO. The review will consist of the factors detailed below:

10.0 Desktop Review Criteria

Frequency of Review	Criteria Used
Annually	 Is the property still in ownership? Is the property still subject to the RRFSO? Has the property tenure changed? Has there been a material change of use at the property/ major structural alteration? Has the property been subject to a fire in the previous 12 months? Has the property been subject to a Fire Inspection from the Fire and Rescue Service? Has the property been subject to the threat of arson?

10.1 Copies of all FRAs relevant information will be held electronically, easily available to staff and available when the Enforcing Authority undertakes an audit.

10.2 Colleagues across Arun District Council will co-operate with all relevant parties by sharing relevant information subject to data protection requirements

11.0 Actions Arising from a FRA

- 11.1 Actions arising from the FRA are categorised into the following areas:
 - Management Actions.
 - Remedial Actions.
- 11.2 Management Actions are defined as actions to be taken where the users of the property breach the fire safety rules. Arun District Council operates a zero-tolerance approach to fire loading, storage or hindrance of means of escape within any communal shared area within our properties. Arun District Council also operates a no smoking policy in such areas. Examples of issues requiring Management Actions are: combustible materials stored or left, bulky items hindering egress, high volume of false alarms, updating of Person Centred Fire Risk Assessments (PCFRA), residents tampering with the fire protection equipment provided and smoking in communal areas.

12.0 Management Action Priority Matrix

12.1 The following details the priority and timescale for responding to management actions detailed in the FRA:

Priority	Timescale
Urgent	24 Hours
High	1 Month
Medium	3 Months
Low	6 Months

- 12.2 Remedial Actions are defined as physical actions required to eliminate or reduce the risk of fire or spread of fire and smoke. Examples of remedial actions are: fire resisting doors not closing correctly, fire exit doors not opening easily, minor compartmentation improvements, loft hatch missing, installation of fire detection or emergency lighting.
- 12.3 Following the completion of the FRA remedial actions are prioritised according to the nature of the risk identified as detailed below:

12.4 Remedial Action Priority Matrix

Priority	Timescale
Urgent	24 Hours
High	1 Month
Medium	3 Months
Low	6 Months

13.0 Communal Area Inspections

13.1 All properties subject to the RRFSO will receive regular inspection of communal areas. The management of the property type will determine who completes and the frequency of inspection which is detailed below:

14.0 Responsibility and Frequency of Inspection

14.1 The following details the property use and responsibility relating to the frequency of communal inspections:

Property Use	Frequency (Min)	Responsibility
Workplace	Weekly	Facilities Manager
High Rise Flats (6	Monthly	Currently no ADC properties within
storey and over) any		this category
tenure		
Sheltered	Weekly	Neighbourhood Caretaker
Accommodation		
Supported Housing	Weekly	Site Manager (sites are agency
		managed)
Rented Flats	Monthly	Housing Officer

15.0 Installation of Fire Precautions

- 15.1 Arun District Council are committed to install mains operated fire detection systems to a minimum of a LD 3 standard in accordance with BS 5839; Part 6 in all domestic properties over the next 5 years. Work will be integrated within our planned improvement programmes; void improvement works and cyclical maintenance contracts to properties owned by Arun District Council.
- 15.2 Fire alarm systems will be open protocol and generally from C-Tec, Morley or Haes range so they are compatible with existing equipment and maintenance arrangements.

15.3 Arun District Council will ensure that all buildings with shared communal areas, will have compliant fire resisting doors to all properties, service and store cupboards, lobbies and hallways. The technical specification for fire resisting doors is set out in section 12 of this management plan.

16.0 Maintenance of Fire Precautions

- 16.1 The testing of fire detection systems and fire doors will be undertaken by competent engineers. The frequency for inspection/ testing is detailed below:
- 16.2 Fire Precaution Equipment and Maintenance Testing Frequency

Equipment	Frequency
Emergency Lighting Systems	6 monthly
Fire Alarms	Quarterly
Fire Doors	Annually
Automatic Activation Technology	Quarterly
Sprinkler System	Annually
Fire Extinguishers	Annually
Dry Riser	6 monthly
Vibrating pillows/ flashing Beacons	Annually
Smoke Extraction	6 monthly
General services- periodic electrical condition inspection,	In line with ADC
PAT testing, fixed heating, lightning protection,	policy

16.3 The testing frequency may be increased due to individual circumstances or identification of localised high risk in an otherwise low risk property, for example a known hoarder or arsonist.

17.0 Fire Evacuation Strategy and Planning

- 17.1 Arun District Council will ensure a plan is developed for how occupants will evacuate a property in the event of a fire.
- 17.2 For converted dwellings, individual houses and commercial properties, the evacuation strategy will be simultaneous; immediate evacuation upon operation of the fire alarm.
- 17.3 In line with best practice guidance, in the 'Fire safety in purpose-built blocks of flats', Arun District Council would normally adopt a 'Stay Put' policy. However, this evacuation policy requires a minimum of 60 minutes fire resisting compartmentation to be present. 'Stay Put' means that unless the fire is within a flat/ room off a communal escape area, people should be safe to remain in their flat/ dwelling,

unless it too becomes affected by the fire. If there is a need to evacuate the Fire Service will supervise this.

- It is imperative that Arun District Council plan and train relevant parties on the sitespecific procedures in the event of an emergency. For each property, an emergency plan will be provided which will include the following:
 - How occupants are warned in the event of a fire.
 - What colleagues, occupants should do if they discover a fire.
 - How the evacuation of the premises should be carried out.
 - The needs or risks relating to individuals.
 - Where occupants should assemble after they have left the premises and procedures for checking whether the premises have been evacuated.
 - Identification of key escape routes, how people can gain access to them and escape from them to a place of total safety.
 - The duties and identity of colleagues that have specific responsibilities if there is a fire e.g. Fire Wardens.
 - Arrangements for the safe evacuation of people identified as being especially at risk, such as occupants and others with disabilities, children, people working alone and members of the public.
 - Any machines, processes, appliances or power supplies that need to be stopped or isolated if there is a fire.
 - Specific arrangements, if necessary, for high-fire-risk areas.
 - Contingency plans, such as restrictions on the use of the building for when life safety systems, such as evacuation lifts, fire detection and warning systems, sprinklers or smoke control systems are out of order.
 - How the Fire and Rescue Service and any other necessary services will be called and who will be responsible for doing this.
 - Procedures for meeting the Fire and Rescue Service on their arrival and notifying them of relevant information such as the locations of any persons still in the building or any special risks, e.g. the location of highly flammable materials.
- 17.5 The fire evacuation strategy considers how Arun District Council will arrange the evacuation of premises based on the FRA and fire precautions we already have in place. There are different strategies as detailed below:

18.0 Properties and Evacuation Strategy

Building Type	Evacuation Strategy
Workplace	Simultaneous Evacuation
High Rise Flats (6 storey and over) any	None in ADC property portfolio
tenure	
Sheltered Accommodation	Determined by the FRA

Supported Housing	Determined by the FRA
Rented Flats	Determined by the FRA

- 18.1 Fire Emergency Evacuation Plan (FEEP)/Fire Action Notice (FAN) The Fire Emergency Evacuation Plan for each property will be based on the Fire Risk Assessment and determined by the Competent Person, in most cases, will be in the form of a Fire Action Notice situated in areas of high footfall and/ or near final exits.
- 18.2 There will be two types of Fire Action Notices

18.2.1 SIMULTANEOUS EVACUATION FAN

- Raising the alarm Advise occupants on the recommended way to raise the alarm, whether it is verbally or through using an available fire alarm call point.
- Fire and Rescue Services Advise occupants on the method of contacting the fire brigade.
- Assembly Point Advise occupants of the location of the assembly point as a safe area.
- Lift Advise Occupants that in the event of fire, not to use the lift.
- Do not collect belongings Advise occupants to vacate the premises without delay in the event of a fire.

18.2.2 STAY PUT FAN

- Actions to take if the fire is within your flat
- Actions to take if the fire is not within your flat
- Information to give the Fire Service if an incident occurs
- 18.3 Person Centred Fire Risk Assessments (PCFRA) Provisions for the evacuation of people who are not able to easily evacuate a building, for example a physical disability will be set out within the building Fire Emergency Plan, these are known as PCFRA's. Residents vulnerabilities will be discussed at the start of all new tenancies and during tenancy liaison meetings. Where residents are considered to be at risk in the event of an emergency, the Housing Officer conducting these meetings will refer the resident for a PCFRA, to be conducted by qualified Fire Risk Assessors. The Housing Officer should carry out an assessment using the form on pages 270 to 275 of the NFCC Fire Safety in Specialised Housing Guidance to assist the Fire Risk Assessors in this process.
- 18.4 For people with disabilities who are regular users of a given building, an assessment of their needs must be conducted, in many cases involving an interview with appropriate trained personnel. The assessment will explore the various measures available and specific requirements/instruction to enable emergency planning and their safe evacuation.

- Fire Evacuation Drills Fire evacuation drills will be carried out in all 'manned' 18.5 buildings by Caretaking staff. This means all workplace, Supported Housing and Sheltered Accommodation. Fire drills will be carried out at sufficient intervals to ensure that all employees located on site and others who may occupy the building take part in two drills per year. Fire drills will be carried out with Lift contractors on site to ensure that the lift returns to ground floor and remains out of service when the fire alarm is sounding.
- 18.6 A well planned and executed fire evacuation drill will confirm understanding of the evacuation plan and assist in providing helpful information for future training.
- 18.7 The Local Responsible Person will use the drill to:
 - Identify any weaknesses in the evacuation strategy.
 - Test the procedures after any recent building alterations or changes to working practices or identified in the FRA.
 - Familiarise new colleagues or occupants of the building.
 - Ensuring that the procedures for the safe evacuation of any persons requiring assistance are satisfactory.
- Records should be kept of fire evacuation drills and the length of time taken to completely evacuate the building to a place of ultimate or relative safety dependant on the type and use of the building.

19.0 Fire Investigation

- Following a fire at any Arun District Council property, the Repairs and Maintenance 19.1 Manager will conduct an internal fire investigation. The investigation will assess the current FRA and management and remedial actions completed, as well as the effectiveness of any fire precautions present, how procedures worked including learning outcomes.
- 19.2 A fire investigation report will be requested from the appropriate Fire and Rescue Service which will integrated within the internal investigation report. Additionally, a fire within any Arun District Council property will trigger a new FRA re-assessment to be undertaken.

20.0 **Delivery Processes**

20.1 The following provides the detailed process flows in the delivery of fire safety assessment, remedial work, investment and maintenance. These procedures must be adhered to at all times.

21.0 Process One - Property Data Check and Reconciliation

- 21.1 Details of all properties/assets owned by Arun District Council will be held on the Housing Management database. We will record the current status of all assets in management i.e. occupied or unoccupied (empty) or if the property is leased etc.
- 21.2 The Repairs and Maintenance Manager is Data Manager for Property Services.
- 21.3 Every asset will be defined by a 'fire safety category' in the Database Attributes which will detail if Arun District Council is responsible for an FRA to be undertaken.
- 21.4 Property Fire Safety Categories. All Arun District Council properties within the Housing Management System will be classified either 'FRA required or 'No FRA required'.
- 21.5 Non-Fire Safety Responsible Properties. Arun District Council will provide documentary evidence for all properties where a FRA is not required either by undertaking an inspection to demonstrate no risk is present or by providing evidence beyond reasonable doubt
- 21.6 The details of any contractor/consultant responsible for undertaking the safety inspection will be held within the Housing Management System.
- 21.7 Re-profiling FRA's. Each year the Repairs and Maintenance Manager will seek to re-profile the FRA's required in order to smooth the assessment programme to ensure resources can support the FRA programme. This exercise will be undertaken in July each year.

22.0 Process Two - Letter to Resident, Order Placed, Appointment Arranged

- 22.1 The Repairs and Maintenance Manager identifies properties where the FRA/ service is due to expire within 28 days and sends through a Works Order to the contractor/consultant requesting them to undertake an FRA/service.
- 22.2 The Repairs Support Team will update each property to confirm the date on which the request was made to the FRA contractor/consultant to attend the property to undertake a survey/service.
- 22.3 Each property will have its own unique order number that will be used to identify the job request between the contractor/consultant and Arun District Council. The job number will also be recorded against the property within the housing management/compliance system referenced by the unique property reference number (UPRN) number for that property.

22.4 Where access to an individual property is required and a resident changes the date of the appointment with the contractor/consultant, the contractor/consultant will amend the original date of the appointment with the new date, providing a full audit trail of all contacts with the resident.

23.0 Process Three – Access Gained - FRA/ Service Satisfactory

- 23.1 On the appointed date, the contractor/consultant will attempt to gain access to the property in order to carry out the survey/service.
- 23.2 The contractor/consultant will undertake the survey/service. Where the survey/ service is satisfactory, the operative will complete an FRA/service record fully and accurately.
- 23.3 Prior to the document being issued to The Repairs and Maintenance Manager the contractor/consultant's supervisor will check the documentation for accuracy.
- 23.4 The FRA/service will be sent electronically to the Repairs and Maintenance Manager within 5 working days with the correct document naming convention. The certification will be deposited in Arun District Council's Electronic Document Management system.
- 23.5 Should the contractor/consultant not be able to send the survey/service record directly to Arun District Council's Electronic Document Management system, then the documentation will be emailed directly to The Repairs and Maintenance Manager who will then check the documentation for accuracy.
 - The contractor/consultant will revise the status of the job to 'practically complete' on their system
 - The Repairs and Maintenance Manager will mark each individual job as "Complete" on the FRA Tracker.
 - The contractor/consultant will retain an electronic copy of the FRA/ service record for his records.
- 23.6 The Repairs Support Team will record the receipt of the FRA/service record within the housing management/compliance system.
- 23.7 The Repairs and Maintenance Manager will assess all documentation received for accuracy (see Process Six) and any errors found (wrong UPRN provided, etc.) will be discussed with the contractor/consultant, the documentation will be reassessed / amended as necessary and reissued.

24.0 Process Four – Access Gained – FRA / Service Unsatisfactory

- 24.1 During the survey/service, if the contractor/consultant discovers an urgent action or defect exists, the contractor/consultant will rectify the defect at the time of the inspection.
- 24.2 If it is not possible to complete the action/rectify the defect, the contractor/consultant should try to leave the work area/apparatus in as safe condition as possible and immediately notify The Repairs and Maintenance Manager, adhering to the following Process Maps:
 - For Remedial actions follow Process 8
 - For Management actions follow Process 9
- 24.3 The FRA/service documentation will be completed, identifying any remedial action required. The FRA/service record will be posted by electronic means (interface) to Arun District Council's 'document management system' within 5 working days.

25.0 Process Five - Completion of FRA

- 25.1 Once it is established that an FRA is required to a property as Process 1, The Repairs and Maintenance Manager will complete a desktop review of the property information available including the property log book, service records, fire service inspection audit records and any previous FRA.
- 25.2 The Repairs and Maintenance Manager will agree the survey programme with the FRA Consultant/in-House Assessor and raise a works order for the survey.
- 25.3 The FRA Consultant/ In-House Assessor will arrange to attend site and complete the FRA. They will assign a risk rating to the property and action any urgent issues through The Repairs and Maintenance Manager.
- 25.4 On completion of the FRA, The Repairs and Maintenance Manager will complete a desktop review of the assessment and update the survey date, risk rating within the Attributes Database.
- 25.5 The Repairs Support Team will complete the survey order within the within the housing management/compliance system.
- 25.6 Where remedial and/or management actions have been identified follow Process 7 for remedial actions and Process 8 for management actions.
- 25.7 Where no actions have been identified from the FRA, a copy of the FRA will be emailed to the relevant site for reference and stored locally.

26.0 Process Six-Receipt of FRA/ Service, Check and Records Storage

- 26.1 Following the completion of the FRA/service, the contractor/consultant will forward a copy of the report in Word and Excel file format which will be undertaken within 5 working days of completion.
- 26.2 The contractor/consultant will ensure all reports have been checked for accuracy before submitting to the Arun District Council Compliance System.
- 26.3 All Arun District Council landlords' FRA/ service records and other additional documents that evidence compliance, as indicated within the Arun District Council Fire Safety Policy, will be held within the Arun District Council Compliance System. The contractor/consultant will ensure the documents are referenced in accordance with the naming convention detailed below.

26.4 FRA – Document File Format

Compliance	Certificate	Electronic Folder Location	Document File
Area	Туре	(via FTP)	Format
Fire	FRA	Filezilla - FRA	PDF

- 26.5 All documents relating to FRA will be held electronically for a period of at least 5 years following the date of the FRA.
- 26.6 Service Record Document File Format

Compliance	Certificate	Electronic Folder Location	Document File
Area	Туре	(via FTP)	Format
Fire	SERVICE	Filezilla - Processed	PDF

- 26.7 All documents relating to Service will be held electronically for a period of at least 2 years following the date of the Service
- 26.8 The contractor/consultant will also update their management system, identifying that the service has been completed and the documentation forwarded to Arun District Council.
- 26.9 Once the documentation is complete the contractor/consultant will:
 - Update his management system, with a practical completion date.
 - Forward the Word/PDF and Excel documents of the FRA/service record to Arun District Council, adopting the file naming protocol, within 5 working days of the FRA/service visit.

- 26.10 Arun District Council will complete the following:
 - Check the documentation for identification.
 - Update within the housing management/compliance system

27.0 Process Seven - Remedial Actions Following the FRA

- 27.1 Following the completion of the FRA, there may be a number of actions requiring completion to reduce any risks identified to an acceptable level.
- 27.2 Actions are broken down into either management activities or remedial measures.

 Management activities are generally completed by the Neighbourhood Housing
 Team and remedial measures are generally completed by the Repairs and
 Maintenance Manager /Appropriate Contractor.
- 27.3 Where any urgent actions are identified, The Repairs and Maintenance Manager is notified by the assessor by telephone who in turn liaise with the neighbourhood management team to act or raise a works order within the housing management/compliance system using priority timescales and must be completed within 24 hours.
- 27.4 Identified remedial or management actions that do not require urgent action are prioritised for completion as:

Priority	Timescale
High	1 month
Medium	3 months
Low	6 months

28.0 Process Eight - Management Actions Following the FRA

- 28.1 Management actions can be generated from a number of sources:
 - From an FRA.
 - From Fire Authority inspection, audit or referral.
 - From a communal inspection.
 - Following a fire incident.
 - Due to access issues to complete work or servicing.
- 28.2 The nature of the measures will determine who or what team will be responsible for the outcome of the action. The following generally determine the type of measures and responsibilities for action:

Action	Team
Not present or insufficient emergency	Repairs and Maintenance Manager
evacuation plans or PCFRAS.	
Fire loading (stored materials, fly tipping	Neighbourhood Housing Manager
etc).	
None present or poorly maintained fire	Repairs and Maintenance Manager
and property logbooks.	
Building occupancy use (removal of FFE,	Neighbourhood Housing Manager
wedging doors, smoking).	
Training (lack of instruction).	Repairs and Maintenance Manager /
	L&D Team

- 28.3 Where any urgent measures are identified, the Repairs and Maintenance Manager is notified by the assessor by telephone who in turn will liaise with the appropriate team to raise the necessary works orders to complete the actions using priority timescales which must be completed within 24 hours.
- 28.4 Identified management measures that do not require immediate action are prioritised for completion as follows:

Priority	Timescale	
High	1 month	
Medium	3 months	
Low	6 months	

29.0 Process Nine - Fire Authority inspection, Audit or Referral

- 29.1 From time to time the Local Fire Authority will inspect or audit properties as part of their internal audit programme to ensure the property is safe and conforms with the necessary requirements.
- 29.2 Where a Fire Authority Audit has already taken place, the person who received the report/notification will notify the Repairs and Maintenance Manager with contact details of the inspecting officer and/ or a copy of any report issued.
- 29.3 The Repairs and Maintenance Manager will contact Fire Authority to discuss, agree and prioritise any actions highlighted.
- Where a Fire Authority Audit has been arranged, the relevant the person who 29.4 received the notification will notify the Repairs and Maintenance Manager with contact details of the inspecting officer and date of proposed visit.

- 29.5 The Repairs and Maintenance Manager will liaise with the Fire Authority and will ensure that any actions are completed.
- 29.6 The Repairs and Maintenance Manager will review the FRA for the property, any outstanding actions, fire safety information, servicing information, orders and records. Where no current FRA exists, Process 1 will be followed.
- 29.7 In the case where there are outstanding management and/or remedial actions, the Repairs and Maintenance Manager will order their completion as a priority. For remedial actions follow Process 7 and for management actions, follow Process 8.
- 29.8 In any case, the Repairs and Maintenance Manager will release all relevant information to the Fire Authority.
- 29.9 On satisfactory completion of all actions, the Fire Authority will write to Arun District Council advising the outcome of the audit.

30.0 Process Ten - Communal Area Inspection

- 30.1 All properties subject to the RRFSO will receive regular inspection of communal areas to identify any apparent or emerging risks.
- 30.2 The frequency of inspection and responsibility for completion is highlighted in Table 8 within the Management Plan.
- 30.3 The communal inspection regime is based on anniversary dates held within the fire management system.
- 30.4 The communal inspection will be completed using the electronic pro-forma and loaded onto the fire database by the person/team completing the inspection. The date of the inspection, person completing, and actions can then be tracked through the fire database.
- 30.5 Where remedial actions are identified, follow Process 7 and for management actions, follow Process 8.

31.0 Process Eleven - Routine Repairs

31.1 Residents with fire installations that are the responsibility of Arun District Council will report faults and breakdowns to each Arun District Council by telephone, email, in writing or through an employee of Arun District Council in accordance with their tenancy agreement.

- 31.2 Arun District Council will record and enter every valid repair request directly into repairs system, a repair order will automatically be sent to the contractor/consultant from the housing management/compliance system during 'core working hours'. Outside 'core working hours' an Out of Hours emergency service will operate and repairs will be entered in the housing management/compliance system as detailed above.
- 31.3 All jobs are issued with a priority timescale for completion, reflecting the vulnerability of the resident in accordance with the Arun District Council Responsive Repair Policy.
- 31.4 All repairs will be initially recorded on the housing management/compliance system and issued to the appropriate contractor/consultant via a works order, with the resident's details and description of the fault.
- 31.5 On completion of the job, the contractor/consultant will notify Arun District Council.
- 31.6 In some cases the contractor/consultant may identify additional work is required that is outside the scope of the works order and/or potentially rechargeable.
- 31.7 The Repairs and Maintenance Manager will be contacted with details of the works required and the Repairs and Maintenance Manager will determine the works to be undertaken.
- 31.8 Repairs of this nature are detailed below:
 - Vandalism.
 - Major/extensive works.
 - Technical assessment/survey.

32.0 Process Twelve - Post Inspection (Repairs and New Installations)

- 32.1 All repairs, renewals and new installations will be subject to a regime of post inspections.
- 32.2 A minimum random sample of 10% will be taken of all repairs/replacements completed.
- 32.3 A minimum random sample of 10% of all new installations will be post inspected by the Repairs and Maintenance Manager.
- 32.4 Post inspections will be increased if performance issues are experienced.

- 32.5 Monitoring of the post inspections will be subject to management reporting on a monthly basis.
- 32.6 The post inspection will be undertaken prior to the invoice being authorised.
- 32.7 Access will be arranged with the resident to carry out the post inspection which will validate the following:
 - The works are completed satisfactorily.
 - The value of the work conforms to the agreed works order (including any work variations).
 - The quality of the materials used conforms to the contract specification
 - FRA/service record completed correctly.
 - Resident satisfaction regarding the repair or installation.
- 32.8 Once the inspection is complete the Repairs and Maintenance Manager will either:
 - Reject the order and advise the contractor/consultant that defects have been found which require rectifying.
 - Or if the Repairs and Maintenance Manager passes the installation, the job may be completed in the housing management/compliance system
 - Record any resident feedback and integrate within the contractor/consultant performance monitoring.
- 32.9 Once the work has been post inspected the event will be recorded on the housing management/compliance system

33.0 Process Thirteen – Automatic Activation Alarm Protocol

- 33.1 In the event that there is an activation alarm, the alert will be monitored by the either the on-site staff or the call receiving centre.
- 33.2 In the event of a Fire Signal, it will alert the monitoring station that there is an activation. The alarm will also be sounded within the affected property.
- 33.3 The monitoring station will alert the local Fire and Rescue Service of the event as well as the on-call engineer, Arun District Council CCC and the Responsible Person.
- 33.4 The local Fire and Rescue Service will attend the property as an emergency. The on-call engineer will also be in attendance. If a fire has occurred, follow Process 15.
- 33.5 If the alert is considered an unwanted fire signal, for example, where the alarm has been triggered by smoking or burning toast, the local Fire and Rescue Service with

the on-call engineer will check detectors/panel and advise that the system is safe to reset.

- 33.6 The fault signal will alert the monitoring station that there is an activation. The alarm will not sound within the affected property.
- 33.7 The monitoring station will alert the on-call engineer who will attend site to investigate the fault. Examples of a Fault Signal could be; removal of detector heads, damaged detector/electrical fault.
- 33.8 The on-call engineer will repair the fault and reset the panel if possible. If repair is not possible, the on-call engineer will notify Arun District Council CCC who will liaise with the Repairs and Maintenance Manager to agree the solution to remedy. In most cases resolution can be either remedial action, follow Process 7, or management action, follow Process 8.
- 33.9 In the event of a Fire or Fault Signal, the monitoring station will provide an incident report to the Repairs and Maintenance Manager within 24 hours.

34.0 Process Fourteen - Fire Emergency Incident

- 34.1 When a fire incident at an unstaffed location is reported to Arun District Council (by The Fire Service, Housing/Support staff or residents) the Arun District Council staff member dealing with the report must log the incident in Sharepoint.
- 34.2 An email notification must also be sent to the Repairs and Maintenance Manager. The Repairs and Maintenance Manager reviews all details of incidents and follows up as necessary.
- 34.3 Repairs and Maintenance Manager Actions
 - a) No Action Required

For Minor Incidents the Repairs and Maintenance Manager will note the incident and will sign the incident off where no further actions are required.

b) Further Action Required

When the Repairs and Maintenance Manager considers further action is required one or more of the following courses of actions will follow

- Fire Investigation
- Joint Investigation with Fire Service
- Review of PCFRAS
- Review FRA

- Review active and passive fire protection measures
- Raise repairs as necessary
- 34.4 The Repairs and Maintenance Manager, with relevant colleague support, will identify if the resident can remain in the property following the fire incident. If this is not possible, decant arrangements will be made.
- 34.5 The Repairs and Maintenance Manager obtains a copy of the Fire Authority investigation report, incident log and learning and uses this information to assist the Arun District Council fire investigation report.

35.0 Process Fifteen - Referral for Additional Works

35.1 In some cases, the contractor/consultant may identify additional work is required that is outside the scope of the original works order. Referrals should come through the Repairs and Maintenance Manager who will liaise with the contractor and visit the site to undertake an assessment.

Typical examples include the following:

- Extension of a system.
- Upgrading of a system.
- Additional works due to obsolescence.
- Additional works due to vandalism.
- Technical alterations.
- 35.2 If there is a potential delay due to the additional work the resident will be kept informed of progress.

36.0 Process Sixteen – Independent External Audit Process

- 36.1 Arun District Council will appoint an Independent External Auditor (IEA) to undertake an external audit to a minimum of 10% inspection of all survey, repair, servicing and replacements completed.
- 36.2 A sufficient sample of each type should be forwarded to the IEA to achieve the required percentage of external assessments. The Repairs and Maintenance Manager will monitor the access performance of IEA.
- 36.3 The IEA will arrange access with Arun District Council residents individually and on completion of the audit will provide a report of the findings to The Repairs and Maintenance Manager.
- 36.4 The format of the report will include the following numbers and percentages:

- Number of survey audits undertaken.
- Number of remedial work audits undertaken.
- Serious defects found (Number and percentage).
- RIDDOR (Number and percentage).
- Individual contractor/consultant performance summary.
- Individual operative performance summary.
- Technical Information to include the following:
 - Accuracy of survey.
 - Quality of work (satisfactory and non-satisfactory).
 - Number and type of defects found.
 - Assessment of the effectiveness of the management plan processes.
- 36.6 Resident experience information to include the following:
 - Overall satisfaction.
 - Convenient time arranged.
 - ID card shown.
 - Contractor/consultants worked tidily.
 - Good quality.
- 36.7 The findings of the IEA will be provided to the contractor/consultants. An action plan will be developed with the contractor/consultants based on the findings of each report to ensure continuous improvement. If satisfactory performance is not achieved The Repairs and Maintenance Manager will escalate the issues for formal contract action to commence.

37.0 Management of Contractor/consultants

37.1 Contractor/consultant Details. The Repairs and Maintenance Manager will keep a central register (excel spread sheet), with the contractor/consultants details which will include the following:

Table 10 – Fire Safety Contractor/consultant Details Register

Contractor	Contractor/consultant Business name.
and	
Consultant	
Details	
	Trading address.
	Key Contact Name.
	Contact details.

	Office Contact Phone Number and Mobile Phone.		
	Emergency phone number.		
	E-mail contacts.		
	Copy of certification: Institution of Fire Engineers (IFE) or appropriate		
	schemes operated by certification bodies which have been UKAS		
	accredited.		
	Outcome of the annual financial appraisal.		
	Insurance details including policy numbers and insurance cover		
	details and excess etc.		
	Details of prosecutions served or pending before and throughout the		
	contract award including RIDDOR.		
Operatives	Full name.		
Details			
	Mobile phone number.		
	Training received – type and date and the date refresher training is		
	required.		
	Fire Risk Assessment IFE		
	Installation and servicing – Fire Industry Association (FIA) approved		
	qualification.		
	Fire Alarm/Emergency Lighting Testing		
	Level 3 Award in Requirements for Electrical Installations BS7671 and either the Level 3 Certificate in the Certification of Electrical Installations (inspection, testing and certification of Electrical Installations): • Or both the Level 3 Award in the Initial Verification and		
	Certification of Electrical Installations and the Award in the		
	Periodic Inspection, Testing and Certification of Electrical Installations. • Area of the business they're working.		
 The Contractor/consultant's qualifying supervisor (QS). 			
	Approved Electrician (AE) registered under the Electro- tackprised Contification Schome (ECS). ECS and pumber 8		
	technical Certification Scheme (ECS) ECS card number &		
	Expiry date.		
	The qualifications of the operative against the competence		
	assessment Including applicable mandatory training, such as;		
	CSCS Skill Card		
	UKATA CAT B Asbestos Training		
	Client Contract passport		
	Contractor/Consultant Sanctions		
	Some desired and d		

38.0 Updating Details of Contractor/Consultants Operatives

- 38.1 The contractor/consultant will update the Repairs and Maintenance Manager if there is a change to list of operatives working on the contract or to their qualifications/training/refresher training prior to a new operative commencing or within one month of new qualifications/training
- 38.2 This information will be used to update the contractor/consultant information spreadsheet as above and will be updated by the Repairs Support Team within 5 working days of receipt of the information.
- 38.3 Individual checks and verification of fire risk assessors and registered companies can be made via Institution of Fire Engineers (IFE) and Fire Industry Association (FIA).
- 38.4 NOTE: Unless Arun District Council holds documentary proof that any company has the relevant and up to date qualifications, the company is not permitted to carry out any fire safety assessment or remedial works. Details of contractor/consultant competence must be held on the contract file by the Repairs and Maintenance Manager.

39.0 Gaining Access for Asbestos Surveys and Repairs

- 39.1 The Access Protocol for gaining access and the escalation process if access is not achieved, has been appended to this management plan.
- 39.2 Contractors are responsible for 3 attempts to gain access and contract terms must reflect this. Once their 3 attempts at access have been proved to be unsuccessful, the property is passed to the Repairs and Maintenance Manager along with evidence of access attempts, for escalation.

40.0 Operational Meetings

- 40.1 The Repairs and Maintenance Manager will meet with contractor/consultant representatives on an agreed frequency (normally every month). At this meeting the following documents will be issued, discussed and updated as required:
 - Agenda.
 - Minutes of previous meeting and any agreed actions.
 - Details of the Independent External Audit actions.
 - Service programme (updated to reflect the current position at the time of the meeting).
 - Continuous Service Improvement Plan.
 - Compliments and Complaints.
 - Resident's contact information.

- Health and Safety.
- Performance reports and agreed KPIs MPIs and OPIs.
- Invoicing, budget and finance (against the predicted costs).
- Operative competence validation check including details of any changes to operatives working on the contract.
- 40.2 The Repairs and Maintenance Manager will ensure all required documentation is provided at least 5 working days before the monthly meeting. This will include performance issues, progress updates relating to the action plan and/or operative changes. This will include a timescale for resolution to report to The Repairs and Maintenance Manager for review at the next monthly meeting.

41.0 Amendments to the Property Portfolio

- 41.1 The following circumstances will require a controlled amendment to the Arun District Council main asset data base and the property attributes relating to the fire categories will need to be updated. This will ensure the database reflects the correct liability for fire safety.
 - New build property development.
 - Acquisition of property.
 - Property Disposal.
 - Any asset addition to the housing management/compliance system
- 41.2 The following circumstances will require an assessment of a potential controlled amendment to the main Arun District Council asset data base, including the property attributes relating to properties where there is a responsibility for fire safety:
 - Property refurbishment.
 - Change of property tenure.

42.0 Quality Assurance

- 42.1 Performance Monitoring. The monitoring of a range of performance indicators is crucial in achieving landlord compliance, ensuring continuous improvement and demonstrating value for money.
- 42.2 Each process contained within this document is interdependent upon a range of KPIs as detailed below:

Cat	Indicator	Frequency
KPI	Number of properties with a compliant assessment against the	Weekly
	property list	
KPI	Number of properties requiring a FRA assessment	Weekly
KPI	Number of properties which require remedial actions and timeline	Weekly
KPI	The number of routine communal inspections against the	Weekly
	timescale	
KPI	The number of fire incidents and completed fire investigation	Weekly
	reports	
KPI	Improvement and prohibition notices issued and actions	Monthly
	completed in accordance with the required timescales	
KPI	Audit checks undertaken in relation to FRA assessments and	Monthly
	works undertaken, and engineers work on a minimum of 10%	
	sample	
KPI	The number of reportable incidents in accordance (RIDDOR)	Quarterly
MPI	Communal Inspections Completed in Time	Monthly
MPI	Resident Satisfaction	Monthly
OPI	Contractor/consultant accreditations and operative qualifications	Monthly
OPI	Fire alarm/emergency lighting and fire-fighting equipment tested	Monthly
	on time	
OPI	Fire Alarm repairs completed right first time	Monthly

42.3 The contractor/consultant has an integrated suite of performance indicators which will be monitored through the contract management procedures.

43.0 Independent External Auditing

43.1 Arun District Council will engage a 'third party' independent external auditor to undertake a sample of 10% against all completed works defined in Process 16.

44.0 Strategic Validation

44.1 Fire Safety Management is a high risk area and this policy will be reviewed on an annual basis. An external strategic review will be undertaken every 2 years which will include all operating procedures.

45.0 Complaints and Compliments

45.1 All resident's compliments and complaints will be directed to the Property Team within Arun District Council and will be responded to in accordance with the Arun District Council Complaints Policy

46.0 **Competence Training**

46.1 A detailed competence training programme is in operation. This will ensure that colleagues involved in fire safety have the right combination of training, skills, experience and knowledge to ensure that Arun District Council can demonstrate competence.

47.0 Promoting Fire Safety

- 47.1 Annual safety and awareness campaigns will be proactively supported. These will include the distribution of media materials and initiatives as considered appropriate. They will be used to proactively promote and improve residents understanding of fire safety issues and the importance of fire safety inspections, servicing of equipment and reporting repairs promptly.
- 47.2 All front-line colleagues will receive training on the importance of remaining vigilant relating to fire safety issues and the signs that can alert colleagues of a concern relating to fire safety.

48.0 Changes to Regulations, Legislation and Annual Review

- 48.1 The Repairs and Maintenance Manager will proactively monitor legislative and regulatory developments and changes. This will ensure Arun District Council effectively prepare for potential changes and consistently operate within the most up to date regulations/legislation at all times. Potential changes in legislation will be identified where there is considered to be an impact upon policy and changes will be disseminated to all relevant colleagues across Arun District Council, contractor/consultants, consultants and residents. This will be undertaken through internally circulated briefing note which will be discussed in all relevant team meetings dependent upon the nature and implications of the change.
- 48.2 All colleagues have a responsibility to remain alert and share knowledge and good practice across all teams. This includes dissemination from statutory regulators, institutions, media articles from fire management companies, professional bodies and other trade media.

49.0 Technical Specification for Fire Doors

- 49.1 Fire-Resisting Door Assembly
- 49.1.1 All fire-resisting doors are rated by their performance when tested to an appropriate standard. The level of protection provided by the door is measured, primarily by determining the time taken for a fire to breach the integrity of the door assembly, together with its resistance to the passage of hot gases and flame.

- 49.1.2 The full door assembly has Primary Test Evidence with confirmation of this achievement from a UKAS fire testing facility.
- 49.1.3 The door is also to be BMTRADA certified/accredited
- 49.1.4 General requirements
 - 30-minute wooden fire-resisting door is to be at least 45mm thick.
 - 60-minute wooden fire-resisting door is to be at least 54mm thick.
- 49.1.5 There should normally be a gap of 2-4mm between the door leaf and the frame.
- 49.1.6 The gap between the fire-resisting door and the finished threshold must not exceed 10mm.
- 49.1.7 The door to be installed must be pre-measured and factory trimmed. Any on site trimming must be within the limits specified by the manufacturer
- 49.1.8 All doors must comply with BS 476 Part 22, with intumescent heat and cold smoke seals.
- Glazing 49.2
- 49.2.1 Glazing is only be fitted to doors, which are designed for the purpose and tested to the relevant standard in accordance with these technical requirements. Any glazing panels to be fitted on site must be fitted in accordance with manufacturer's instructions.
- 49.2.2 Glazed doors must comply with either BS 476-22, BS EN 1364-1 or BS EN 1634-1
- 49.2.3 Fire resistant glass must only be used as part of a fire-resistant glazed system which includes the glass, the glazing seal, beads, fixings and frame. All essential components of such a system must be compatible under fire conditions, and the performance must be referenced to appropriate and relevant test evidence.
- 49.3 Fire-Resisting Door Frames
- 49.3.1 In all circumstances the fire-resisting door and frame should be installed as a complete set. The frames along with the doors must be supplied with a Primary Test Evidence report and BMTRADA accreditation.
- 49.4 Doorstops

- 49.4.1 The doorstops on an existing timber door-set should be not less than 25mm wide and 38mm long glued and screwed to the existing doorframe at 300mm centres. All new door-sets must be fitted with cold smoke seals and intumescent strips
- 49.5 Self-Closing Devices
- 49.5.1 Self-closing devices fitted to fire-resisting doors must be positive in action and capable of closing and latching the door and holding it firmly against the rebates of the frame and it must conform to BS 1154 or 1155.
- 49.5.2 Service access doors/storeroom doors do not normally require self-closing devices if they are kept locked shut.
- 49.6 Smoke seals/Intumescent strips
- 49.6.1 No intumescent material must be fitted to the front face of the door or to the doorframe against the front face of the door. All door furniture i.e. hinges, locks and latches should be bedded in intumescent putty/paste to ensure continuity of the intumescent seal to prevent any weakness of the fire door assembly at these weak points.
- 49.6.2 The seals must be fitted in accordance with the manufacturers' instructions.
- 49.6.3 The gap between the door and frame must not be more than 2-4mm as a larger gap may render the intumescent seal ineffective in a fire. In addition, if a door edge mounted smoke seal is being used it brushes right up against the door lining. The smoke seal may also be fitted on the door stop where the closing face of the door meet it, so long as this does not prevent the door closing and securing fully.
- 49.7 Hinges
- 49.7.1 Hinges must be pressed steel BS EN 1935: 2002: Building Hardware Single Axis but hinges, 3 hinges per door with the central hinge approximately 500mm down from the top of the door. Brass hinges cannot be used.
- 49.8 Latches
- 49.8.1 Doors that do not lock must be fitted with a handle and latch. The nib of the latch must engage into the latch plate at least 12mm to ensure that the closing edge will not spring open when the door deforms.
- 49.8.2 The voids in the cut-out section for the latch must be filled with intumescent paste.
- 49.9 Locks

- 49.9.1 Where a lock is to be fitted to the fire-resisting door it must be of the type that allows the door to be held shut but which does not lock unless a key is used on the outside, such as a thumb turn opening on the inside. The door, whether locked or not, must be openable from inside the room without the use of a key.
- 49.10 Apertures in Fire-Resisting Doors
- 49.10.1 Other than locks, the only aperture allowed is for a security spy hole which is to be installed with an intumescent seal.
- 49.10.2 Doors are to be fitted without a letter plate. Post facilities will be provided by installing a lockable post box alongside the front door, or in some instances, a communal postage facility by the main entrance door.
- 49.11 Installation
- 49.11.1 Doors are to be installed as per chosen manufacturers guidelines.
- 49.12 Finishing
- 49.12.1 The door is to be fitted painted on both sides, using the paint that was used to achieve Primary testing and BMTRADA accreditation.
- 49.13 Certification of a Fire-Resisting Door Assembly.
- 49.13.1 Every door installed is to have a certificate confirming BMTRADA compliance, detailing the level of fire resistance that has been achieved i.e. 30 minutes.

50.0 Compliance System - Geometra

- 50.1 All data in relation to Health and Safety compliance including Fire Safety is held on the Councils compliance system, Geometra.
- 50.2 The system holds the date of the last FRA and based on the required frequency, the date of the next scheduled FRA.
- 50.3 All remedial actions from FRAs are logged with an appropriate target date for completion. The outcome of remedial actions are recorded so that there is an audit trail for all actions logged.
- All service and maintenance visits are logged on the compliance system and documents produced during these visits are attached for evidence and future reference.

- 50.5 The data held on Geometra is used to inform programmes of inspections and assessments as well as planned maintenance programmes for longer term projects.
- 50.6 Geometra holds real time data on compliance and produces a PI or OPI report on compliance and progress on repairs/remedial actions.

51.0 Glossary of Terms

51.1 The following provides an alphabetical list of words relating to a specific term or abbreviation used in the management plan as detailed below:

Specific	Definition
Term /	
Abbreviation	
Business	This plan details the emergency response procedures following
Continuity	an incident that impacts on the ability of Arun District Council to
Plan (BCP)	deliver operations.
Competent	A competent person is someone who has sufficient training and
Person	experience or knowledge and other qualities that allow them to
	assist an organisation meet the requirements of health and safety
	law.
Duty Holder	Is accountable for ensuring the implementation of this
	management plan. The Council has final approval of budget
	requirements to meet delivery, and of policy amendments.
Compliance	The compliance system used by Arun District Council to
System	electronically compliance records and documents. Currently
	Geometra
Data	The data manager is responsible for ensuring that all required
Manager	data is collected and held on a secure database. All data is to be
	fully accessible and reportable in the required format. The data is
	to be backed up and a recovery plan put in place in the event of
	system/data loss. The data must be fully auditable for accuracy.
	The data manager is responsible for ensuring ownership and
	rights of Arun District Council over any data hosted outside of the
	organisation and for ensuring that the data is held in full
	compliance with GDPR
Fire Action	Fire action signage clearly communicating to anyone on the
Notice (FAN)	premises what action should be taken in the event of a fire.
Fire Industry	Is the largest fire protection trade association in the UK with the
Association	objective to promote, improve and perfect fire protection methods,
(FIA)	devices, services and apparatus.

Specific	Definition
Term /	
Abbreviation	
Fire Risk	This identifies what we need to do to prevent fire and keep people
Assessment	safe.
(FRA)	
Regulator for	Has the responsibility for the regulation of social housing
Social	providers in England.
Housing	
Institute of	Assesses knowledge of fire and professional experience,
Fire	awarding internationally recognised membership grades and fire-
Engineers	related qualifications.
(IFE)	
Person	Is a bespoke 'escape plan' for individuals who may not be able to
Centred Fire	reach an ultimate place of safety unaided or within a satisfactory
Risk	period of time in the event of any emergency.
Assessments	
(PCFRA)	
Performance	Performance indicators are categorised into 3 areas
indicators	Key Performance Indicators (KPI) – A strategically important
(Pl's)	measurable indicator that that supports the delivery of Arun
	District Council's business objectives.
	Management Performance Indicator (MPI) - An important
	measurable indicator that that supports the delivery departmental
	objectives.
	Operational Performance Indicators (OPI) - An important
	measurable indicator that that supports the management of a
	particular departmental activity.
Regulatory	Consolidates and rationalises most of the previous fire safety
Reform (Fire	legislation, that was scattered across a large number of statutes
Safety) Order	and secondary legislation, into one order
2005	
(RRFSO)	
Responsible	Has the duty to ensure compliance with the Arun District Council
Person	policy, management plan and compliance with the Regulations.
Unique	Is a unique reference number applied to every asset (including
Property	property and land) within the housing management/compliance
Reference	system and used to ensure every asset can be accurately
Number	identified
(UPRN)	

ARUN DISTRICT COUNCIL

REPORT TO HOUSING AND CUSTOMER SERVICES WORKING GROUP ON 21 JULY 2020

PART A: REPORT

SUBJECT: Void Lettable Standard

REPORT AUTHOR: Adrian Wilgoss, Repairs & Maintenance Manager

Satnam Kaur, Group Head of Residential Services

DATE: June 2020 **EXTN**: 37718/37740

PORTFOLIO AREA: Residential Services

EXECUTIVE SUMMARY:

This report seeks approval for the adoption of the Void Lettable Standard in respect of Council housing stock.

RECOMMENDATIONS:

Housing and Customer Services Working Group is asked to recommend to Cabinet:

- The adoption of the Void Lettable Standard 2020
- Give delegated authority to the Group Head of Residential Services in conjunction with the Cabinet Member for Residential Services to make minor changes to the standard

1. BACKGROUND:

- 1.1 The regulation of empty property management for social housing landlords is set out in the Consumer Standards provided by the Regulator for Social Housing. The requirement is to minimise the time properties are empty between lettings.
- 1.2 As a landlord of social housing Arun District Council is responsible for managing the maintenance and repairs of our housing stock and this includes repairing properties in preparation for new tenancies to start.
- 1.3 The standard sets out our requirements for repairs to ensure effective asset management, minimising rent loss, and achieving value for money, while providing a safe and secure home for our residents.
- 1.4 The standard also ensures that our repairs contractor is clear about our expectations and requirements with regards to repairs and their performance.
- 1.5 Our Void Lettable Standard will ensure that we are able to meet these requirements.

1.6 Members will note that there are four different levels of voids. A brief description of the works involved for each of these void priorities is as follows:

Void 1 - Minor Works

- Removal of rubbish, clean and clear
- Lock change and security improvements
- All health and safety works including gas and electrical safety compliance
- Full inspection of the property
- · New toilet seat, shower head and hose
- Final sparkle clean

Void 2 - Standard Works – excluding works requiring asbestos removal

- All works included in Void 1
- Electrical improvements
- New bathroom/kitchen floor covering
- Plaster repairs
- Decorating to meet the requirements of the void lettable standard

Void 3 - Standard Works - including works requiring asbestos removal

- All works included in Void 2
- Asbestos removal (carried out by a specialist sub-contractor)
- Repairs following asbestos removal
- Minor building repairs
- Treatment of infestation

Void 4 – Major Works

- All works included in Void 3
- Kitchen and/or bathroom refurbishment
- Heating upgrade or replacement
- Major building repairs

2. PROPOSAL(S):

The Void Lettable Standard to be approved.

3. OPTIONS:							
There is no option other than to approve the Void Lettable S	tandard						
4. CONSULTATION:							
Has consultation been undertaken with:	YES	NO					
Relevant Town/Parish Council		✓					
Relevant District Ward Councillors		✓					
Other groups/persons (please specify)	✓						
Members of the Housing and Customer Services Working Group							
5. ARE THERE ANY IMPLICATIONS IN RELATION TO THE FOLLOWING COUNCIL POLICIES: (Explain in more detail at 6 below)	YES	NO					
Financial	✓						
Legal	√						
Human Rights/Equality Impact Assessment		✓					
Community Safety including Section 17 of Crime & Disorder Act		√					
Sustainability	✓						
Asset Management/Property/Land		✓					
Technology	✓						
Other (please explain)							
6. IMPLICATIONS:							
N/A	N/A						

7. REASON FOR THE DECISION:

To ensure that our staff and contractors are able to provide safe and secure properties for our housing tenants whilst ensuring effective asset management, minimising rent loss, and achieving value for money.

8.	BACKGROUND PAPERS:
N/A	4





VOID LETTABLE STANDARD COUNCIL HOUSING STOCK & TEMPORARY ACCOMMODATION

Policy Date	June 2020
Approved by Full Council on	
Review Date	June 2023
Author	Adrian Wilgoss, Repairs & Maintenance Manager



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1.0 Introduction

- 1.1 This is the lettable standard for empty properties, where the tenancy has ended, and the property is being repaired in preparation for the new tenant to move in. This sets out our expectations for staff and contractors, to ensure that:
 - We are consistent in the quality and standard of all properties managed through the relet process
 - We provide safe properties at an acceptable standard for residents to start living in their new home
 - We achieve value for money in the repairs and investments that we make
 - We achieve an efficient relet time and minimise rent loss through the relet process

2.0 General

- 2.1 Any domestic gas works are to be undertaken by a separate gas contractor employed by Arun District Council (ADC); however, ADC may request the void repairs contractor to carry out this work.
- 2.2 The voids contractor is, required to manage specialist contractors providing services within the scope of void refurbishment works, such as gas services and asbestos works
- 2.3 The void contractor will install a key safe on the outside wall of each void unless there is a key-safe in existence. All key-safes will utilise the same agreed 4 numeric security code. A set of current keys for the void will be left in the key-safe at all times, to ensure that other contractors and staff can access the property.
- 2.4 ADC reserve the right to use an alternative contractor to undertake garden clearance and these works may therefore not be included within the scope of void works.
- 2.5 The purpose of the Lettable Standard is to ensure that a consistent standard of work is carried out by Arun District Council and its contractor to all empty properties before they are re-let
- 2.6 All properties must meet the Housing Health Safety Rating System requirements and must specifically have an EPC rating of at least band E. Any properties with a rating lower than band E must have improvement work to improve energy efficiency up to band E or higher prior to reletting. This would normally involve improvements to heating systems
- 2.7 The Lettable Standard outlines the condition that a property should be let based on the principles of:



- Safety
- Security
- Cleanliness
- All services in working order
- 2.8 For those properties which require works exceeding the standard in order to be attractive to prospective tenants, then such works can only go ahead where funding has been identified and approved i.e. mist coat to walls to cover staining and newly plastered areas

3.0 Void Relet Times

- 3.1 The target relet times are dependent on the scope of works required. The turnaround time is directly linked to rent loss and voids need to be completed and relet as quickly as possible to minimise any loss of income. The below targets are set as a guide of the maximum turnaround for each void type. Contractors should work as efficiently as possible to achieve the optimum relet time. The targets will be reviewed annually to provide a continuously improving service.
- 3.2 Target contractor repairs turnaround times, with effect from when the keys are available, are as follows:

Code	Void Type/Scope	Repairs Ready to Let
		Turnaround Target
Void1	Minor works – including clean and clear and	Up to 5 working days
	safety checks only	
Void2	Standard works - to also include minor repairs	Up to 10 working days
	where no ACM removal is required	
Void3	Standard works - to also include minor repairs	Up to 15 working days
	and ACM removal	
Void4	Major works - to also include kitchen and/or	Up to 20 working days
	bathroom refurbishment	

3.3 The overall void turnaround time (key to key) includes both the allocations and repairs process. All parties involved contribute to the overall turnaround time. Overall average void turnaround time for 2020/21 is 20 working days. Average repairs turnaround time for 2020/21 is 10 working days. Both will be reviewed annually.



4.0 The Lettable Standard

Ref	Lettable Standard – Description	Void 1	Void 2	Void 3	Void 4	
Safe	Gafety					
1.1	Complete electrical test including smoke detectors and ensure electrics conform to current NICEIC regulations. Carry out all Cat 1 and Cat 2 repairs	Y	Y	Y	Y	
1.2	All electrical sockets, light fittings and switches should be clean and undamaged. 2 repairs	Υ	Υ	Y	Υ	
1.3	Inspect Immersion heater thermostat to ensure that it is of the safety cut-out, manual reset type. Thermostat should be replaced if required.	Y	Y	Y	Y	
1.4	Remove all DIY electrics and make good		Υ	Υ	Υ	
1.5	Replace all non-standard light fittings		Υ	Υ	Υ	
1.6	Replace all existing bulbs with LED bulbs		Υ	Υ	Υ	
2.1	Complete gas test and ensure all gas installations conform to current 'Gas Safe' regulations. (Gas contractor)	Y	Y	Y	Y	
2.2	Disconnect and remove Gas fire (Gas Contractor)		Υ	Υ	Υ	
2.3	Disconnect tenant's gas cooker or fitted gas hob (Gas contractor)		Υ	Υ	Υ	
2.4	Dispose of gas cooker or hob. Adjust kitchen to leave a cooker space if necessary. (Repairs contractor)		Y	Y	Y	
3.1	Assessment of condition of all windows and external doors and arrange necessary repairs prior to re-let to ensure ease of operation, security and safety. Casement opening windows at first floor level and above should be fitted with opening restrictors to reduce risk of falling from a height. All cracked or broken glass should be replaced.		Y	Y	Y	
4.1	Complete Asbestos Refurbishment Survey. (Bauer)	Υ	Υ	Y	Y	
5.1	Complete Water risk assessment (NWL)		Υ	Υ	Υ	

Ref	Lettable Standard – Description	Void 1	Void 2	Void	Void
5.2	Inspect Mains cold water tank. If it is of plastic	1 Y	Y	3 Y	4 Y
	construction, ensure that it has a close fitted lid,				
	is insulated to comply with Bylaw 30 and				
	mounted on a suitable base made of a suitable				
	material and thickness which supports the				
	complete base surface area.				
6.1	Remove Solid Fuel appliances where possible		Υ	Υ	Υ
6.2	Brick up all open fireplaces and plaster			Υ	Υ
7.1	Inspect property for evidence of rising or	Υ	Υ	Υ	Υ
	penetrating damp.				
8.1	Inspect all fire doors and fire prevention	Υ	Υ	Υ	Υ
	mechanisms.				
9.1	Inspect internal doors for damage. If required	Υ	Υ	Υ	Υ
	replace glazing with safety glass.				
10.1	Inspect all external footpaths, ramps, steps and	Υ	Υ	Υ	Υ
	handrails to main door entrances to ensure they				
	are free of tripping hazards.				
11.1	Inspect all internal floorboards, fixed floor	Υ	Υ	Υ	Υ
	coverings, stair treads, banisters and handrails				
	to ensure they are free of tripping hazards.				
	Handrails will be installed to all stairwells				
	between the ground and upper floor.				
11.2	Remove adaptation handrails from		Υ	Υ	Υ
	bathroom/WC and the living space (other than				
	stairways)				
12.1	Remove all polystyrene ceiling tiles. And skim		Υ	Υ	Υ
	coat plaster repair over area of removal. Mist				
	coat emulsion paint to be applied to all newly				
	plastered surfaces				
13.1	Install a minimum of 1 'hard wired' smoke	Υ	Υ	Υ	Υ
	detector per floor where not already present.				
	Install a battery alarm with a ten-year battery life				
	if not possible.				
14.1	Inspect any improvements or installations that			Υ	Υ
	have been left at the property by the previous				
	tenant. Improvements should be removed.				
15.1	Install a Surestop valve to cold water main		Υ	Υ	Υ
	supply				
15.2	Replaced all taps with lever type taps (no mono-		Υ	Υ	Υ
	block taps, all taps to be pairs of standard lever				
	taps)				



16.1 All sinks, basins, WC pan/cistern and baths are to be checked and if damaged or cracked, are to be replaced. 16.2 Carry out enamel repairs to bath rather than replacement, if possible 17.1 All toilet seats should be replaced with a good quality product. 18.1 Replace Shower head and hose and remove existing shower curtain where present 19.1 Remove or encapsulate any textured decorative coatings considered to be a risk to health. (Asbestos specialist) 19.2 Carry out plaster repairs to areas where ACMs have been removed – double board separation 20.1 Damaged/broken/loose floor tiles with ACMs to be removed by asbestos specialist 20.2 Gaps where floor tiles have been removed to be filled with self-levelling latex screed 20.3 Kitchen and Bathroom floor covering must be a non-slip R11 safety floor (Polysafe or equivalent) on a hardboard base – Install if not present, replace if existing flooring is damaged or in poor condition 20.4 Carpets left by previous tenant that are in good condition, should be left and gifted to the next tenant (unless infestation has occurred, then all carpets to be removed). Carpets may need to be cleaned if instructed to do so. 21.1 Inspect all Outbuildings to ensure that they are safe. 22.2 Inspect all Outbuildings to ensure it is clear and that existing firebreaks are intact. 23.1 Lock the loft hatch with an agreed type FB lock y Y Y Y Y Y S S ON THE ACM ST A Y Y Y Y Y Y Y Y Y Y Y Y Y Y Y Y Y Y	Ref	Lettable Standard - Description	Void	Void	Void	Void
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by ADC)		agreed Primary Test euro lock barrel (provided				
		by ADC)				



Ref	Lettable Standard - Description	Void	Void	Void	Void
		1	2	3	4
24.2	Non fire door front doors are to have a replacement Eurolock for existing multilock systems or a dual latch and mortice lock	Y	Y	Y	Υ
	arrangement for standard timber doors				
25.1	Test Door entry systems (where installed) for correct operation.	Y	Υ	Υ	Υ
26.1	Remove any existing burglar alarms systems.		Υ	Υ	Υ
Finis	hes – (Internal)				
27.1	All drawing pins, nails, screws, picture hooks and the like from walls should be removed safely and holes to be filled. All carpet tacks and gripper rods should be removed from the floor areas.		Y	Y	Υ
28.1	Any Graffiti should be removed from walls and ceilings.		Υ	Υ	Υ
29.1	Loose wall coverings should be removed if unable to repair.		Υ	Υ	Υ
30.1	All areas requiring re-decoration will have white or magnolia emulsion mist coats applied to walls, white emulsion to ceilings and white gloss to all woodwork.		Υ	Y	Υ
30.2	All newly plastered and heavily stained wall and/or ceiling areas are to be covered with mist coats of emulsion paint		Y	Y	Y
31.1	All areas not requiring decoration should be left in a reasonable condition to allow for decoration without the need to use specialist tools and materials.		Y	Y	Y

Ref	Lettable Standard - Description	Void	Void	Void	Void
		1	2	3	4
32.1	Wall tiles three rows high should be fitted around all baths, splash back areas and kitchen worktops. Where shower units have been installed, tiles should be fitted to the walls. Cooker spaces should have tiles installed from skirting level.		Y	Y	Y
Clear	l nliness (Internal)				
33.1	All furniture, rubbish, remaining goods, personal	Υ	Υ	Υ	Υ
	effects, loose electrical equipment, clothes, and				
	loose floor coverings will be removed. The				
	property will be cleared of all discarded drugs or				
	sharps and needles. All waste material will be				
	removed from the property and taken on the day				
	of removal to a licensed disposal or storage site				
34.1	as appropriate. If the property shows signs of vermin or insect			Υ	Υ
34.1	infestation, then fumigation or other appropriate			1	1
	treatment will take place.				
35.1	All cleaning should be completed using	Υ	Υ	Υ	Υ
	appropriate and safe cleaning equipment and				
	materials.				
Clear	nliness – (Internal Sparkle Clean)				
36.1	All floors and stairs should be swept and wet	Υ	Υ	Υ	Υ
	mopped where possible. Bathroom and WC				
	floors should be disinfected.				
37.1	All scuffs (where possible) and paint splashes	Υ	Υ	Υ	Υ
	should be removed.				
38.1	All doors (internal and external), doorframes,	Υ	Υ	Υ	Υ
	windows, window frames, windowsills, skirting				
	boards, radiators and pipe works should be				
00.4	washed down and wiped cleaned.	\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \	\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \	\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \	\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \
39.1	Cobwebs will be removed from all areas.	Υ	Υ	Υ	Υ



40.1 Kitchen Units, including all work surfaces, cupboards and drawers should be cleaned and sanitised internally and externally. 41.1 All sinks, basins, taps, tiled areas and showers should be cleaned and sanitised. 42.1 All toilets and pipe work should be cleaned. 42.1 All roims will be deodorised. 42.1 All rooms will be deodorised. 43.1 All rooms will be deodorised. 44.1 All robish left in gardens, garage and outbuildings should be removed. 45.1 Grass should be trimmed in the garden areas where required. 46.1 Hedges to garden areas will be trimmed to a manageable height not exceeding 1.2m. 47.1 All bushes and trees will be trimmed or removed where required. 47.2 Note the number, condition and type of all trees in the garden 48.1 Alterations made to the garden by the outgoing Tenant should be removed. 49.1 All sheds or greenhouses should be removed. 49.1 All sheds or greenhouses should be removed. 49.1 Sources of heating should be ready for use. The Heating System will be uncapped and tested (by Gas Contractor.) 50.1 Sources of heating should be in working order (Where required). 51.1 Immersion heater should be in working order (Where required). 52.1 The plumbing system should be inspected for signs of leakage and all stop cocks should be overhauled or replaced and clearly labelled. 53.1 All bath, sink, wash hand basins should have a plug. 54.1 An external meter cabinet key should be y Y Y Y Y Y Y Provided (Where required).	Ref	Lettable Standard – Description	Void	Void	Void	Void
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ARUN DISTRICT COUNCIL

REPORT TO HOUSING AND CUSTOMER SERVICES WORKING GROUP ON 21 JULY 2020

PART A: REPORT

SUBJECT: Health & Safety Update

REPORT AUTHOR: Satnam Kaur

DATE: June 2020 **EXTN:** 37718

PORTFOLIO AREA: Residential Services

EXECUTIVE SUMMARY:

This report sets out progress being made in respect of health and safety in Council owned homes.

RECOMMENDATIONS:

Members are asked to note the content of this report.

1. BACKGROUND:

As a provider of social housing Arun District Council is subject to regulation from the Regulator of Social Housing in respect of 4 standards that are classified as 'consumer'. These are

- the Tenant Involvement and Empowerment Standard
- the Home Standard
- the Tenancy Standard
- the Neighbourhood and Community Standard

In August 2018 the Regulator for Social Housing determined that we had breached the Home standard as we could not demonstrate that we had a system in place which allowed us to effectively meet our statutory duties to assess the risks of fire and legionella.

Although at the time of the determination a programme of works was in place to resolve the issues relating to fire and water safety, the regulator concluded that we had not previously addressed these issues at a speed which would reflect the level of risk to tenants. Taking into account the seriousness of the issues and the durations involved, the regulator determined that it was proportionate to find a breach of the Home standard in this case.

We subsequently developed an improvement plan to resolve the issues (Appendix 1). This consists of four main themes:

- **Systems** ensure a systematic approach is taken to Health & Safety through the procurement of a Compliance Management Software System that tracks and audits all assessments and actions arising
- Policies/Procedures review and update all policies and procedures
- Data robust review and analysis of data to ensure all statutory requirements are monitored on a monthly basis through the formulation of monthly reports

Performance Monitoring

Over the last 18 months we have been working closely with the Regulator as we implement the actions set out in the improvement plan. It is incumbent on us as a landlord to take a risk based approach that illustrates tenants are not at significant risk or harm. We have been providing monthly performance reports to the Regulator in order to demonstrate that the breach is being satisfactorily remedied (Appendix 2)

Significant progress has been made at pace over the last 18 months including:

- As part of the Housing Service restructure a new team is being formed to oversee compliance
- Procurement of a Compliance Hub (Geometra) which is a centralised system for recording all aspects of health and safety compliance. We are capturing data from multiple sources to ensure there is a clear audit trail of risk assessments, actions arising and completed and certifications
- Contracts have been mobilised across all disciplines.
- Management Plans are being drafted

2. PROPOSAL(S):

 Members note the progress being made in health and safety across the Council housing stock.

3. OPTIONS:

N/A

4. CONSULTATION:

Has consultation been undertaken with:	YES	NO
Relevant Town/Parish Council		✓
Relevant District Ward Councillors		✓
Other groups/persons (please specify)	✓	

Members of the Housing and Customer Services Working Group		
5. ARE THERE ANY IMPLICATIONS IN RELATION TO THE FOLLOWING COUNCIL POLICIES: (Explain in more detail at 6 below)	YES	NO
Financial		✓
Legal		✓
Human Rights/Equality Impact Assessment		✓
Community Safety including Section 17 of Crime & Disorder Act		√
Sustainability		√
Asset Management/Property/Land		✓
Technology		✓
Other (please explain)		
6. IMPLICATIONS:		
N/A		

Information Paper
8. BACKGROUND PAPERS:
N/A

7. REASON FOR THE DECISION:





Arun District Council Update Report to the Regulator of Social Housing

April 2020

Dashboard Information

	Total Number of Properties on Housing Management System Excl. Leaseholder	Number of Properties on Current Programme	Number of Properties known to be non- compliant	Number of Properties requiring validation
Domestic Properties				
Gas	3348	2456	0	6
Electric	3348	3348	0	0
Water Hygiene	3801	3801	0	0
Asbestos	3348	3307	N/K	0
Stairlifts	3348	69	10	0
Fire	3348	0	0	0

The Gas properties volume has increased to reflect new installations for properties that did not previously have gas.

Our gas contractor is due to undertake checks on the 6 properties that require further validation in respect of gas, within the next 3 months.

There are currently 10 stairlifts with an overdue annual inspection. Inspections have been impeded by two main factors. The first is that our contractor has furloughed staff due to the vulnerability of the household groups where inspection is required. These are predominantly in the shielded group which has resulted in very limited access. The risk is mitigated by emergency calls outs being responded to.



	Total Number of Properties on Housing Management System Excl. Leaseholder	Number of Properties on Current Programme	Number of Properties known to be non- compliant	Number of Properties requiring validation
Sheltered & Tempora	Sheltered & Temporary Accommodation Blocks			
Gas	45	13	0	0
Electric	45	45	0	0
Water Hygiene	45	21 (scheme level)	0	0
Asbestos	45	43	0	0
Passenger Lifts	45	9	0	0
Fire	45	45	2	0

	Total Number of Properties on Housing Management System Excl. Leaseholder	Number of Properties on Current Programme	Number of Properties known to be non- compliant	Number of Properties requiring validation
General Needs Block		_	-	-
Gas	335	2	0	0
Electric	335	190	1	0
Water Hygiene	335	190	0	0
Asbestos	335	190	0	0
Passenger Lifts	335	2	0	0
Fire	335	182	0	0

Definition of Validation:
Properties that require further checks to determine whether they should be included in the programme of works

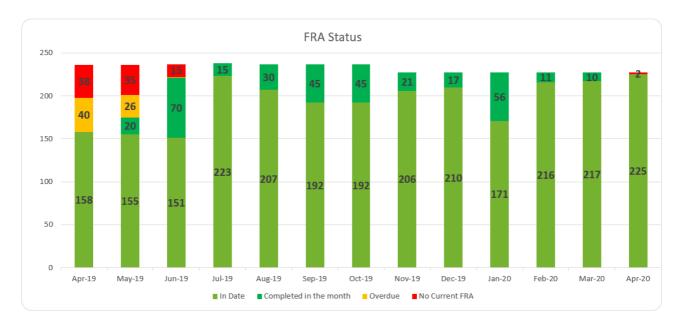


Properties requiring Fire Risk Assessment (FRA)	
Sheltered and TA Blocks	45
General Needs Blocks with Common Parts	182
Individual Domestic Properties	0
TOTAL	227

We have completed all 'no common part' surveys, and the properties on the FRA programme have been adjusted to reflect this. There are 153 General Needs blocks with no common parts, this leaves 182 General Needs blocks in the programme.

FRA Programme

Month	Number Due (cumulative)	Number completed
Jul 2019	15	15
Aug 2019	30	30
Sep 2019	45	45
Oct 2019	45	45
Nov 2019	21	21
Dec 2019	17	17
Jan 2020	56	56
Feb 2020	9	11
March 2020	18	10
April 2020	18	0
May 2020	29	





The March, April and May programme of FRAs has been hindered by Covid 19. Our contractor furloughed staff at the end of March and is in the process of re-mobilisng towards the end of May. In respect of the 2 FRAs that have lapsed they were last assessed 12 months ago and risk has been mitigated by the continuation of weekly site visits by staff to check that fire alarms are in working order.

1.2 Fire Monitoring and Maintenance Status

Inspections	No of Blocks in Programme	Compliant Blocks
Emergency Lighting Tests	150	150
Fire Alarm Tests	42	42
Evacuation Tests	22	22
ADC Site Inspections	22	22

2.0 Gas Safety

Properties requiring LGSR	No.
Sheltered Blocks	13 (45 boilers)
General Needs Blocks with communal gas supply	2
Individual Domestic Properties	2469
TOTAL	2484

We remain at 100 per cent compliance with gas safety.

There are 5 properties that do not have a current LGSR, however they remain compliant due to the supply being capped.

Properties without LGSR	Status	Reason
Lawrence Ave	Capped	Void
Lawrence Ave	Capped	Due for refurbishment
Canada Road	Capped	Due for Demolition
Canada Road	Capped	Due for Demolition
11 Foxes Croft	Capped	Void

2.1 Potential for Gas

	Properties confirmed as potential for gas	Number of potential for gas properties with current LGSR	Number of properties requiring validation for potential for gas
Domestic properties	79	74	6



The properties which have been assessed as having a 'potential for gas' are having an annual gas safety check and LGSRs produced. Of the 74 we have 5 properties remaining to be checked. For future years these properties will be booked for a safety visit based on the existing LGSR expiry, in the same way as properties with gas appliances.

The number of properties requiring an inspection to ascertain a potential for gas remains at 6 properties and are with our gas contractor to undertake the necessary checks.

3.0 Water Hygiene

Our water hygiene contractor, NWL, continue to complete Water Hygiene Risk Assessments (WHRA) on a 3 year programme, once all properties are completed, we will revert to a 5 year rolling programme.

So far 761 Domestic WHRA's have been completed. A programme of communal WHRA's has commenced.

Properties requiring WHRA	No.	
Sheltered Blocks (in Schemes) (including TA) (including flats/bedsits)	45	
General Needs Blocks (including blocks without common parts)		
Individual Domestic Properties (including leaseholders)	3801	
TOTAL	4181	

3.1 Scorecard

Properties requiring WHRA	No.	
Properties with current WHRA		
Total number of properties awaiting risk assessment	3420	

3.2 Monitoring & Maintenance

The chart below shows performance on our monthly temperature checks. This data is taken directly from the contractors recording system, Zetasafe. We are sharing a compliance chart from our monthly temperature checks, this comes directly from the contractors recording system, Zetasafe.

Water Monitoring	Overdue	Due	Completed during the month
Monthly outlet temperature checks	0	127	108
Logbook backups	0	0	17



Key Performance Indicators for Arun District Council Filtered by Date Range: 01-Apr-2020 - 30-Apr-2020





Monthly temperature checks at 17 properties have continued, all of which have shared water outlets. In April, 108 out of 127 outlets were tested. The 19 that haven't been, is due to some shared/communal facilities being "locked down" as a result of Covid19. As the restrictions are eased we will check and flush all outlets prior to the facilities being reopened for use.

97 of the outlets tested are green and compliant. There are 11 amber flags, all of which are on hot outlets and in recovery.

3.3 Water Management Remedial Works Status

The main areas of remedial works identified from WRAs are low risk and include:

- Policy clarifications
- Replacement tanks
- Cleaning of tanks
- Water temperature
- Minor repairs/sundries (includes: Insulation, insect screens, isolation valves, dead leg removal)

4.0 Electrical Safety

Properties requiring an Electrical inspection	No.
Blocks with EICR	380
Domestic Properties with PIER	3348
Domestic Properties with PEIR over 5 years old	436
Properties without PEIR	0

4.1 Domestic PEIRs

There are currently 436 certificates that are older than 5 years. These properties have been prioritised for completion in our current inspection programme. During the Covid 19 lockdown period we have seen access to properties significantly reduced specifically in respect of electrical inspections.





4.2 Communal EICR's

Communal EICR's	No.
Blocks with a valid EICR	131
Blocks confirmed as not requiring an EICR	10
Blocks requiring EICR	239
TOTAL	380

The programme of communal EICRs continues as planned. We expect c.150 blocks to not require an EICR certificate to be issued as they have no common parts.

4.3 PAT Testing

The PAT testing programme for communal areas within sheltered accommodation is now complete. All 15 sites have valid PAT testing certification.

5.0 Asbestos

Properties requiring AMS	No.
Sheltered Blocks (annual review)	43
General Needs Blocks (annual review)	190
Individual Domestic Properties	3307
TOTAL	3540

This table has been updated to reflect removal of blocks with no common parts and removal of properties built since 2000

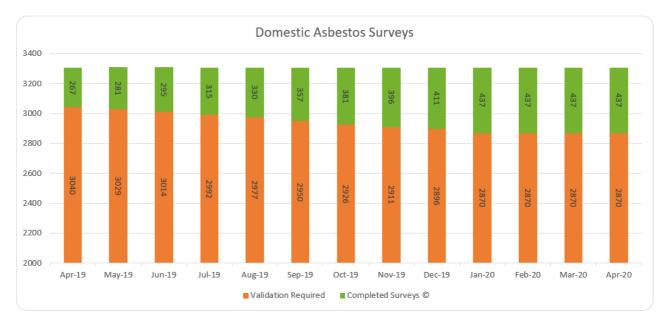


5.1 Scorecard

Domestic Properties requiring AMS	No.
Properties without asbestos	41
Properties with current AMS	437 (domestic)
Properties with no AMS or overdue AMS	TBA

Having completed an age profile of our blocks, we have determined that 41 dwellings and 2 blocks have been built post 2000 and therefore have no asbestos.

A programme of domestic asbestos surveys will be carried out through 2020, prioritising properties which have been assessed through a desk top exercise as being likely to have ACMs, for example, properties with artex ceilings and vinyl floor tiles and those with potential for insulation.



Our communal asbestos programme is ongoing and so far 211 blocks have been completed from a programme of 224 blocks (programme includes both general needs and sheltered blocks). The remaining 13 properties will be completed by 30 June 2020.

6.0 Lifts

Properties requiring LOLER Inspections	No.
LIFTS with LOLER Reports	13
Lift with overdue LOLER Reports	0
Properties without LOLER Reports	0
Other lift inspection reports	TBA



Properties requiring stairlift maintenance visits	No.
Properties under ADC Maintenance agreement on schedule	69
Properties under ADC maintenance agreement behind schedule	10
Properties with tenant-installed lift or out of maintenance	TBA

We have 10 overdue stairlift inspections due to access issues which we are pursuing, access has been restricted due to Covid-19 shielding.

6.1 Monitoring/Risk Assessment Status

Lift Inspections	Overdue	Due	Scheduled
LOLER Visits	0	0	13
Stairlift visits	10	0	69
LG5 inspections	0	0	0
LG10 inspection	0	0	0

LG10's inspections have been completed for all 13 passenger lifts. The next inspection required for the passenger lifts, other than LOLER visits, will be the LG5's which will be due in 2024.



Arun District Council Health & Safety Improvement Plan January 2019 – August 2021



In August 2018 we were served with a Regulatory Notice by the Regulator of Social Housing The regulator has concluded that:

- a) Arun District Council has breached the Home standard
- b) as a consequence of this breach, there was the potential for serious detriment to Arun District Council's tenants

The Home Standard requires the following outcomes:

1 Quality of Accommodation

Registered providers shall:

- a) ensure that tenants' homes meet the standard set out in section five of the Government's Decent Homes Guidance1 and continue to maintain their homes to at least this standard
- b) meet the standards of design and quality that applied when the home was built, and were required as a condition of publicly funded financial assistance2, if these standards are higher than the Decent Homes Standard
- c) in agreeing a local offer, ensure that it is set at a level not less than these standards and have regard to section six of the Government's Decent Homes Guidance.

2 Repairs and Maintenance

Registered providers shall:

- a) provide a cost-effective repairs and maintenance service to homes and communal areas that responds to the needs of, and offers choices to, tenants, and has the objective of completing repairs and improvements right first time
- b) meet all applicable statutory requirements that provide for the health and safety of the occupants in their homes.

The purpose of this Health & Safety Improvement Plan is to achieve compliance in all aspects of health and safety management throughout our housing stock, ensuring the health and safety of our residents.

Compliance is the main service priority and we are committed to addressing all health and safety challenges to ensure that our business is operated and managed in a responsible manner to comply with all relevant legislation and where possible to implement best practice and set sector leading standards.



Area	Regulatory Requirements	Compliant	Evidence Demonstrating Compliance	Actions needed for ADC to Comply / Strengthen Compliance	By When & Progress
Fire	Fire Safety policy	Yes	Policy in force	Member & Senior Officer sign off	June 2020
	Fire Risk Assessments conducted when and where required	Yes	Completion of No Common Parts review New contractor appointed	Rolling programme for future FRAs started	On track
	Actions addressed in acceptable timeframes and by competent people	Yes	Programme of remedial works being undertaken Fire door surveys completed	Complete outstanding actions and manage actions arising Devise programme of remedial works and 3-year door replacement programme	Completed October 2019 Tender awarded October 2019, site surveys commenced, installations start in May 2020
	Active equipment maintained	Partly	Documentation On Site	Agree to hold documents on line with Fire Service	June 2020
Water Safety	Water Safety Policy	Partly	Policy under review	Implement new policy Member & Senior Officer sign off	August 2020
	Water Hygiene Assessments conducted when and where required	Yes	Electronic log books for sheltered schemes	Add external information to Compliance System Dashboard	Data now available via ZetaSafe which acts as an electronic logbook for all shared water outlets
	Actions addressed in acceptable timeframes	Partly	Programme of remedial works being undertaken	Completion of programme	Ongoing as generated via WHRA programme
	All other properties surveyed for water hygiene risks	Partly	Programme of reviews scheduled via a risk assessment on domestic dwellings	Completion of programme	March 22

Area	Regulatory Requirements	Compliant	Evidence Demonstrating Compliance	Actions needed for ADC to Comply / Strengthen Compliance	By When & Progress
Asbestos Management	Asbestos Management Policy	Partly	Policy under review	Member & Senior Officer sign off	Complete
	Asbestos Management Surveys conducted when and where required	Yes	Contractor records	ctor records Import history of surveys into Compliance Management System	
	Asbestos Refurbishment and Demolition Surveys conducted prior to programmed works	Yes	Contractor Records	Import history of surveys into Compliance Management System	September 19 Complete
	Work undertaken by qualified people	Partly	Contractor Records	Capture certificates with Compliance Management system	Historic records Complete September 19
	Management Surveys extended to cover all properties	Partly	Programme of surveys extended to occupied properties	Schedule over next three years	March 22
	Asbestos Register available to anyone undertaking work in property	Partly	Reports held in EDRMS made available on request	Use Asbestos Register in Compliance System	In Progress Ongoing
Electrical Safety	Electrical Safety Management Policy	Partly	Policy under review	Approval and implementation of new policy	August 2020
	Periodic Electrical Inspections conducted when and where required	Partly	EDMRS records	Review frequency of PIERs based upon risk assessment of property archetypes	In Progress & Ongoing
	Work undertaken by qualified people	Yes	Contractor Records	Capture certificates in Compliance Management System	Ongoing

Area	Regulatory Requirements	Compliant	Evidence Demonstrating Compliance	Actions needed for ADC to Comply / Strengthen Compliance	By When & Progress
	Any remedial works completed before issue of Satisfactory Certificate	Yes	C1s and C2s fixed on inspection Capture contractor information in Compliance Management System		Ongoing in current programmes
	PEI available on request	Yes	In EDRMS Move to Compliance System		In Progress And ongoing
Gas Safety	Gas Safety Management Policy	Yes	Policy in force	Formal approval	July 19
	Gas Safe Inspections conducted when and where required	Partly	EDRMS records	Assess all electric heated properties for presence of gas pipework	In Progress 6 properties remaining to check – June 2020
	Work undertaken by qualified people	Yes	Contractor records	Capture certificates in Compliance Management System	Ongoing and reviewed on a monthly report
	Any remedial works completed before issue of Gas safe Certificate	Yes	Faults fixed on inspection Capture contractor information in Compliance Management System		Complete March 19
	Certificates available on request	Yes	EDRMS	Move to Compliance System	In Progress June 2020
Lifts	Lift Safety Management Policy	Partly	Policy under review	Member & Senior Officer sign off	August 2020
	Passenger lifts safety records meet LOLER requirements	Partly	Council Records	Capture in Compliance Management System	Complete October 19
Other Communal Facilities	Risk Assessments undertaken	Yes	Playgrounds, communal grounds, and other risk assessments on paper	Formalise and move into Compliance Management System	Under Review 2020
	Remedial works addressed in acceptable timeframes	Partly	QL Job Management and Contractor records	Evidence via Compliance Management System	Under Review 2020

Area	Regulatory Requirements	Compliant	Evidence Demonstrating Compliance	Actions needed for ADC to Comply / Strengthen Compliance	By When & Progress
ADC Housing Services Offices	Meet H&S at work regulations	Yes	H&S records	A programme of H&S updates has been implemented	Ongoing June 2020
ADC Housing Services Staff	Duty of care	Yes	HR Records	1:1 form is being updated and implemented	Ongoing
ADC Housing Safety Management System	Policies, procedures and guidance in place with training and support	Partly	Paper records	Move into Compliance Management System with Hackitt Report recommendations incorporated	Ongoing June 2020

Agenda Item 11

Housing & Customer Services	Housing & Customer Services Meeting						
Meeting Date			21-Jul-20	22-Oct-20	04-Feb-21	15-Apr-21	
Item	Lead	Origin					
Customer Services Annual Update	JRW		*				
Fire Policy & Management Plan	SK		*				
Void Standard	SK		*				
Health & Safety Update	SK		*				
Additional and Selective Licencing Schemes for Houses in Multiple Occupation	LC			*			
Customer Services Access Strategy	JRW			*			
Water Hygiene Policy & Management Plan	SK			*			
Gas Safety Policy & Management Plan	SK			*			
Repairs Policy	SK				*		
Income Recovery Policy	SK				*		
Agenda Prep Timetable							
Draft Reports to Committees by 9am			08-Jun-20	07-Sep-20	21-Dec-20	01-Mar-21	
Agenda Prep Date 16:30			23-Jun-20	22-Sep-20	05-Jan-21	16-Mar-21	
Room			Blue	Blue	Blue	Blue	
Final Reports to Committees by 9am			06-Jul-20	05-Oct-20	18-Jan-21	29-Mar-21	
Despatch Agendas by 2pm Thurs			09-Jul-20	08-Oct-20	21-Jan-21	01-Apr-21	
Date of Meeting 6pm			21-Jul-21	29-Sep-20	26-Jan-21	16-Mar-21	
Room			PINK	PINK	PINK	PINK	
OSC Meeting Dates			01-Sep-20	01-Dec-20	23-Mar-21	TBC	
Cabinet Meeting Dates			19-Oct-20	14-Dec-20	22-Mar-21	TBC	
Full Council Meeting Dates			11-Nov-20	13-Jan-21	TBC May 2021	TBC	

